



Liverpool based Surface Transforms are experts in the development and production of carbon-ceramic materials and the UK's only manufacturer of carbon-ceramic brakes for automotive use. ST utilises their own proprietary next-generation carbon-ceramic material - CCST - to create lightweight brake discs for high-performance applications, including automotive and aircraft brakes. Surface Transforms has extensive in-house engineering and manufacturing capabilities, including the facilities for manufacturing carbon-ceramic brake discs.

Until recently, the company carried out all of their Quality and Health and Safety management processes manually, however all of that has changed since the successful and rapid implementation of Singlepoint. We recently caught up with Surface Transforms' quality engineer, Dan Mannion, for an update on how things have been going with the software.

"Until we met Synchronology and implemented Singlepoint, we were having to manage several key processes completely manually." explained Dan. "Document control was a particular

struggle; we had key documents stored in a variety of shared drives, with One Drive being the supposedly controlled location. However, the reality was that people were able to access and make unauthorised changes, make copies and generally use the system in such a way that it was impossible to maintain control. Clearly this was a major problem for our business."

Dan went on to explain that Surface Transforms liked the look of Singlepoint from the outset, not only for its document control capabilities but also for a wide range of other modules for Health

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and Safety management, training management and Quality management. Dan and the team were particularly impressed with Singlepoint’s Visual Navigator interface which allows end-users to access the functionality through highly visual screens customised to their exact needs.

“We have found Singlepoint to be an exceptionally easy tool to use, it’s very straightforward in its design and is therefore very easy for end-users to learn and understand how to use it, however, Visual Navigator has been a really big additional plus point. We have fully implemented it at the production level and we are now rolling out to the rest of the business “.

We were introduced to the team at Surface Transforms by the then newly appointed Quality Manager, Kerry Wood, who had used Singlepoint at her previous company. She had the vision for what Singlepoint could do for them in her new role, and she has been absolutely delighted with the speed at which Singlepoint has been implemented. “The team here have done an absolutely superb job, Dan and Steve (Steve Green, manufacturing engineer) have taken to it so quickly. We already have it out on the shop floor, which is now virtually paperless and so we have so much more confidence in the systems and processes we are running. I can’t speak highly enough of the Singlepoint system – it has been perfect for us and has also been a tremendous help in us getting the IATF compliance so quickly”.



Built in, automatic features such as reminder and notification emails have proved to be very popular with the users, and this has saved huge amounts of time and improved their accuracy no end. Another Singlepoint module that has proved to be an instant hit is our Training Matrix module; this tool enables you to break down all of the component elements that make up the skills and competency levels for your users and to then track each user’s current and pending attainment of these requirements.

The result is a real-time picture of your people’s current skill levels, with flags indicating which remaining training is required. Dan explains further, “We particularly like the way we can make an association to a skill on the shop floor and to an associated document, such as a work instruction/SOP stored inside Singlepoint. We see a terrific benefit when we up-rev such a document as it automatically flags in the system the need to revisit the training for those affected users. It’s been very easy to implement and again is something we plan to roll out across the business.”

When it comes to recommending Synchronology as a company for its service and implementation know how and backup, Dan was very fulsome in his praise; “We worked with several software companies and I can say categorically that Synchronology is by far and away the best”. That’s great to hear and we look forward to bringing you more news of Singlepoint at ST in the near future.



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