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#### **IMF DIARY**

#### **DISTANCE LEARNING ENROLMENT DATES**

#### 8 Jan 2026 for Start 16 Jan 2026

Please note that all course fees must be paid in full before any course materials can be released.

Please email training@materialsfinishing.org

You can find details of courses and qualifications on our website- https://materials-finishing.org/

#### **UPCOMING EVENTS**

Southern Branch AGM- 12th Jan 2026, 700pm, by Zoom

Email Helen@materialsfinishing.org for login

Trivalent Chrome (Cr III) Electroplating Trials and Experience – P Alexander – 27th January 2026,

by Zoom

Email Helen@materialsfinishing.org for login







#### **SECRETARY GENERAL'S COLUMN (i)**

I would like to thank everyone for coming to the Annual General Meeting at the end of November; it was great to see so many people there. Personally, I think it was an excellent meeting, and the open discussion initiated by James Beck's discussion on REACH was one of the best forums I have attended in recent years.

I must say that the Manor Hotel in Meriden is a great venue; a light, airy meeting room with good acoustics, and a really delicious 1<sup>st</sup> Christmas lunch of the year: Perfect!



It was great to see the long standing contributions of several members to the Institute recognised; the Gold Medal award to Mike Smith; a special recognition award for long standing contribution to the Institute to Clive Barnes (already a Gold Medal recipient) and 50 year membership awards to Andew Lilly and Nick Sawyer.

At the AGM we saw some changes within the management of some committees; Mike Smith has decided, after several years, to stand down as chair of the Education



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E-mail: tim@halcyonenvironmental.co.uk and training committee, although he will continue to serve of the team. His place as chair is being filled by James Beck, who I'm sure will lead the team to new and higher challenges. At the same time, following the retirement of john Burgess, for family reasons, from the chair of the marketing and membership committee, this role will be fulfilled on an interim basis by Ken Griffiths. I wish both of them well as they take up these new roles.

Talking with many of the attendees at the AGM, it seems our industry is continuing in robust health, which is great news in what appears to be uncertain times. I'm writing this before the latest budget; I can only hope that this will at least be friendly to UK industry. It is my hope that

Institute of Materials Finishing

#### SECRETARY GENERAL'S COLUMN (ii)



the coatings industry will continue to prosper into 2026 and that government recognises the contribution to UK Plc!

For everyone's information, under the guidance and expertise of the publications committee chairman, Geoff Wilcox, we are finalising a new agreement with the publishers of Transactions; Taylor and Francis. This will ensure this superb journal continues in publication, and continues to detail major research into materials finishing and surface engineering. At the same time, the long standing editor Clive Larson has decided to retire: I want to put on record my and the management boards sincere thanks for his excellent work over many years.

It doesn't seem possible that we are already approaching the end of 2025, with Christmas looming large on the horizon. As you are aware, I am now resident in Cyprus, and would expect to be enjoying some warm sunshine. On the contrary, today we have a thunderstorm with torrential rain but at least it's still warm, and the rain does at least have one benefit; I won't have to water the plants this evening!

So can I take this opportunity to wish everyone a very happy Christmas, and my best wishes for a happy, healthy and prosperous 2026!

Graham Armstrong Tuesday 25<sup>th</sup> November 2025.





#### **PRESIDENT'S REPORT**



#### Report of the President to the AGM, November 2025.

This is my second year as President of the IMF and the time has flown by. It really has been a privilege to hold this position. I would like to thank the management team for their continued help and support through these last two years.

It is really something special to celebrate our 100<sup>th</sup> year anniversary, sadly much of the planned celebrations failed to take place for various reasons but this should not detract from such an amazing milestone for the Institute, I am certainly very proud of the achievement.

Our education offering has been particularly robust this year with large student numbers and exam attendance both at the Institute office and Poetons and Lufthansa where Bary Gay and Helen Wood invigilated respectively, thank you to both.

Our financial health also reflects our excellent education offerings, along with astute investments which is really a great achievement, showing our financial robustness against external issues.

I would like to thank Graham Armstrong (Secretary General) for all his hard work and congratulate him on his move to sunnier climes. Whilst he is not leaving us, I will still miss our lunchtime working sessions very much.

Sadly, I won't be able to join you all at the AGM. The IMF continues to do well as a charitable Institute, which is due in no small part to the dedicated staff along with the generous voluntary contributions from its groups, sections, officers, and members.

Thank you all once again for all your efforts throughout this year, I look forward to another exciting and challenging year in 2026.

With that I wish you a very Merry Christmas and a happy, healthy, and prosperous New Year,

D Neal, November 2025.



# 8

#### **2025 AGM REPORT**

The 2025 IMF AGM held at the Manor Hotel in Meriden was attended by 29 members and award winners. An excellent central venue for the AGM to be held.

The morning session started with 2 informative and thought-provoking presentations from Siobhan Boswood and James Bick.



