



Welcome to 2011's first issue of FGL News.

In this issue, we will firstly explain in more detail the benefits of our recent management restructure. As a result of the changes, for the first time in our history, our Operations, Engineering and QA processes will have a dedicated manager. There will also be an even greater focus to each manufacturing process, whilst freeing up more time for additional value engineering research and product development.

We also bring you a brief summary of a Fascia company profile, which appeared in the March issue of The Manufacturer. The article neatly

concludes by mentioning our Value Engineering Review. Despite rising commodity prices, this approach ensures that any increase in pricing is at a minimum.

Finally, we talk to Eric Gibson, one of our regional sales managers about his experiences of working for Fascia, and our customers.

Enjoy the read.



Paul Bennett - Managing Director

Fascia's new management team boasts 50 years of combined industry experience...

We have recently restructured and expanded our management team to continue to improve our already high standards of customer service and product quality.

Since hitting a landmark £3million turnover, we have appointed Gary Knowles as Operations Manager after he previously held the dual role of Quality and Engineering Manager. As some of you may know, Gary has been with the company since 1996 and this newly created role will see him run all production downstairs and oversee planning, training and the management of our team of production supervisors. Gary will also hold responsibility for our continuous improvement programme.

Michael Hole, who previously worked for Fascia from 1994-2004 has been appointed as Engineering Manager. Michael has previous experience across the business as a Production Engineer, Quality Manager and Sales Manager. As Engineering Manager, Michael will be responsible for loading all work to the shop floor, planning production, and creating work instructions and manufacturing techniques for all new products.



Pictured on the Fascia shopfloor (L-R) - Michael, Mike and Gary.

We have also recently appointed Mike Blanchard as our new QA Manager. Mike's key responsibilities are to improve the quality of an already successful product, ensuring that the product arrives on time, and continuing to liaise closely with all suppliers to ensure they are providing a quality product to the company. Mike will also work with Michael Hole to continue to build on Fascia's Value Engineering Review (FVER), which ensures that our customers receive the right balance of quality and competitive pricing in the market.

The Manufacturer Magazine – “Fascia Graphics - A British SME ensuring its customers don’t get left behind in the savings game.”

This month we have been profiled in leading manufacturing industry magazine, The Manufacturer. The publication spoke with our management team during February and there are some key insights into why we are now the market leader and the secret to our success. Michael Hole, our Engineering Manager says in the article: “We’ve long prided ourselves on operating with industry-leading turnaround times, so, if a customer needs a product in a certain place at a certain time, we’ll add extra shifts to make it happen.”

Gary Knowles, our Operations Manager, adds to this by saying: “Fascia has an excellent record in customer service, and the

quality of our product is second to none. I’d put our continued growth down largely to the expertise and experience our guys have gained and trained during their years of service at the company — an average of seven years per employee. We’re continually looking to pass on information, hints and tips about our processes to the staff in each department: from sales, engineering and design through to production.”

To view the article visit

http://www.themanufacturer.com/uk/profile/11706/Fascia_Graphics, or please contact us and we will forward you the full PDF feature.

Eric Gibson – 15 years of FGL service

In the second of the series of regional sales manager profiles, we talk to Eric Gibson, who joined the company 15 years ago.

1. How long have you worked for Fascia Graphics?

I actually started work for the company on 1st April 1996 but had a short break in 2009.

2. What other jobs have you carried out for Fascia?

Since the very early days, I have always been an external sales person – which has meant that I have built many strong working relationships, and at the same time built up an in-depth knowledge of customer needs and requirements.

3. What areas do you look after?

I have quite a wide area which encompasses the South West, Wales, Midlands and North West. Basically, the area stretches from Bristol to Wigan.

4. How many miles do you put on the clock each week?

I like to visit my customers as regularly as I can so I approximately cover around 700 miles a week.

5. What is the one thing that you are really proud of?

Being part of a very successful company and this has been best illustrated by seeing Fascia’s turnover rise from less than £1million to over £3million since working here.

6. What skills and

knowledge have you

learnt when conducting these roles?

Listen to the customer; understand their needs, understand the materials we use and applying them to achieve what the customer is seeking.

7. What sectors are your main customers from?

A broad range including medical, general instrumentation, alarm equipment, engineering etc.

8. What do you enjoy most about the job?

Seeing projects through from the customer’s original concept to a final production part.

9. What do you view as the most important thing for customers when coming to Fascia?

Knowing that the information they receive is technically correct for the product required and the price will then fairly reflect their specification. The general professionalism of the company and our ability to deliver the right product on time.

10. And, finally, family and home?

I am married to Lesley for the past 35 years. Main hobbies include DIY, gardening and cycling.

