

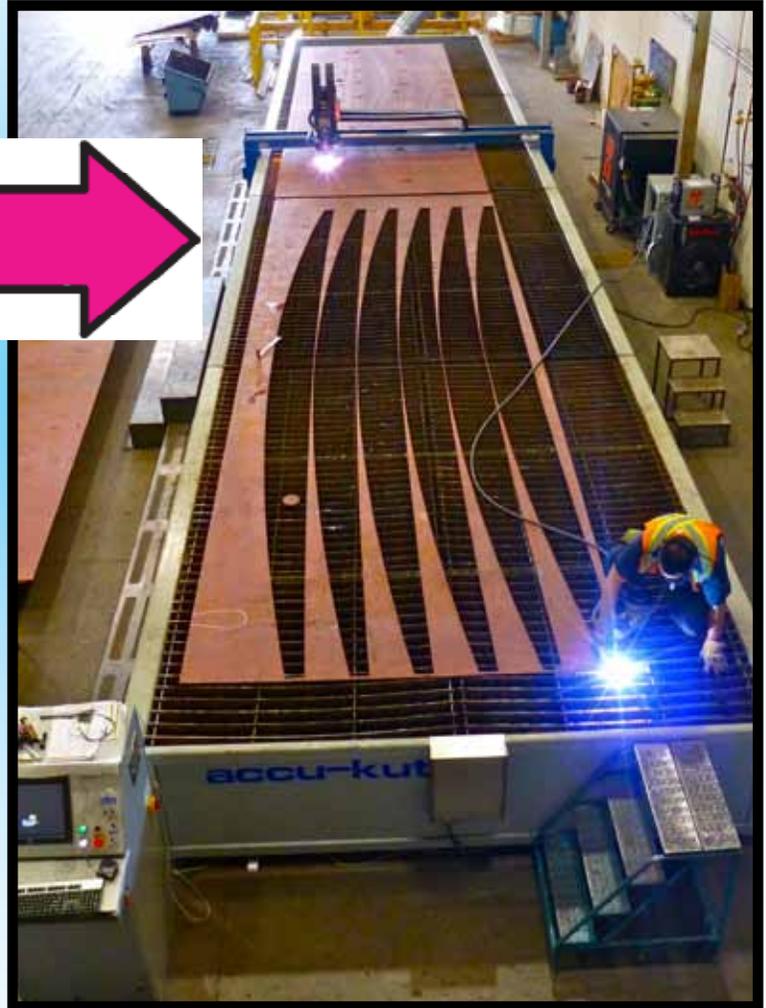
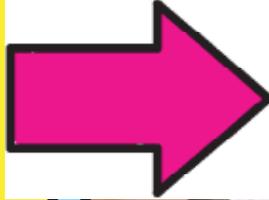
# FORMING IDEAS

A publication of Brenco Industries Ltd

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**BIGGER  
BETTER  
BEVELLING  
PLASMA**

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**Quality Drop  
Caused By  
Change**

**A Waste-o-Saurus Story**



**Wäs-tö-sau-rús**, n. [Waste, and Gr. sauros, a lizard.]  
A cute but troublesome creature that wastes time and material. The Waste-O-saurus is elusive but commonly identified through reduced profit and productivity.

 **brenco**

**3 YEARS**  
**YEARS**

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## Metalworking History

This photo taken sometime during WWII at Vancouver Iron Works shows radial arm and gang drill presses being used to drill holes in heat exchanger plenums. (The gang drill built by Hilles & Jones in the lower right is adorned with “Buy War Bonds” slogans including, “Buy Bonds for Bombs”.) The large holes are flanged, probably using the concentric press near the back of the shop. Riveting rather than welding is the joining process. There are no safety features on the equipment. Unguarded fly wheels and belts can be seen on the plate rolls. The saw horses are made of wood as is the building, floors and crane. There was likely no evening shift as virtually all of the light appears to come through the large windows.

# WASTE-O-SAURUS SIGHTINGS

Our Waste-o-saurus stories have covered topics ranging from keeping spare parts in inventory for quick equipment repairs to saving big bucks on your hydro bill.

## Change Causes Drop In Quality

ABC company began noticing an increase in orders being delivered that were not meeting customer expectations. (A polite way of saying they were screwing up.) In spite of a quality management system, orders shipped with errors were occurring more frequently. Since they charted their quality performance, they had clear evidence of the problem.

