



An Australian Government Initiative



Shaping Business, Transforming Industry

## CLIENT JOURNEY

# BVA METAL FABRICATIONS

Picton WA 6229

Enterprise Connect helps BVA Metal Fabrications establish reporting and tracking systems to better measure and understand input costs and output profitability.

## Background

Ken Godley established BVA Metal Fabrications (BVA) in 1988. Ken realised that the business, which now employs 20 people, needed to develop new systems and ways of working to ensure long-term success.

When he heard about the Enterprise Connect Business Review, Ken didn't hesitate to apply and engaged Don Geare, an Enterprise Connect Business Adviser with an extensive background in the manufacturing sector at the CEO and operational levels.

To start the review, Don met with Ken and three members of his team to discuss the business and familiarise themselves with BVA's customers and markets, people and processes.

We also conducted a review of the financial side and Don highlights that, although BVA didn't have the answers, they had a good idea of where the issues were.

Don then used the Winning Measures benchmarking tool, which allowed us to compare BVA's performance against other metal bashing businesses with similar turnovers and employee numbers.

## Outcome

The Business Review identified some 'low hanging fruit', allowing BVA to introduce some simple, quick changes that would deliver immediate returns.



BVA Metal Fabrications, Founder and Managing Director, Ken Godley

Some of these improvements include developing operating procedure manuals for all the machinery, and implementing a more robust invoicing system.

One of the biggest challenges facing the business was coping with the unique service demands of their extensive range of clients, from the very small right through to the big companies. The Business Review identified several ways the business could better connect with blue chip companies, including implementing an externally audited quality assurance system. "We're looking at pursuing this and applying for funding through Enterprise Connect's Tailored Advisory Service. Don has steered us towards people who can help us with that," said Ken.

In addition, the Business Review highlighted a number of ways that Ken and his team could better measure and understand the cost and profitability of their output. Don helped BVA establish an easy to use reporting system, which allows them to keep track of things on a daily and weekly basis. As well as the raft of initiatives aimed at increasing efficiency and profitability, Don's discussions with BVA's leadership team helped to unearth some potential successors within the business.

**"He was genuinely interested and able to help us on our journey to making a good business even better."** - Ken Godley, Managing Director, BVA Metal Fabrications.

## Further Information

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