



An Australian Government Initiative



Shaping Business, Transforming Industry

## CLIENT JOURNEY

# RKR ENGINEERING

Emu Plains NSW 2750

Enterprise Connect is helping RKR Engineering develop a strategic plan and streamline day-to-day operations.

## Background

Russell Ricketts is a mechanical engineer who started RKR Engineering Pty Ltd in his garage 18 years ago. Today, the business has a \$4 million turnover and employs 23 staff.

RKR provides manufacturing services for structural steel fabrication, general mechanical engineering and machinery manufacturing. "We're a service business," explained Russell. "Clients come to us and we design, manufacture and install an engineering solution that matches their needs." This approach worked well in the past, but the business wanted to achieve a more stable revenue stream by manufacturing standardised products in addition to their custom services.

The business was keen to apply for the Enterprise Connect Business Review to get professional advice and to establish systems and processes that would support further growth.

Enterprise Connect's Business Adviser, Patrick Muraguri, reviewed the business's financial information, observed its manufacturing processes and applied the Winning Measures benchmarking tool to produce a comprehensive Business Review for Russell and his team.

## Outcome

The Business Review validated areas that the business identified as needing attention, and opened up new avenues for the business expansion.

Following the Business Review, RKR Engineering engaged a consultant to assist with the development of a five year strategic plan through support from the Tailored Advisory Service.



Peter Gibson, 4th year apprentice, working a lathe as part of our multi skilled approach to apprentice training

An expert in lean manufacturing helped with streamlining processes and avoiding material wastage. Russell said our support was invaluable. "Our Business Adviser, Patrick, was very competent and readily accessible to us during the Business Review."

**"As a result of the Business Review, we've implemented a new financial management system which will improve our forecasting and keep better tabs on our profitability." - Russell Ricketts, RKR Engineering**

Patrick believes the benefits to RKR Engineering of implementing the Business Review findings will be significant. "The development of the strategic plan will give them a lot more structure, help Russell to step back from the day to day operational issues, and help them make an entry into other major sectors of interest such as desalination and remote energy systems down the track. They're now well on their way to capitalising on their future potential."

## Further Information

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