



# MASFIX

# Customer Success

**Customer:** Marcia and Phil Atkinson  
**Company:** BTS Facades and Fabrications  
**Industry:** Manufacturing



In September 2022, the BTS and Masfix teams met up to discuss the issues they were facing with expensive consumables, no control or traceability and waste. After a site visit analysis and meetings to bring ideas to life we came up with a perfect solution for them. BTS now have their fully functional branded Vending Machine, keeping them in stock and able to manage their consumables reducing waste and loss of stock. We asked BTS a few questions...

## Tell us about BTS?

BTS Facades and Fabrications trading as BTS Fabrications Limited is a manufacturing business which produces high-quality façade products, flashings and bespoke metal products. Since its inception in 2006, BTS has grown from strength-to-strength, thanks to the determination of the Atkinson family and its loyal employees. From a rented unit in Spennymoor, to a state-of-the-art facility in Newton Aycliffe which proudly showcases its products, the business now has an estimated turnover of £10million.

Back in 2020, BTS were awarded one of the top fifty fastest growing businesses in the northeast. Although Covid stuttered this growth, they are back with that winning mentality now.

BTS' finished products are based on aluminium with a powder coated or an anodised finish however, it also supplies pre coated aluminium and galvanised steel.

Architects and specification are its main route to market, with environmental policies being high on the agenda for BTS products by architects at the moment.

## What are your main challenges?



### Stock availability/Price

Using multiple companies to often supply the same thing was convoluted, expensive and wasn't always readily available

### Waste/Usage/Control of stock

The vending machine is a fantastic option for us as we can finally monitor waste and keep an eye on cost and usage

## How do we support your Net Zero task?



"The Environment, ESG, B Corp and Net Zero are very important to us. We sit down annually, and all agree Hoshin Kanri objectives and this task is just below health and safety in importance.

Masfix are very passionate about recycling and next to our vending machine is an Eko box which we use to recycle. We are also keen to share our journey in carbon neutrality etc and our carbon reduction plan with likeminded suppliers like Masfix"

## Why us?

"We are both members of the AMF and the EMN and our paths had to cross at some point. We (My wife and I) also know Rebecca from previous so we knew we had someone we could work with and trust."



## Where are we now?

“Masfix are ideal supply chain partners for BTS as ultimately, we foresee cost reductions, faster lead times and quality products helping us move toward our goal of precision manufacturing.

We want to change the mindset of our supply chain to be greener and will drop suppliers who don't share the same ethic so it's a marriage made in heaven.”

If you would like to find out more about how we can help your business please contact us to arrange an appointment

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