



The Waste Compaction Consultants

A BETTER WAY TO MANAGE YOUR WASTE

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▶ WE MAKE WASTE COMPACTION WORK FOR YOU

In both the public and private sectors, waste management is now a key topic on the business agenda. This is being driven by the legislative change that now affects the disposal of waste product within our market-place. When coupled with the rising cost of landfill and associated collection cost, the balance between income and expenditure on recycling is of increasing importance.

At KELPACK, we understand the waste management challenges that organisations face.

Since 1976, we have been manufacturing waste compaction equipment. We have established ourselves as one of the market leaders of quality, durable and reliable equipment. Our expertise and consultative approach enables us to identify the most appropriate and cost-effective waste equipment solutions.

Our product offering extends to a standard or bespoke design on a range of new or refurbished equipment. This can be funded on our unique all-inclusive hire agreement. We also offer outright purchase, lease and lease purchase options.

The quality of the engineering is matched by the quality of our customer service programme. We pride ourselves on giving customers consistently good service across our business.

KELPACK has met the ISO 9001 quality standard since 1992.

We work with waste management partners to offer state-of-the-art waste equipment solutions to their customers. So, whether you are a single-site or a multi-site operation, public or private sector, we have the expertise to deliver a comprehensive, cost-effective waste equipment solution.



We don't only manufacture quality compaction equipment; we have the expertise to advise you on a choice of equipment that will meet your waste management needs – to ensure a cost-effective performance that maintains a long-term business relationship.

Chris Duckett - Managing Director

► IDENTIFYING YOUR NEEDS

Expert evaluation is the key

The selection of waste management equipment is an important business decision and one that is not necessarily made on a regular basis.

At KELPACK, we have the technical sales knowledge and engineering skills to ensure that a cost-effective solution is provided. We look to identify the optimum combination of machines to offer best value in terms of energy efficiency.

This is achieved by way of a site visit to obtain a full understanding of the type and quantity of waste material, how it is produced, segregated and removed.

The review takes into account Health and Safety obligations coupled with the need for business continuity. Following the site visit, we will provide you with a written recommendation.

To meet the principles of best value procurement, we factor the following areas into the decision making process:

- reducing labour
- effective use of space
- safe working environment
- potential revenue from recycled material

Try before you buy

Part of our consultative approach includes a facility for on-site machine trials. This provides equipment for test at your premises to demonstrate its functionality in a known environment.

Testing can be done on a timescale that best suits your business - from overnight through to periods of up to 4-weeks. We believe that this type of flexibility allows decisions to be reached in an informed manner.

▶ SELECTING YOUR EQUIPMENT

The site visit will have identified, by consultation, the equipment that will fulfill the necessary requirement of the waste management process. The dialogue will also have included installation, not only in terms of electrics and base, but access and throughput, to ensure maximum functionality and output.

The final specification of the equipment will be converted into a CAD drawing which is raised by our in-house draughtsman. As this drawing is bespoke to each of our customers, it is stored in a secure environment.

To identify the build requirement and delivery fulfillment, every machine is allocated a unique contract review number, which remains constant through its total life.

This reference point links back, not only to the drawing, but to the various stages of the build process and to its subsequent servicing and maintenance.

As a result, each machine has a complete service history - which helps ensure maintenance and servicing is carried out properly and cost-effectively.



It's not advisable to rush straight into buying compaction equipment. You need to make sure the machines are fit for purpose and will suit the site and your organisation. Part of my role as Technical Sales Manager is to visit your site and assess your needs accurately.

Mike Fielding - Technical Sales Manager

▶ QUALITY MACHINERY

Standard of material and workmanship

Health and safety compliance, coupled with build quality, are the key deliverables of our machinery production. Within the production team, there is a range of expertise in hydraulics, fabrication and electrics, supported by an ongoing training programme that creates both key skills specialists and multi-skilled workers. The result is a standard of workmanship reflecting the very best of British engineering.

Over 90% of the manufacture of our compactor build is conducted in-house. This focus results in a quality engineered product that is recognised within the industry as being one of durability and reliability.

This is a reputation we have earned over the past 30 years and it's one we are proud of.

Key areas of the build process

- ▶ quality stock of key components
- ▶ production schedule detailing task allocation
- ▶ regular check on specification compliance
- ▶ pre-delivery inspection sign-off
- ▶ liaison with any third party

The combination of build quality, technical superiority and machine application of a KELPACK machine is, to my mind, hard to beat.

Tony Wray - Production Manager



Outsourced product range and ancillary equipment provision

It is our commitment to build a product that provides a best-fit solution to your business. This commitment also extends to any recommendation that we make in connection with any product that we did not manufacture, for example:

- ▶ balers
- ▶ shredders
- ▶ weighing machines
- ▶ dock levellers
- ▶ scissor lifts

As part of our consultative approach we can make a supplier recommendation on the grounds of their ability to supply, their service provision and their delivery capability.

