

Joinerysoft complements traditional joinery skills at Higgins Joinery

Passionate about the impact that joinery software has had upon his business, Steve Moore, owner of Higgins Joinery explains why he considers it essential.

Steve Moore purchased Higgins Joinery 22 years ago from a retiring joiner. Starting with one unit in the Victorian Mews Workshop in the centre of Hove, East Sussex, there are now 3 joiners employed at Higgins Joinery occupying 7 units in the same Mews. The business relies upon personal recommendation for new business and is thankfully busy all the time, however Steve has no plans to expand further, enjoying the manageable size which allows him to concentrate on providing a top quality product rather than volume production. They are involved in conservation work and unusual items as well as custom windows, sliding sash, doors and stairs for both private clients and trade.

Looking for software to take the company forward, Steve purchased JMS in November 2006. He adds, "As soon as I saw it I knew that's what I needed." Understanding computers made it easy for Steve to learn the software, however with time served joiners as trainers this is not a pre-requisite. Steve explains, "Talking to a joiner who has been hands on makes it so easy because you don't have

to explain what you are looking for. You can relate to them and they can look at how your business is run and tune in to what you need and set it up for you."

"One of the challenges of running a joinery workshop is that architects and customers change their minds at the last minute"

Quoting prior to JMS was time consuming and fiddly, involving typing up quotes in word using pre-prepared quotations and wording without pictures. Some quotes got missed because of the resource constraints of a small business. Steve believes that quoting time has been reduced by 75% and cutting sheet calculation reduced by nearer 90%. He confirms, "Now every quote gets done because it takes so much less time I can do them all." Customers are equally impressed with the speed and accuracy of quoting with JMS.

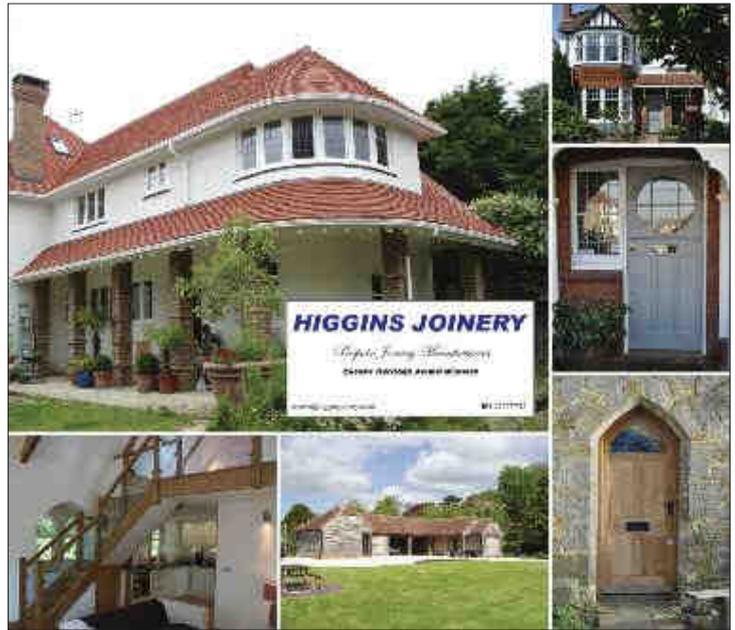
One of the challenges of running a joinery workshop is that architects and customers change their minds at the last minute. With Joinerysoft

access is easy meaning Steve can pull up a job, make changes, and print instantly. The architect can now have the revised paperwork in front of him 2 minutes later. Redoing cutting sheets would take a couple of hours if doing manually, but recalculation is automatic with JMS and orders can go to the bench immediately.

With a heavy focus on conservation work, Higgins Joinery, not surprisingly is called on to supply planners with detailed sizes, styles and pictures of cross sections and designs. Steve confirms, "We now send them Joinerysoft printouts and baffle them with science. They never come back requesting more information."

With the success rate of quotes improving to an impressive 75% since purchasing JMS, Steve is convinced that JMS has helped them to win orders. He adds, "JMS has enabled me to tackle bigger jobs with a greater degree of confidence. In the past it was easy to miss something out, but with JMS everything is itemised, so you can clearly see if you miss something. I know now that if I quote for a £40,000 job the price will be right."

More than just a quoting package, production efficiency has also been improved because the joiners don't have to calculate their



own cutting lists, resulting in a higher throughput of work. Steve doesn't believe this has deskilled their job, rather improved it, saying, "The joiners on the workbench are able to concentrate on producing high quality fine joinery by removing the routine part of their job." Working with the joiners and welcoming their input to JMS in choosing styles of cutting lists, timber sheets, and tolerances used has resulted in the successful integration of the software into all areas of the business.

With the growth of Higgins Joinery physically limited within their current premises,

Steve believes that JMS has more than made up for this with increased profitability and efficiency. "I am able to order less timber up front because Joinerysoft tells me how much timber is needed for each item so I can just buy timber in as and when it is required. I now have much finer control, much less wastage, and fewer miss-measures on glass, enabling me to keep my costs under control. This helps keep running costs and investment needed down to a minimum," he says.

Steve is pleased with the level of support from Joinerysoft, adding, "My

feedback is valued and it feels like I'm part of the family." He concludes, "Joinerysoft backs up the precision and quality of our business. It gives me a great deal of confidence and I couldn't do without it. JMS is at the heart of the operation really, complementing the skills of my joiners."

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