

# Joinerysoft provides a foundation for growth at Formby Doors

Based in Formby, Liverpool, Michael Caig and partner Ian Purcell started a new business six years ago, specialising in selling doors to the retail and general public. Initially buying the doors for resale, they have now expanded their business and manufacture in-house, supplying casement windows, sliding sash and doors. Michael believes that the opportunity to diversify has been made easier by the introduction of new Joinery Management Software (JMS) from Joinerysoft.

As a qualified electrician, Michael has not had the benefit of a joinery background and has had to pick up the trade on the job. Responsible for the office management of the business has meant that Michael has had to get to grips with quoting and producing job sheets for the workshop, often requiring long hours in the evenings. Keen to develop the business and improve the quoting process, Michael investigated joinery software on the Internet and came across Joinerysoft. After seeing a demonstration, Michael knew this was what he needed. He says "I could instantly see the advantages of having the software and liked the idea of being able to give the customer an instant quote when they visit our showroom". JMS quotes provide a professional image including drawings and detailed specifications list timber, fittings, glass and special finish required. Michael believes customers seem to expect this level of service as standard now which means you



**FORMBY DOORS**

need to be more professional than ever to compete in a competitive market.

Initially just producing doors and specialising in fire doors, Formby doors like many joinery workshops during the last year have had to make tough choices. In order to keep their workshop busy they have been able to diversify to produce casement windows and sliding sash, which are still in demand. Purchasing JMS just 6 months ago has helped them to capitalise upon this opportunity by streamlining

the quoting and production process, providing quotes, worksheets, and supplier orders at the touch of a button. With JMS able to handle any bespoke joinery, Formby Doors now have the confidence to offer an extended product range.

Michael found JMS relatively easy to learn, despite his lack of experience with computer software, and believes that "it helped immensely that the installer was a joiner". He adds "I have been amazed at the time savings introduced by JMS, my administration time has been reduced by 2 hours each day".

Now using JMS for all jobs, the contrast with their previous systems couldn't be greater. Michael admits to losing paperwork and drawings previously, and used to delay quoting for complicated jobs. He explains "We had the machines in the workshop ready to work, but we needed the paperwork

to back it up. When I was out of the office other staff could not process orders. This has been transformed by JMS. All paperwork is filed effectively and can be reprinted if necessary. If an order is confirmed while I am out, it is a simple matter to print out a worksheet for the job and send it straight to production". An additional advantage with JMS is the ability to print out supplier orders. Michael confirms "I can now just print off the timber order, and fax/email it to my supplier. Everything comes in good time and at just the right quantity".

Michael is confident that JMS has increased orders both through the professional quotation and the ability to design in front of the customer. He says "Customers' eyes light up when you design an item in front of them on the computer. It gives them confidence that you know what you are doing". Another advantage of JMS is improved visibility of profit. Costs are now accurate for each job with real prices used for timber, glass and fittings. JMS also provides the man hours required for each job, useful for planning production and checking efficiency in the workshop. With all prices and timings easy to adjust within JMS, profitability can be assured.

In conclusion Michael says "I don't know what we would do without it. JMS has provided us with a solid foundation to grow on and helped us to diversify. We may need to change our name to Formby Doors and Windows now".

## Formby Doors

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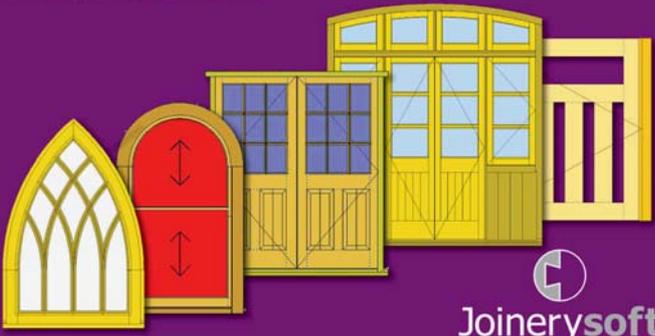
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