

Hone-All

What Makes Us So Unique

Our Vision
To Be The
Best, Not
The Biggest





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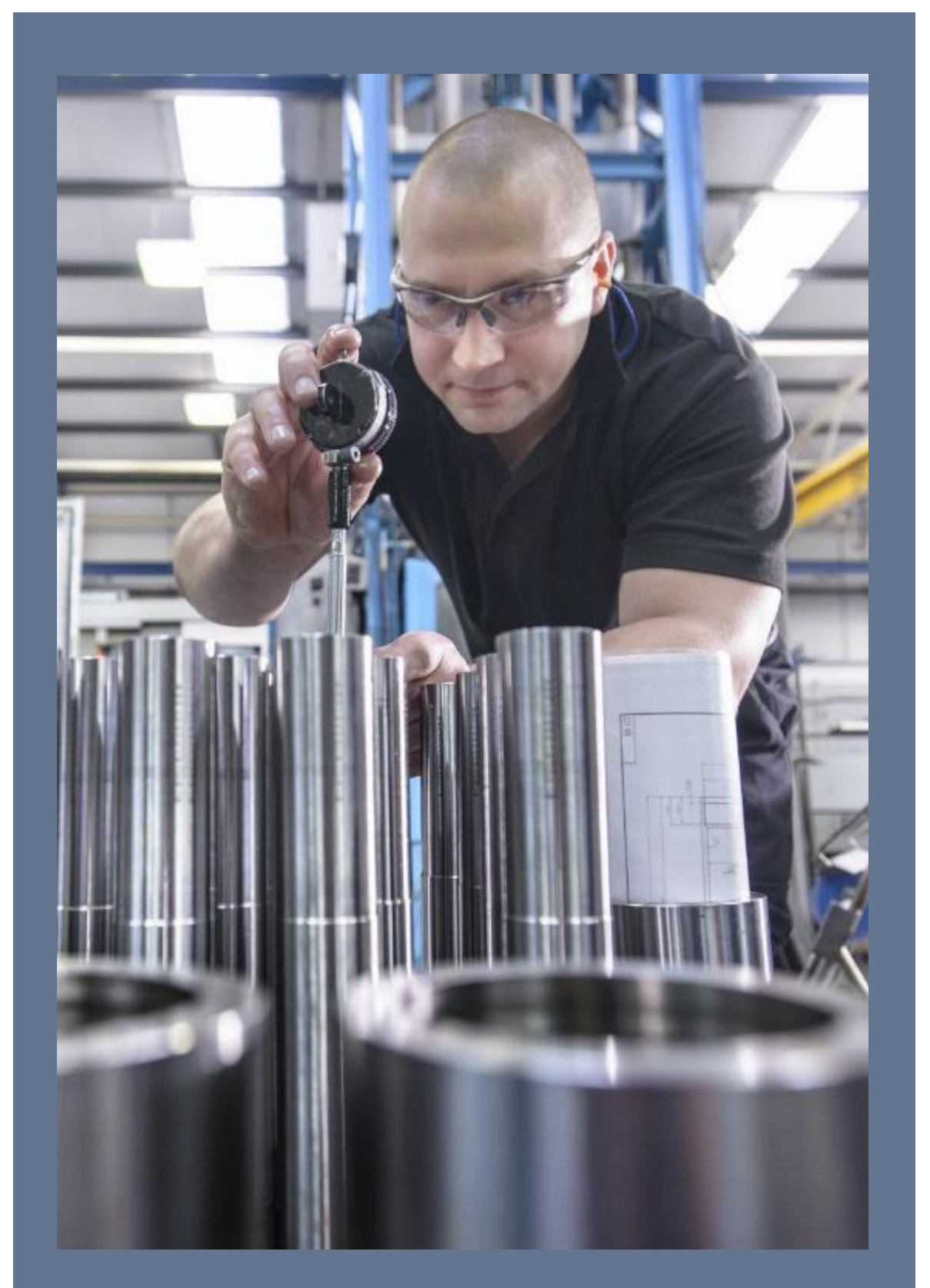


Introduction

Hone-All has built an excellent reputation in the UK Engineering and Manufacturing industry over the last 30+ years. The services we provide complement and support the service provision of our customers, but we also advise, guide, and share best practices, on how to thrive in challenging environments with other businesses.