A service level agreement would be put in place to ensure compliance with agreed standards. Under our 'one-stop-shop' principle, we are able to manage any third party relationships on your behalf, covering areas such as:

- ▶ ability to supply
- ▶ service provision
- ▶ delivery lead-time
- ▶ demo facility
- ▶ call-off agreement linked to volume



When selecting equipment, the two biggest priorities for our customers are Health and Safety compliance and business continuity. It's my objective to work with them to achieve that goal.

Dennis Peace - Product Quality Engineer

▶ ACQUIRING YOUR EQUIPMENT

Through our own branded finance arm, KELPACK HIRE, we can provide a number of funding options, ranging from lease, lease purchase through to our unique rental scheme, all of which are supported by a number of maintenance programmes.

This range of finance products provide the flexibility to fund waste equipment that is appropriate to both your business and its budget.

- ▶ Fixed budgeting for periods up to 5-years
- ▶ Unique 1-year rental facility
- ▶ Low initial outlay
- ▶ Tax-efficiency
- ▶ Variable servicing options

The funding of equipment is also available on our refurbished stock. This is prepared in the same manner as our new equipment and carries warranty and service options - so you can be confident it will deliver reliable, capable and cost-effective performance.

Our rental schemes do not include hidden extras or expensive get-out clauses. Instead, they represent a genuine value for money proposition.

As part of our ongoing development plans, we also offer a 'stand-alone' maintenance option and can also handle 'sale-and-leaseback' of unutilised equipment that may release capital back into a business.

Our different options allow customers to choose the most cost-effective funding route for their organisation. Whether buying outright or on hire, our customers benefit from transparent pricing and no hidden extras.

Alan Dawson - National Sales Manager



▶ SUPPORTING YOU

Every machine, new or refurbished, comes with a service and maintenance programme, which also includes warranty.

We offer a matrix of service options:

- ▶ gold (fully comprehensive)
- ▶ silver (servicing, repair and breakdown)
- ▶ bronze (service only)
- ▶ variable warranty periods up to 5-years

This service is delivered by a national team of 20 field-based engineers, each one operating from a fully stocked maintenance vehicle. All engineers are in direct contact with our Service Department and using GPS technology they can act as a fast response unit in the event of a callout.

Each engineer is qualified and engages in a regulated training programme to maximise first time fix on both KELPACK equipment and ancillary products.

Additional value is provided by:

- ▶ on-site training
- ▶ cleaning facility
- ▶ risk assessment
- ▶ problem rectification

A cost review programme is undertaken on service, repair and damage using data held on our in-house designed IT platform - not only for the purpose of trend analysis but also for MIS reporting, measuring:

- ▶ response times
- ▶ first time fix rates
- ▶ service check list
- ▶ backstage equipment check



Our service provision continues to evolve to meet the changing needs of our customers. Stock management is a pre-requisite to delivering a quality service, along with good teamwork.

Richard Taylor - Service Manager

▶ CUSTOMER SERVICE

how we work with our customers

The departmental structure of our business is based around the key components of our activity, namely:

- ▶ Sales
- ▶ Production
- ▶ Service
- ▶ Finance
- ▶ Health & Safety / Quality

Each Head of Department is empowered to manage their own business area whilst working in conjunction with our customers, suppliers and colleagues.

This stakeholder management is encapsulated by our market approach which is one of:

**Evaluation ▶ Acquisition ▶
Service ▶ Funding ▶ Installation**

The five activities track our virtual cycle from procurement to replacement. This is supported by a contractual agreement defining the terms of supply and a service level agreement. As such, actual performance can be assessed against target performance indicators.

Dedicated contact points supported by a comprehensive information flow promote a focused level of service. This extends from quote to delivery status through to legislative changes and energy efficiency initiatives.

Customer review meetings are required as part of our standard business process. These are documented as part of our ISO quality assessment and provide a strong incentive for us to maintain high standards of customer service at all times.

The following guidelines are part of our customer relationship management procedure:

- ▶ A nominated person takes ownership of each action point
- ▶ Wider business issues must be discussed and recorded
- ▶ Meeting report and an action plan to be progressed within 5 days
- ▶ A defined timetable for resolution is provided to the customer

▶ SUMMARY

With best value at the heart of our proposal, KELPACK believe that the combination of auditable service levels and a wide selection of reporting together with a robust, reliable and cost-effective business proposition, provides a solid foundation upon which it is possible to build a true partnership.

We offer:

- ▶ Commitment to quality - ISO 9001 quality standard
- ▶ National coverage through dedicated internal and external teams
- ▶ Extensive sector knowledge and experience
- ▶ Consultative approach to sales and service

There are a number of contract benefits available when selecting KELPACK as your nominated supplier. These include:

- ✓ Preferential service rates
- ✓ Fixed travel cost
- ✓ Dedicated contact point
- ✓ Payment plan options
- ✓ Bespoke spares & stock availability

Call us now on 0114 246 8679 to find
a better way to manage your waste



The Waste Compaction Consultants

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