This is not a subject most companies discuss publicly, but it is likely that many have struggled with this issue recently. In this company's case, their warranty stats increased from 1.5 returns per 100 orders to 2.5 over a 2 year period. In spite

of these being small numbers for the type of work they do, it still represented a 66% increase. Customer confidence is a top priority for them so they had to gain an understanding of the root cause of the problem.

They asked where the problems were originating and suspected inexperienced new staff to be the problem. Their research found that they were no more responsible than senior staff for errors. They considered that staff might be under increased pressure to increase production but knew that the staffing levels had been adjusted to match the output; staff were not being expected to over perform.

It became evident that quality had declined as the *rate of change* increased. With the increase in demand, new staff and equipment were added which created rapid change. This caused significant shifts in daily routines. The company re-



alized that *change* was the root cause of their quality problem, not, as originally expected, the increased workload. People are more comfortable and focused when their environment is static. Problems increase during periods of change. The faster the change, the larger and more frequent the problems and the same applies on the down side of the curve when a slow down in business causes rapid changes.

Send your comments and stories to:  
[thebest@brenco.com](mailto:thebest@brenco.com)

# 30 YEARS OF GRATITUDE

We would like to sincerely thank all of our great customers and suppliers for allowing us to be a part of your business for the past 30 years. You have a choice of who will provide your processed metal parts and we are honoured that you continue to choose Brenco. We know that we earn your trust with every single order and we don't take that responsibility lightly.

Brenco Industries founded by Lud, Dale and Steve Heim on Annacis Island in August, 1983. Since then, three generations of the family have participated. Lud and Dale passed away 4 years ago. Steve continues as President. His son, Ryder, operated lasers for 6 years before joining the RCMP, and his

daughter, Vanessa has rejoined Brenco after earning a Bachelors Degree in Business. She is currently responsible for Strategic Development.

While the name and leadership remain the same, the technology we have adopted allows us to create parts that were unimaginable just a few years ago. Our ongoing investment in new equipment is significant. We have remained at the forefront in a continued effort to provide you with the competitive edge you need to prosper in an evolving global economy. Thank you for allowing us to be a part of your success.



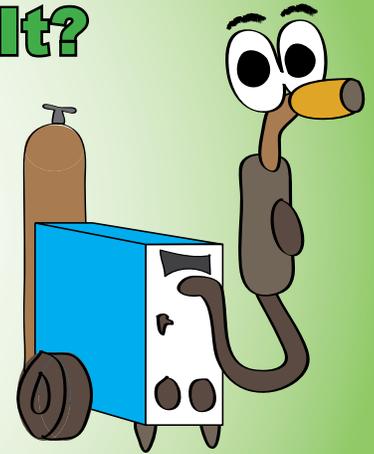
1983

2013



## How Do We Do It?

How do we maintain our sanity and sense of humour amidst the chaos of our work day? Dealing with the pressures of deadlines, commitments and conflicting requirements is a big part of our work day. To make life easier, we recruited an expert. Meet Drake, our Stress Mitigation Specialist. Drake is in the office every day, looking for belly rubs and doggy snacks. Bring him a treat and he'll be your friend for life.



## BIGGER BETTER BEVELLING PLASMA

The 14 year old workhorse was getting long in the tooth. The machine was well maintained and we had upgraded from a 100 amp to an HPR 250 torch and power supply a few years ago but reliability was becoming a concern. In our service oriented, high production environment, a machine breakdown can cause big problems.

We spent more than a year determining current and future customer requirements so that the replacement plasma table would have the right features.

We chose to replace our 8' X 24' AKS with a new 10' X 50' AKS equipped with an HPR400 and beveling head. The accuracy and cut quality are better than the old machine.

The extra length will enable us to increase throughput by unloading one end while simultaneously cutting on the other. 400 amps of cutting power will allow us to cut thicker materials. The beveling head opens up a whole new way for us to provide you with new options such as weld prepped edges, countersunk holes and other 3D features.



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**Forming Ideas**  
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This month we rolled out our new website. It's the fourth major rebuild we've done in 16 years. Please take a look. It's current, colourful and cleverly outlines our philosophy and scope of work. We hope you like it. We think it gives metal fabricating the sophisticated image it deserves. Brenco is located at 10030 River Way, Delta, BC, Canada V4G 1M9, near the south end of the Alex Fraser Bridge. The new website has a cool new map to help you find us.

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