We are a specialist sub-contract provider of Deep Hole Boring, Deep Hole Drilling, Gundrilling, Honing, and CNC Turning. We specialise in thin wall tubing and long, tubular-type components that others would find difficult to machine, and tolerances thought impossible to achieve. By continuously documenting machining methodologies, knowledge, and expertise over the last 30 years, we have developed a wealth of experience that is shared across departments and our engineering teams.

It is our team, technology, and approach to training and customer service that set us apart from many other companies. People are the heart of any business, whether internal or external, we place people at the forefront of our decision-making and service strategy. We are committed to simplifying the subcontracting process at every stage, providing a high-quality product, as quickly as possible, whilst maintaining a cost that represents real value. In order to accomplish this, we invest the utmost care to ensure that all stages of our processes deliver service in all respects, and in this guide, we share how and why we do this.



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Production Control

The production control system we developed is designed to meet and exceed all of our current and future production control needs, as well as our monitoring and performance measurement. Redant is an exceptional system with traceability and functionality praised by businesses like Rolls Royce and BSI.

In every aspect of our business, from our database to delivery, we have history, traceability, and performance metrics, so our customers can be assured that we are in control at all times. As a system, Redant has grown alongside us as any new developments, ideas for improvement, or changes in ISO specifications, are quickly added to the system. This ensures we have full compliance and functionality to meet the needs of a growing and successful business.

REDANT
production control software



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The RFQ Stage

We ask a lot of questions. Why?

We do this to fully understand your requirements, your needs and the application of the product in order to give you the most accurate costing and lead time.

Throughout the whole manufacturing process, not just the operations we are completing, we will check that features drawn are actually required. This ensures we recommend the best possible machining sequence for the highest quality product. An example of this is special forms in the bottom of blind bores, which are often drawn but not always required, which can add hundreds, sometimes thousands of pounds, to the cost of machining.

Concentricity requirements are often added to drawings but not necessarily considered at the material procurement stage. Noting these at the very start can reduce the risk of rejected parts and expensive replacement costs. Also, thin wall components need to be handled much differently to standard parts as the machining sequence may need to be changed and stress relieving operations may need to be added or clamping / fixturing / mandrels may need to be costed.



We add prepping operations to ensure the utmost quality of the service we are providing. Chamfers, centres, or skimming the O/D can make a huge difference to the overall end quality of the component. Our quotations list all of the operations we plan to carry out, and in what order, and despite often being criticised for giving away our IP, we believe this transparency is the best possible way for the customer to know clearly and specifically what is included within our quotation.

We hold our machining prices for 3 months. However, we are honest enough to admit that we cannot fix material prices due to the volatility of price and supply availability, and therefore they need to be re-costed upon placement of order if there has been a delay between quoting and ordering.

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Order placement stage

For all new customers, we start by sending an Induction questionnaire. This is to ascertain the preferences, needs and requirements for preferred invoice/ delivery addresses, modes of transport, methods of communication and any standard requirements for release paperwork. Our fabulous goods in team log every delivery, the condition in which it was received, and any issues with the receipt of the goods are immediately reported, pictures are emailed as and when required.

Each delivery is given a unique goods in number which follows the goods and the paperwork throughout every stage of our manufacturing process to ensure exceptional traceability at every point. The materials are measured and counted for accuracy, and the details are logged on the customer's purchase order. Material certificates are then checked for compliance. Cast numbers are noted, logged and material certificates checked for compliance, our team is fully trained in recognising any counterfeit materials or certificate anomalies.

We complete a thorough contract review process to ensure that what we have quoted is exactly what is being ordered. Any anomalies such as material type, size, or processes, will be immediately questioned directly with the customer and resolved urgently. Upon completion of the contract review process and tooling check, the order and materials are then passed for processing.



