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CHESTERFIELD SPECIAL CYLINDERS

CONTINUING OVER A CENTURY OF INNOVATION IN HIGH PRESSURE CYLINDERS

Through these Newsletters, we have communicated developments at Chesterfield Special Cylinders, as the business has expanded in the five years since our move to Sheffield. This has included the introduction of new staff members - many of whom have particular technical design, engineering and production skills.

The majority have been brought into the business to provide expertise in our new business areas of specialist gas containment - road trailer manufacture, fittings procurement, manifolding services, and in-situ testing of large cylinders - to name just a few.

There is a need, however, for a growing business to maintain a balance...



IMPROVED COMMUNICATION WITH OUR CUSTOMERS

- new sales management resources and structure

To improve the customer relationship and management resources, Chesterfield is glad to announce a major boost to our account management teams across all product areas, and in particular much closer focus on small cylinder products and services.

The aim is both to improve the level of service we offer, against a background of increasing enquiry volumes and project complexity, and to communicate effectively with our customers throughout the development, quotation and production process.

This does not mean that the established key contacts within Chesterfield will change for most long-term customers or those who do business with us frequently. But new customers and those with whom we have had only intermittent contact will have their enquiries and orders handled by the team shown below.

Pro-active changes

High-pressure cylinders are precision engineered, safety-critical products. With the exception of the ex-stock supply of industrial cylinders, ours is not an 'off-the-shelf' business. Each order requires detailed handling and planning, from materials selection and procurement onwards. Thus, it is a bespoke service, even when cylinders conform to a common specification. This requires sufficient human resources.

Frequently, the route to the placing of an order is a lengthy one involving design engineering skills and a range of joint project development processes in conjunction with our customers.

The advice and guidance offered helps value engineer many projects to the benefit of our customers, particularly when ancillary goods and services form a complete cylinder package to be supplied. Giving enough time and attention to detailed customer needs is a pre-requisite.

continued overleaf..



CAROLS BY CANDLELIGHT

ROYAL AIR FORCES Association
Friendship | Help | Support

Supporting the work of the Royal Air Forces Association

We are delighted to relate that Chesterfield Special Cylinders are to continue as the sole sponsors of the 'Carols by Candlelight' Christmas concert organised by The Royal Air Forces Association (RAFA), in support of their work with serving and former members of UK and Commonwealth air forces.

The concert takes place in Liverpool Cathedral on Thursday evening, 10th December. The Band of the RAF Regiment will perform a wide range of carols and popular secular favourites. The evening will be hosted by Jimmy Tarbuck.

Chesterfield sponsored the first national concert of this kind to be organised by RAFA which was held in Peterborough Cathedral last December.



Who does what in small cylinders and services

Business Manager

John Moscrop



+44 (0) 114 261 2346

Special High Pressure Cylinders
Industrial Standard Cylinders
Cylinder Re-testing
Gas Trailers

Mark Dickens



+44 (0) 0114 242 7512

New Aircraft Cylinders
Aircraft Cylinder Reconditioning
Composite Cylinders

Daniel Millard



+44 (0) 114 261 2365

International Business
Development Manager

Stephen Butler



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Customers for ultra-large cylinders should continue to contact **Lee Lawrence** 0114 242 7510 or **Andy Green** on 0114 261 2364 (his introduction in the next issue).
All e-mail addresses are structured: firstname.surname@chesterfieldcylinders.co.uk

Meet some new arrivals overleaf >>

... Improved Communication from front page

Bigger markets for our smaller cylinders

Many of our most specialised products are small cylinders. We offer a wide range of bespoke designs for an even wider variety of applications in the size range 0.5 litres upwards. Production can be from deep drawn plate (photo below), or from seamless steel tube.



In some ways 'small' is a misnomer, as the range covers everything we make apart from ultra-large seamless steel cylinders and can include cylinders up to 100 litres capacity.

Among the most widely supplied are lightweight designs for aircraft breathing and other aerospace applications. But we supply cylinders for many other tasks, such the ultra-high pressure double-necked cylinders (as illustrated on the front), known to us as 'Harry's Hollows'. These are employed on special application projects and for other industrial uses including CNG containment.

