

## CAMPSIE RADIATOR SPECIALISTS

InnovateUs Case Study

### Introduction

Campsie Radiator Specialists, founded in 2014, specialise in the design and repair of standard and non-standard automotive radiators and cooling systems.

### Challenge

The company aim is to expand design and manufacturing capabilities by developing automotive cooling products and services that are new to market. Currently all TIG welding that needs to be carried out must be outsourced. They have invested in new Tungsten Inert Gas (TIG) welding equipment for but due to the skills shortage, an upskilling programme is required.

### Solution

Northern Regional College developed a bespoke upskilling programme to include:

- Health and safety focused on specialised welding
- TIG welding set-up, including high level welding, joints and positions
- Terminology and symbols
- Component fixing in welding particularly on aluminium and stainless-steel parts.

### Benefit

By developing their TIG welding capability the company will be able to move along the value chain and bring all manufacturing services in-house. The development of these processes, will enable the company to be better placed to compete for work in specialist steel and aluminium fabricated components and assemblies.

### Result

This has led to the production of more complex higher value added fabricated and machined components in steel and aluminium which meet increasing customer demands. Customer service has also improved, by providing a cost effective and added value service.

“ A huge part of our growth plan hinges on customer satisfaction, the power of feedback and word of mouth. The products we repair or fabricate are crucial to vehicles, and without them, cannot be roadworthy. This upskilling will allow us provide a much leaner service, focusing on lead times, driving down costs and improving turnaround times, which in turn, should lead to repeat business and a significant increase in customer referrals.”

**Jonathan Archibald, Owner.**