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Order placement stage

At every stage, material identification is never lost. We treat each order with the highest importance in every sense, even if it is a commercial order with no specific quality requests or requirements, we apply the same level of care and caution as an aerospace, critical part. Our engineers always carry out a further review upon receipt of the parts for machining.

At this point, they double-check they have everything they need to proceed, and also thoroughly review the drawings and technical requirements, before commencing any machining.

First-offs are always inspected. Sample inspection is completed throughout to satisfy our internal minimum level of verification. In fact, many of our processes are 100% inspected due to their nature i.e. honing.

Should our engineers clock on to their assigned job, and an operation previously completed has had an NCR raised, our engineers will then receive a notification that there has been a previous issue. They will then view, and fully review the document before they can complete the clocking on process to ensure the same previous error cannot be repeated.

We also have a quality lock feature that places a hold on certain aspects of the order preventing unauthorised progress and ensuring that any particular requirement or individual customer requests can be addressed securely and promptly.



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Final Inspection

Every job goes through a final inspection process using our comprehensive range of gauging equipment which is all fully calibrated to National Standards. Due to our Aerospace approval, and our commitment to approaching every order to an Aerospace standard, we are permitted to apply self-inspection methodology by our qualified personnel by virtue of their training matrices.

However, some purchase orders demand a much higher level of inspection and verification, such as full dimensional reports and First Article Inspection reports.

We are more than happy to provide these. However, these do add additional costs so we do need to be aware of these requirements at the initial quotation stage to ensure that customers do not receive additional costs they weren't expecting.



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Despatch

Upon completion of all processes and inspection, the parts are passed to our Goods out team who are fully trained in identifying any Foreign Object Debris (FOD). We then wrap and pack them in the appropriate method. As an added security feature, photographs are taken as they are wrapped, packed, and placed within the packaging.

After completion of the external wrapping, photographs are taken again to ensure that any issues which may be raised by couriers can be clarified or queried with unequivocal evidence.

The delivery note, and any quality and material certificates requested, are then raised and upon completion of the document, a copy is e-mailed to the customer displaying the full details for the delivery and the mode of transport selected i.e., delivery by courier or collection. Again, knowing these requirements upon placement of the order can prevent any confusion or delays upon completion of the job.

This is another reason why the Customer induction questionnaire can be so valuable as knowing the correct contact to e-mail the delivery note copy to ensures the right person is notified immediately.



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The Follow-Up

After the completion of a first purchase order with us, we will always contact our customers to ascertain feedback and to confirm that our contacts and specified details within the Induction form have been applied and were effective. Following despatch, all of the paperwork relating to their order is passed for review and invoicing. A full costing analysis is then completed and any issues are fed back to production to prevent reoccurrence and the invoice is raised.

Invoices are sent electronically, we ensure read receipts are applied to ensure our customers are receiving the required documents promptly and in full. To further enhance this security, we also send statements at the end of every month to ensure no discrepancies occur for either party.