Then there is our expanding range of re-testing and refurbishment services. We re-test and restore thousands of industrial and aerospace cylinders (typically 0.5 to 50 litres) every year. These pass through many of the same production processes as our newly manufactured small cylinders, so it is logical to have re-testing services managed by the same team.

The new arrivals to our team will give added support to marketing this diverse set of capabilities, and maybe allowing the range of types and associated services to be widened in future. And the new structure will assist our internal communications, and thus the efficiency of our customer service.

Our large cylinder team will also benefit from the added capacity, and in turn will be able to pay close attention to their customers and new prospects in many parts of the world.

Phil Redfern, Sales & Marketing Director says:

"The new sales structure, with the addition of internal administrative and field sales functions, will release our International Sales Development resource to spend valuable time exploring new markets and assisting customers in formulating the most cost effective solutions to their high-pressure gas containment requirements.

"I am confident that our investment will be much appreciated by our customers, both current and future."



No small experience for our small cylinders business manager



- introducing John Moscrop

The renewed focus on small cylinder products and our variety of cylinder services (outlined in our leading article) necessitated the appointment of a manager to specifically develop that side of the Chesterfield business.

So John Moscrop joined us earlier in the year and has thrown himself into the strategic planning of the enhanced operation.

He arrives with an MBA and an Honours Degree in Manufacturing Systems Engineering and, equally significantly, career experience in several leading companies in the British engineering sector.

He joins from Doncasters Bramah in Sheffield where he was Operations Manager - Aerostructures, responsible for the management and strategic development of two aerospace business units, producing fabricated and CNC-machined precision components, including parts for the Airbus A380.

Prior to that, John was Operations Manager for the Heavy Engineering Units of David Brown Engineering in Huddersfield. This famous name in British engineering has a proud pedigree only a year younger than our own 112 years. John's unit produced gearing products and drive transmissions for a variety of process industries.

Half of his twenty years of work up until then was spent at a firm producing precision plastic bearings and technical mouldings. But he started working life as an Apprentice Toolroom Fitter, completing the 7-year course and becoming a production engineer. In late-80s Britain, engineering apprentices were a rare breed, but John says that training is still valuable to him today: "I draw from my experience as an apprentice and a hands-on engineer on a daily basis, using this to assist problem solving and strategic development."

Subsequently, John has built up a fund of practical knowledge of supply chain management, project and capacity management, as well as the regulation of production processes in areas such as the reduction of material waste, and in techniques such as error-proofing and continuous improvement of processes. These will stand him in good stead in meeting the manufacturing challenges which the expansion of small cylinder products and services will present.

John lives in Huddersfield with his wife and their daughter and he lists hockey as first among his outside interests - so we all had better mind our ankles.

The Sales Development Engineer for Small Cylinders is another new appointment. **Danny Millard** joins us from Icon Polymer Ltd where he worked with several of the principal industries on which we focus with small cylinder sales - particularly aerospace and defence. His experience in dealing with technical issues raised by customers should prove valuable in the product field, where most orders have special requirements. He was also responsible for overseeing the qualification of new materials to house and general manufacturing specifications. For 10 years prior to that, Danny built up experience of export sales, product pricing and



technical testing and reporting with George Jowitt & Sons in Chesterfield - manufacturers of specialist grinding wheels. By the time he was ready to move on, Danny was Technical & Export Sales Manager. Locally educated, Danny holds a string of BTEC and City & Guilds including a Higher National Certificate in Business & Finance. Danny is a keen squash player and golfer - and cites one of his sporting highlights as a hole-in-one on the 16th hole at Carden Park, Chester, and in the bar later he proclaimed the miraculous feat to, amongst others, Aston Villa's Martin O'Neill. Let's hope Danny is as good at targeting orders!

If you would like to read past issues of the Chesterfield Newsletter, you can access them via our web site at

www.chesterfieldcylinders.com/news

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A Pressure Technologies group company

