



# WELCOME TO THE MANUFACTURING SUPPORT SERVICES

Supporting the UK's  
SME manufacturers



# Welcome to the Manufacturing Support Services

The MTC's call to all UK SME manufacturers – let us help you overcome your challenges and find the solutions that enable your business to thrive.

The Manufacturing Support Services (MSS) team was created to work directly with SME's, drawing on the extensive resources of the MTC to address your practical, technical and strategic manufacturing challenges.

We know that the beating heart of the UK's manufacturing sector is the thousands of SMEs, and that these businesses are critical to enhancing the country's longer-term advanced manufacturing success.

Our team has nationwide coverage and all our initial consultations are delivered at no cost to you, other than some time, plus we only move forward if together we can agree the business case.

Recognising SMEs will benefit from further support to invest, we have access to the Innovate UK REACH SME grant scheme that can provide up to 50% towards the cost of your project with us.

**Set us the challenge – contact us today**

**T 02476 701 667 E [mss@the-mtc.org](mailto:mss@the-mtc.org)**

# Our Approach

## Minimising your risk while maximising our support

The MTC's MSS team is a team of experienced senior engineers, backed by the MTC, to support the UK's SME manufacturers.

Central to our approach is supporting SMEs for the long term to:

1. Improve productivity
2. Reduce costs
3. Embed innovation
4. De-risk the use of technology

We understand the need to build trust and confidence before you invest, this is why, other than some time to discuss your challenges, there is no initial cost to you, and we only expect to work with you if we can agree the business case and be confident in the expected return on any investment by you.

Our commitment is that we will only ever recommend solutions where there is a clear value proposition and ROI on the project.

Unlike many initiatives which operate on a single intervention only, MSS can provide on-going support through follow-on projects to ensure you continue to develop and prosper.



**500+**  
ASSIGNMENTS  
COMPLETED TO  
DATE



**40%**  
OF COMPANIES  
CONTINUE TO  
WORK WITH MSS

“

With the MTC's support the development of my senior team has been the highlight. This has enabled us to deliver two record sales weeks and brought our lead time down to exceed the market expectation.

**Flightcase Warehouse**

# What challenges can we support SMEs to address?

With our team of experienced engineers, alongside the manufacturing talent and facilities available at the MTC, the MSS team can support SMEs to address a full breadth of practical, technical, and strategic engineering challenges.



## Productivity

Support with process flow improvements from material handling, processing techniques to business systems.



## Supply Chain Robustness

Support reshoring of key current supply chains to make domestic production globally competitive.



## Digitalisation

From online work instructions to RFID stock tracking, digital technologies provide opportunity to boost productivity.



## Technology Roadmapping

Highlighting future technology trends and identifying the best fit for your business.



## Technology Adoption

Readying your business to adopt new technologies and de-risking your investment.



## New Product & Process Development

Support through the challenges of the design, prototype and testing phases.



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We've gone from building our typical machines in 370 hours, down to 205 hours, that represents a 45% saving in man hours per machine. To bring this into context, we've managed to double our turnover in two years without significantly increasing our overhead costs.

**Rob Starkey**  
Managing Director, Chafer Machinery



## De-risk your project with our funding

We are here to support the UK's SME manufacturers and we can provide Innovate UK REACH funding to support up to 50% of your investment.

Our commitment is that we will only ever recommend solutions where there is a clear value and ROI on the project and in all cases, if the client is an SME with less than 250 employees, we can provide funding to support up to 50% of your investment.

REACH funding, provided by Innovate UK, can be offered to any qualifying SME engaging MSS and is based on the amount of time allocated to a project.

For every day of support an SME invests in an eligible project – the REACH programme will fund another day\*.

Once engaged with MSS following initial consultations and confirmation of the work programme, our experienced team will help secure the funding for you.

\* To access the funding, you will be required to declare any other state aid that you may have received previously and be an SME as defined by the European commission.

To qualify as an SME as defined by the European commission you must employ fewer than 250 people and have an annual turnover of up to €50 million or a balance sheet total of no more than €43 million.

# MSS Roadmap

Once engaged with us, our team will guide you through each step of the journey with MSS.

This is bespoke for each client based on the requirements of each project. The below roadmap is only an indication of the process you will go through.



We will repeat the same process for all follow-on projects

\*This exploratory meeting can be conducted via a visit to your facility, the MTC or virtually.



“ We’re already seeing the benefits of our strategy to re-shore and recently secured 200k units of product originally outsourced to China. Our work with the MTC has been truly transformational. We’ve invested in our factory and new technologies. We’ve taken on new staff and improved the skills of our existing employees.

**Garth Cooper**  
CEO, Albert Jagger



# Book your free line walk

Identifying possible solutions to your challenges at no initial cost.

The first stage of this collaborative process is a free line walk of your facility. This business review, undertaken by a senior MTC engineer, will look to better understand the challenges faced by the business and the potential solutions for the SME. Our senior engineers will only ever suggest projects that can show a clear and strong value proposition.

Each line walk typically takes 3 - 5 hours depending on the size and complexity of the operation being reviewed. We will meet with the senior team, then conduct a shop floor process review before providing initial feedback and potential solutions.

If we believe we can add value we will then begin to agree priorities, the business case and an appropriate work programme which will all be shared in our proposal.

All our support up until and including the free line walk is delivered without any future obligation.

## Contact us today

To book your free line walk, visit [the-mtc.org/mss](https://the-mtc.org/mss)

Or email [mss@the-mtc.org](mailto:mss@the-mtc.org)

## CASE STUDY

# Albert Jagger

## Re-shoring a product range from China to the UK

Over the last 130 years, Albert Jagger has been associated with innovation, excellent service and the highest quality products for vehicles of all types which has seen them grow into a market leading vehicle hardware supplier.

The team approached MSS to help re-shore a product range that a competitive marketplace had led them to purchase from China, to their UK engineering facility. Inspired by the potential, they chose to revolutionise their factory and create a modern, dynamic British engineering company.

The MTC created a project plan to evaluate the financial, performance, technology and training needs to: profitably re-shore products, optimise the factory layout and introduce new technology into the workshop.



During the five month project, we assembled a team of 11 MTC engineers (around £500k per year of talent) to create a bespoke solution and approach that suited the needs of their company. The MTC used Virtual Reality (VR) and Augmented Reality (AR) technology to help the Albert Jagger workforce immerse themselves into the potential future-state which helped devise the best factory layout working together as a team.

As a result, Albert Jagger has been able to produce the product range for 20% - 50% less than the cost of purchasing from overseas. They also have the chance to reduce their stock-holding costs by 50% to £60k as well as the new factory being ready to adopt more new technologies if required.

“

The management team at Albert Jagger have delivered an amazing transformation – visually, culturally, and technologically. Their strategy of reshoring production is one that a number of UK business may incorporate, given recent events, and Albert Jagger are creating an agile facility and a resilient supply-chain.

**Magnus McFarlane**

Lead Advisor, The MTC Transformation Team



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