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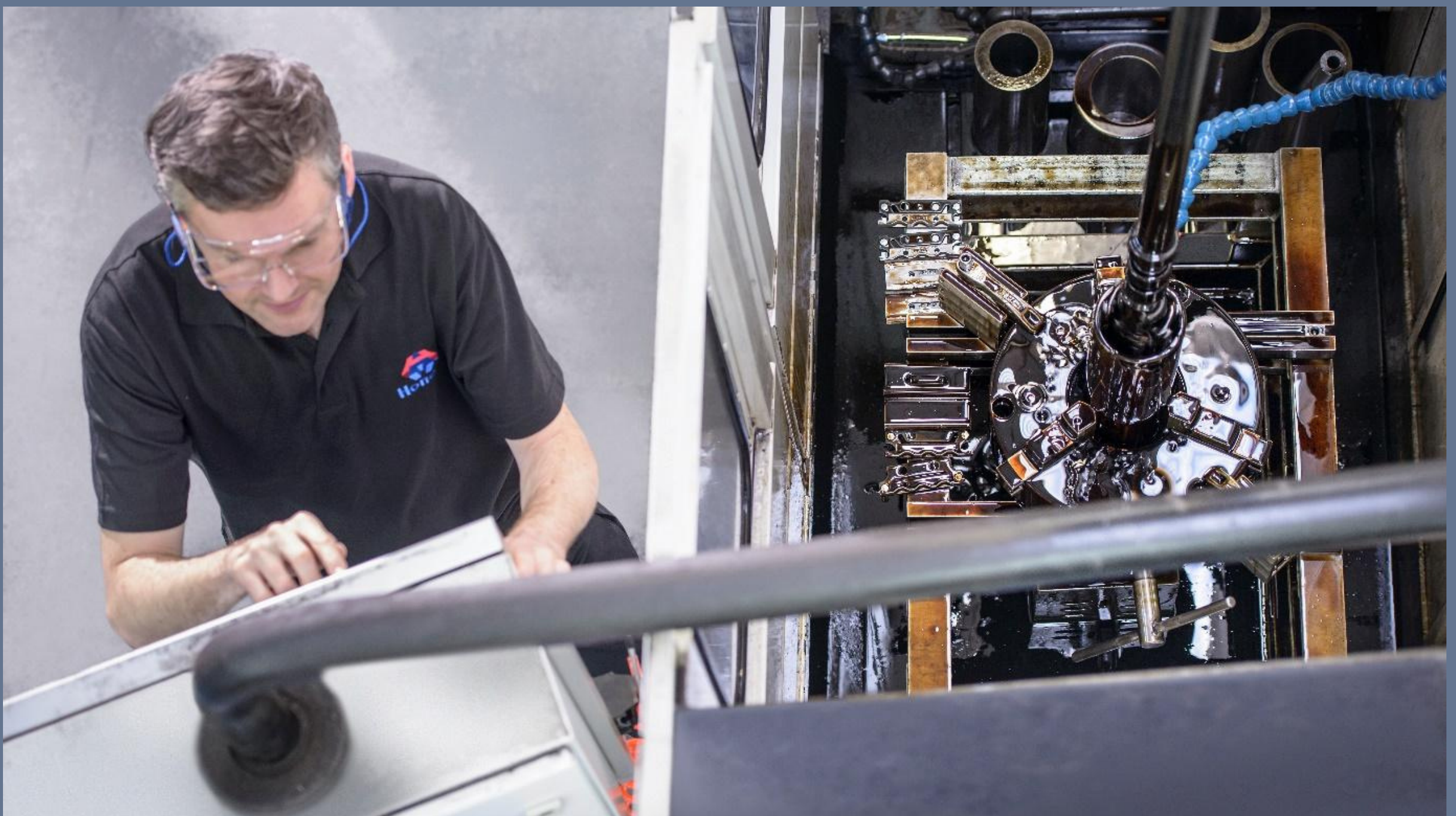
Additional News and Views

For those who choose to subscribe to our newsletter, we send a monthly update of all the blogs we have released throughout the month. Some of these are newsworthy articles with our Director's comments, others are technical guidance. We seek to increase the knowledge of others working in and around our sector such as support services etc.

As a business, we feel that the more we raise awareness of the business, our operations, the Industry and the amazing things happening within it, the more we can raise awareness of UK Manufacturing and improve the outdated perceptions often held by those externally.

We also send occasional newsletter updates when we have news or updates about people, investments, or additional services and hope that by keeping our customers and stakeholders updated, they continue to feel a part of the Hone-All family.

Here at Hone-All, we believe that going above and beyond is the only acceptable standard and we welcome and embrace all feedback offered to ensure we continue to learn, improve, and grow, in every sense and every way.



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At Hone-All Precision we believe we have the winning formula of customer service, professionalism, advanced technology and industry expertise.

To see what we can deliver for you, or for a free quote, please get in touch by any of the means below.

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Enquiries Email: **sales@hone-all.co.uk**

Website: **www.hone-all.co.uk**

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