JMS for Dorset Joinery

Familiar with computers Clive Rowe, of Dorset Joinery, spent some time searching for software to make his life easier. Most he considered not suitable for bespoke joinery or the UK market, however when he viewed Joinerysoft's Joinery Management Software (JMS) on a chance encounter on the web, he knew he had found what he was looking for.

Clive Rowe started his career as a chartered quantity surveyor back in 1968. He spent his time preparing bill of quantities and pricing for the building trade. He then worked as a systems developer on a government project producing bill of quantity software. Around 1976 he started a building company and

then in June 2005 he branched into joinery also, launching a sister company – Dorset Joinery Ltd.

Dorset Joinery, based in Poole, specialise in bespoke joinery.

Their customer base ranges from large national companies, to private customers, shop fitters or small builders. With private clients they compete on price and quality, inviting customers to their factory in

Poole, to see the quality of their work for themselves. This attention to detail ensures that they receive a healthy percentage of repeat business. They have a local reputation for quality, and reliability, besides committing to quoting for all jobs promptly. Their strong customer base and sustained turnover belies the fact that bespoke joinery in the Poole area is highly competitive, with dozens of joiners from one man operations to larger joiners all competing for the same jobs.

Purchasing JMS just over a year ago, Clive has been impressed at just how much of a difference the software has made. The parameter files ensure comprehensive options for bespoke joinery, while the visual layout remains easy to use.

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Purchasing just before Christmas, meant juggling VAT payments, rent due and wages to cover their 2 week shutdown, however, the advantage was that Clive was able to take time during the break to get to know JMS. When JMS was installed in January 2007, Joinerysoft's installer trained Clive's stepson on use of the software. Clive had been able to pick up the fundamentals of JMS himself just by looking at the software. He adds, "The manual that came with JMS was very good, providing step by step instructions to work through." Clive's stepson Richard wasn't familiar with computers but even he managed to pick up JMS quickly after his initial training. It helped that the installer was a joiner himself.

Quoting in the past was manual, with pricing accuracy varying according to how much time could be afforded to prepare it. The presentation of the quote was not to a good standard. Now he can design templates and print estimates/quotes at the touch of a button using JMS produced quotes. There is a higher acceptance rate, fewer queries and ambiguities helped by the professional and clear layout, which includes schematics and pictures of all joinery items. He confirms, "JMS takes the repetitive slog out of quoting, and has resulted in a higher hit rate." Quoting in the evenings by choice, Clive now rarely works more than an extra 1 hour, instead of the 3-4 hours prior to the use of Joinerysoft. He claims, "Everything is easier with JMS, especially multiple choice variations."

The software has impacted the workshop too. Cutting lists can be produced instantly, and stock levels have been reduced. Wood is ordered each week for the coming week. They also have the confidence to order glass in advance, often before the unit is made. In effect, the workshop is more efficient. The extra information available from JMS has proved useful too, in particular, visibility of projected labour and material costs. These costs can be fed back in to increase the accuracy of quoting.

The versatility of JMS means that all jobs can be put through JMS. While waiting for the launch of JMS stairs, due soon, Clive is able to utilise the Bill of Materials module to put though stairs and built in wardrobes. He confirms, "It is so flexible I've even been able to quote for bespoke conservatories incorporating a proprietary patent glazing system, using the JMS parameter files ."

Clive adds, "Joinerysoft is a very friendly company and customer support has been good. I know that Joinerysoft listens to their customers; their updates include feedback/ideas that I've requested."

As a result of introducing JMS, Dorset Joinery has seen profit margins increase and helped the business remain sustainable, despite fierce competition at home and abroad. Recently in France, Dorset Joinery helped convert a bank into very high quality flats at Dinard, near San Malo. Clive explains, "The job involved walnut panelling, which I've been able to draw up easily using JMS' Screen and Frame

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software. The good news for us, and British small businesses, is that we were £20,000 cheaper than our French competitors and still able to make a profit."

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