

MARK LANE profiles customer-focused Hedley Engineering, and discovers a company whose expertise has made it one of the region's leading marine and industrial engineering firms

Fast reactions key to Hedley success



THE UK engineering industry has come under considerable pressure in recent years against a backdrop of increased foreign competition and a general process of rationalisation across all parts of the manufacturing sector. In such an environment, a new breed of engineering specialist has arisen. Responsive to the requirements of clients, progressive, forward thinking and with an emphasis on customer service, the modern engineering company has to excel across the board in order to survive and flourish.

Hence the success that has been experienced by North East based Hedley Engineering. The company's customer focused philosophy is summed up by managing director Paul Dearnaley, who says: "I'd like to think clients see us as being very responsive to their requirements. We react quickly to our clients and ensure that whenever they call we are available, whether for a routine request or if it is for us to go to an emergency, be it a breakdown in a factory or on a ship."

Established in 1984, Hedley Engineering has developed from a predominantly marine engineering consultancy to a diverse operation providing a 50-50 split to marine and industrial customers. The company has built its reputation on reliability, quality, value for money and service.

The company underwent a change of ownership just over five years ago - in a buy-in management buy-out led by Paul Dearnaley,

along with fellow directors Denis Hutchinson, Mick Hasler and Paula Miceli - and this coincided with its move towards the industrial sector.

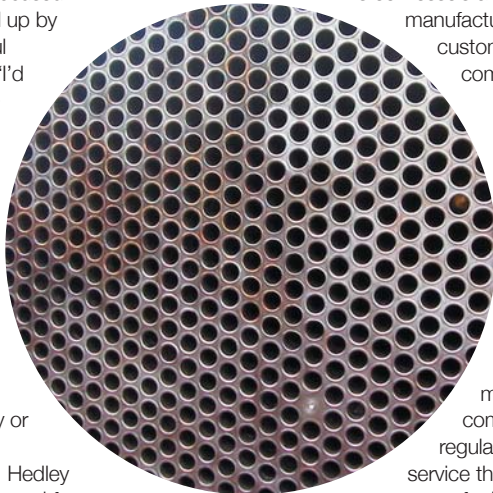
Adds Paul: "Our commitment to our clients means a more personal service resulting in a closer working relationship. We understand the need to minimise the company's impact on the environment, the requirements under health and safety legislation, employment law and equal opportunities legislation."

Over the course of its history Hedley Engineering has established a wide area of expertise with highly motivated and dedicated personnel to tackle most engineering problems, including general engineering repairs and maintenance, manufacture and installation of steel vessels and pipework and manufacture or machining of customer specific components.

Outlining some examples of the work carried out by Hedley, Paul says: "We carry out maintenance on site at factories and onboard ships, and also undertake modification work to equipment used in the manufacture of car components. We also regularly maintain and service the car carriers and passenger ferries that visit the Tyne"

The start to finish manufacture of capital equipment is also an area of expertise. For example, Hedley has recently manufactured two large atmospheric condensers for McCains Foods in Scarborough, where it utilised a robotic welder for the welding of over 4000 stainless steel tubes to stainless steel tube plates.

"We won this contract against a German



company and also secured another recent contract with a major Canadian shipping company against competition in the Far East," says Paul. "Contract wins such as these illustrate that we are operating at a global level and can hold our own against some of the leading engineering companies in the world."

Hedley's ability to do this is down to its emphasis on quality above all else. The company doesn't claim to be the cheapest engineering company in the market but, considering the amount of quality and effort its employees put into the work, it is certainly one of the most cost-competitive.

Paul concludes: "Being based in the North East of England, close to the Port of Tyne, we are ideally located to provide high quality engineering assistance to customers within the UK and internationally, with the region's relatively clear road network and two international airports ensuring we can respond quickly to a broad range of customer requirements."



CONTACT

For more information, please call 0191 4560250 or visit www.hedley.co.uk