

## HGL GO LIVE WITH NEW WEBSITE

In a busy business world customers want web sites to be clear, informative and easy to navigate. That is the message we received when we conducted a recent survey of our customers and web site providers.

Tricia Clear (Harlow Group business & marketing manager) takes up the story.

"We have listened to our customers feedback and taken advice from our web site provider to design a site that hopefully provides the user with the information they require quickly and accurately. We believe the new site will provide all our customers both existing and new with the information they require. The beauty of the new site is we can easily update with the latest information. We hope you enjoy the changes".



[www.harlowgroup.co.uk](http://www.harlowgroup.co.uk)

## GUARDING THE FUTURE WITH BERNHARD & COMPANY



The Harlow Group are pleased to support a company that has recently won the Queens Award For Enterprise.

Long established horticultural and manufacturing business Bernhard & Company origins date back to the 1880s and are the original manufacturer of spin grinding machines. The company is dedicated to providing quality equipment to the golf and sports turf maintenance industry. The Harlow Group has been heavily involved in the complex guarding for their unique grinding machines, which are used for sharpening of blades on large mowing equipment and mainly utilised on Golf Courses.

The Harlow Group was initially consulted about a guard set for one of their biggest machines that was particularly challenging and we have now been supplying this Guard kit for over a year. We have since progressed and helped in the design and implementation

of two new guard sets for new blade grinding machines that have been launched this year, and are doing extremely well in the market.

Bob Evans (Purchasing Manager) comments "In choosing a new supplier for our range of guards we were looking for a supplier who could demonstrate expertise in sheet metal fabrication and the facility to wet spray. We were also looking for well established quality control systems and a management team with the commitment to establish close working relationships between the two companies. In choosing the Harlow Group we are sure we have ticked all the boxes and look forward to a mutually beneficial long term relationship".

Harlow Group has played a big part with this support, which has enabled Bernhard & Company to produce highly efficient, and user friendly machines that meet the exacting demands of today's market.

## MD COMMENTS



At the time of going to print we are well into completing the first shipments of product into Flextronics, Mexico. This has been a new and exciting challenge for everyone at the Harlow Group. Exporting large amounts of components to a country some distance away brings a new dimension to our business. Our people have to be focussed on the sheer logistics involved in moving volume metalwork across the sea, taking into consideration lead times, packaging, shipping agents, customs and additional paperwork.

Being successful with this new venture will bring its own rewards. It will show that we can compete in a global market and will give us confidence to explore different areas to promote our services. A big thank you therefore goes to the team who have demonstrated professionalism and dedication to a difficult and complex task.

Closer to home, trading in the UK has still been very strong despite the doom and gloom that appears in the news. This is testimony to the hard work by the staff at Harlow to understand the market place and react to customers needs.

It is becoming increasingly difficult to fully absorb rising raw material, energy and fuel prices. However we are making every effort to minimise any increases to our clients wherever possible to demonstrate to our loyal customer base a commitment from us that we have a long term trading relationship, rather than taking a knee jerk decision to a difficult situation

*Bill Timpson*  
MANAGING  
DIRECTOR

## HGL START NEW TRADING IN MEXICO

HGL are delighted to announce they have begun trading for the first time in Mexico. We have become a supplier to Flextronics International Ltd who are a contract electronics manufacturer providing full turnkey services to major OEM's worldwide

For many years HGL has been a major supplier to Pitney Bowes based in Harlow Essex. Following the announcement in November 2007 by Pitney Bowes that all production would switch to Mexico during 2008, HGL entered into negotiation with Flextronics to continue providing parts to their manufacturing facility in Aguascalientes.

A combination of technical investment specific to the production of the Pitney Bowes parts, together with extensive manufacturing knowledge and a competitive price structure has allowed HGL to continue as an integral supplier to both Pitney Bowes and Flextronics.

Gary Hollister (commercial director HGL) writes, "We have been proud of the service levels we have provided Pitney Bowes over many years and we now look forward to providing the same levels of service to our new partners at Flextronics. Our growing partnership with Flextronics is proof positive that with the right investment and "can do" attitude UK manufacturers can compete in a truly global market".

## CONGRATULATIONS

Well done to Mark Adams for becoming a father for the second time when his son Blake was born on 8th May

Congratulations to Dave Carlisle who married his partner Maria in May

Best wishes to Steve Parker who will be marrying his fiancé Amanda in August.

You know he doesn't look it but Gary Hollister turned 50 in June !!!

Lastly congratulations to Sophie Williams who finally passed her driving test after 4 attempts. The world is now just a little less safe.

## MEET THE TEAM



### Domonkos Kiss Quality Assurance

This edition of "Meet the team" introduces Engineer Domonkos Kiss, known to everyone as Domi.

He originates from Kiskrös, Hungary which is the birthplace of the famous poet Petfi (b.1823). The city is located about 80 miles from Budapest. In 2007 he obtained his degree in Mechanical Engineering at the Veszprem University. His thesis specialized on Robotic Technology.

Domi joined the Harlow Group in November 2006 as a trainee engineer and having

now spent time understanding our manufacturing processes he now leads the Quality Assurance department of the business. His current studies are centred on quality management systems

Prior to joining HGL Domi gained invaluable manufacturing experience with various blue chip companies in his native country before making the move to the UK in order to broaden his career.

Outside of work Domi is a keen traveller and confesses to a love of computers and electronic breakbeat music, which regularly take him into London for the big gigs.

If you would like to know more about famous poets, breakbeat music or any matters relating to quality, then contact Domi by e-mail: [d\\_kiss@harlow-group.co.uk](mailto:d_kiss@harlow-group.co.uk)

## Sudoku Competition Corner

### Your Chance to win Summer Hamper.

To all our newsletter readers there is a chance to win a Summer Hamper (full of goodies) by just completing this Sudoku puzzle correctly and returning it to us by 30/09/08

Name: ..... Company: .....

Address: .....

..... Contact No: .....

Please send your completed articles to Sudoku Competition, Harlow Group Ltd, Allen House, Edinburgh Way, Harlow, Essex, CM20 2HJ.

Last competition winner was Rob Durr of Speakerbus Technology Ltd, based in Hoddesdon. Congratulations.

This competition is open to all readers of this newsletter except employees and their families of the Harlow Group Ltd. Winner will be selected randomly after the closing date for entries. Winner will be notified and receive their prize by post. No cash alternative to the prize will be offered.

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