



An Australian Government Initiative



Shaping Business, Transforming Industry

## CLIENT JOURNEY

# ORANGE PRECISION METALCRAFT

Orange NSW 2800

## Background

Orange Precision Metalcraft was founded in 1974 as a small fabrication facility, serving the local industrial and building industries close to their home base in Orange, Central Western NSW.

The company is now owned and operated by former apprentice, Mark Thompson, who has progressively developed Orange Precision Metalcraft into a diversified manufacturer, active across several states in mining, agriculture and construction.

As part of this diversification, Mark launched a new division, OPM Enviro, to take advantage of the continuing strength of the water and wastewater industries and to tap into emerging environmental and alternative energy markets.

Mark heard about Enterprise Connect and decided his business could benefit from a third party health check, so a qualified Business Adviser conducted a Business Review.

“Before we got involved with Enterprise Connect we thought we were doing OK; our business was coping with the downturn, and our structure and systems, in place for many years, were serving us well. Or so we thought,” said Mark.

A Business Review evaluated Orange Precision Metalcraft’s current position, assessed its strengths and weaknesses, and outlined an action plan. It also measured the business structure and operating systems against industry best practice, at no cost to the business, and detailed where the structure and systems could be improved and rationalised.



Orange Precision Metalcraft’s Lint Slide, built for Queensland cotton in Wee Waa

“With the help of Enterprise Connect, OPM has made some significant improvements and with the implementation of the business management system, we are well on track to meeting our goal.”  
Mark Thompson, Orange Precision Metalcraft

## Outcome

The result was an eye opener for Mark and his team. “We didn’t realise it, but our paper-based system of workflow monitoring was a major bottleneck in our process. Enterprise Connect recommended that we investigate software to assist us to manage the flow of work, from initial enquiries through to project completion, including how we allocate work to staff, track projects, handle suppliers, and monitor financial performance”.

The Tailored Advisory Service provided by Enterprise Connect enabled the implementation of a new system which delivered the work flow management solution Orange Precision Metalcraft needed.

Over several months, the system was implemented and the results immediately became obvious. “The software tracked workflow on a project-by-project basis, so that it was quickly apparent where our costs were blowing out and where various improvements in the manufacturing plant needed to be made”, said Mark.

## Further Information

Visit [www.enterpriseconnect.gov.au](http://www.enterpriseconnect.gov.au)  
or call the hotline **131 791**