

# Quoting made easy with Joinerysoft

Three years ago Fallowfield Projects were faced with a very high level of demand for joinery quotations. As with many small businesses time was in short supply and turnaround time for pricing was longer than desirable leading to peaks and troughs in production.

Investment in Joinerysoft's Joinery Management Software (JMS) has transformed their quoting process resulting in a speedier customer response and a more consistent flow of orders.

Based in Staveley, near Kendal, Fallowfield Projects was set up 14 years ago, by two brothers, Jim and Ward Fallowfield. Concentrating on building up their reputation, based on good service, reliable delivery times and quality they take on a diverse range of work, including windows, doors, staircases, and occasionally shop fitting and interior work. Fallowfields have concentrated on efficiencies in production to speed up the workflow, with a greater emphasis on window production over the last eight years. Investing in Masterwood CNC machining centres has improved efficiency and the implementation of quality systems has enabled them to achieve two prestigious British standard Kitemark licences for their window manufacture.

Their highly efficient production only served to



highlight inefficiencies in other areas of the business, not least of which was their quoting ability. Almost all joiners can relate to bottlenecks in quoting. Fallowfields were no exception to this with orders constantly building up they often resorted to answering quotes in batches, resulting in delays and less chance of winning orders, further contributing to peaks and troughs in production.

Joinerysoft's Joinery Management Software (JMS) for windows, sliding sash, doors, screens, stairs, CNC and bill of materials, provides a comprehensive solution for joinery companies wishing to improve efficiency and control costs. Providing quick and professional quotes, as well as cutting lists, glass and timber orders, JMS saves administration time allowing joiners to return to the workshop. Viewing JMS two

years ago, Fallowfields instantly recognised that this was what they were looking for, and purchased straight away.

Annette Graves, Administrator

at Fallowfields says, "We really needed to get a more consistent flow of orders and JMS has enabled us to do this really well. Even with a limited knowledge of joinery I am now able to do much of the routine pricing where as previously it had to wait for a production joiner." Purchasing initially to improve pricing, Fallowfields are keen to utilise JMS further, including possibly linking with their Masterwood CNC machining centres in the future.

Servicing both the general public and trade, their customers have noticed a big difference too. Customers can now walk in off the streets and receive a quote there and then. Annette confirms, "I can now quote confidently and reliably and most importantly quickly. JMS has made us much more flexible, and enabled us to improve the flow of the business." Fallowfields' quicker response leads to a better chance of winning the work, and the professional quotes reassure customers. "The visual true scale image really helps, particularly when selling to someone who doesn't know joinery," Annette says. "The itemised layout and clarity of price reassures customers and gives them more confidence about what they will get, providing a good first

impression for us." Another feature enjoyed by Annette is the ability to email quotes directly from JMS.

Two years on Fallowfields are still pleased with their investment. Annette says, "JMS is fairly easy to learn. It helps that we use it a lot. After our training we have had very little need to call support. We are quite good at finding out the answer for ourselves and that's basically how you learn. Joinerysoft are helpful and approachable though and I would definitely not hesitate to call if I needed to."

Protecting your profit margin and keeping control of costs can be difficult with prices increasing daily. Fallowfields have overcome this difficulty, finding it easy to update prices with JMS. Providing accurate prices JMS has protected their profit margins. "With prices increasing all the time from suppliers JMS has allowed us to change prices easily, and keep up to date with changes. At the end of the day our profit margin is more identifiable," says Annette.

JMS's contribution has not only speeded up quoting but has also impacted on production, by allowing joinery staff normally involved in pricing to be free to return to the workshop. Annette believes, "JMS is definitely a strength in the current economic climate. I wouldn't like to be without it."

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