Siobhan's presentation prompted some great feedback and questioning from the distinguished audience, and I hope that those questions and answers help Siobhan in the next stages of her investigation into the Compatibilization of clay / polypropylene composites for new packing materials. James Bick then asked the audience to consider "Was REACH a missed opportunity?" and how could the industry entice the younger generation into the field of materials finishing?

Thanks to both for presenting at the AGM.

Following the presentations the annual awards for 2025 were presented. This year alongside the regular presenters of the awards, we were honoured to have Tara Blake, granddaughter of Eddie Marlow at the AGM to present the Eddie Marlow award to Poeton Industries, ably supported by Harry Pemberton.

In the following days I had the opportunity to present the Canning Bi-Centenary award to Violine Mendez at Indestructible Paint Ltd as she had been unable to attend the AGM. Violine thanked the IMF for the award and said that it was an honour for her to be presented with it. Alongside those awards we also had some special recognition awards on the day, including recognising both Andrew Lilly and Nichols Sawyer for 50 years of membership of the IMF. Clive Barns received a special recognition award for long standing contributions and finally, a Gold Award which was kept under wraps until the event awarded to Michael Smith. Christmas lunch served in the Marco Pierre White restaurant at the Manor Hotel was well presented and enjoyed by all I'm sure, our thanks go to the restaurant team.

Following lunch, we returned to the afternoon session and the actual AGM. The management report was delivered by the Secretary General, on one of his last days as a UK resident. Graham is now residing in Cyprus and will continue in the position, but just from much warmer climate. The AGM was closed by midafternoon, allowing everyone to have a safe trip home in the last of the daylight.

Once again, our thanks go to Helen, Karen and Michelle for organising the AGM.

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#### 2025 AGM PHOTOS (i)







#### 2025 AGM PHOTOS (ii)







#### **2025 AWARDS (i)**



## Congratulations to the recipients of the following Awards presented at the AGM

#### **Jim Kape Memorial Award**

Production of superhydrophobic surfaces on hydrophilic AA6063 aluminium alloy and optimisation using a Taguchi design approach.

Cetin Karagol, Sahra Dandil and Caglayan Acikgoz **102**, 260-269 (2024)

#### **Canning Bi-Centenary Award**

Anticorrosive chromium free primers for aluminium alloys: application in the aerospace industry.

Violaine Mendez **102**, 178-182 (2024)

#### **Peter Farr Memorial Award**

Comparing brightness of nanocrystalline nickel coating with traditional bright nickel coating and investigation of stereochemistry of brightener molecules.

Aylar G.M.Ghashghaei and Mohammad Ebrahim Bahrololoom **102**, 29-37 (2024)

#### **Joe Edwards Memorial Award**

A review of reverse pulse plating techniques in the electrodeposition of magnetic alloys – Part 1.

Filippo Zoia, Riccardo Cesaro, Roberto Bernasconi and Luca Magagnin **102**, 305-314 (2024)

#### **2025 AWARDS (ii)**

## Eddie Marlow Memorial Award (sponsored by PMD Chemicals Ltd)

For an outstanding contribution to the education and training of people working in surface engineering.

**Poeton Industries** 

Best Student at Foundation Level
Neil McDonald

Best Student at Technician Level Chris Clarke

A Special Recognition Award for his long-standing contributions to the IMF Clive Barnes

### Recognition for being a member of the IMF for 50 years

Andrew Lilly

Nicholas Sawyer

#### **Gold Award**

For outstanding long-term professional service relevant to the objectives of the Institute.

Michael L. Smith





£70 PER PERSON

### WEDNESDAY

20th MAY

BREAKFAST ROLL, COFFEE & LUNCH INCLUDED

### **CONTACT**

helen@materialsfinishing.org 0121 622 7387 FOR MORE INFORMATION



**HARBORNE GOLF CLUB** 



#### **EDUCATION & TRAINING (i)**

#### **DISTANCE LEARNING** A

#### **Foundation Module Basic Surface Finishing**

Develops fundamental understanding from 29 Units of which a student studies 15, including 7 mandatory units. One of three core technology blocks are chosen, either **Electroplating** (8,9,10 & 18); **Organic Coating** (19, 20, 21, 22, & 23); or **Aerospace Finishing** (19, 21, 23, 24 & 25), each comprising 5 units plus 3 optional units relevant to the student or their employer – all units are listed below.

Two pieces of marked coursework are required and on passing an examination a student is awarded the **Foundation Certificate.** 

Unit 1 *	Surface Finishing	Unit 16	Alloy Plating & Composites
Unit 2 *	Corrosion	Unit 17	Printed Circuit Board Processes
Unit 3 *	The Environment & Surface Finishing	Unit 18	Electroplating - Care & Maintenance of
Unit 4 *	Health and Safety		Solutions & Product Quality
Unit 5 *	Cleaning and Pre-treatment	Unit 19	Conventional Paint Processes
Unit 6 *	Sacrificial Coatings	Unit 20	Electrophoretic Paint Processes
Unit 7 *	Services	Unit 21	Paint Application Methods
Unit 8	Surface Improvement	Unit 22	Coating Powders & Application
Unit 9	Principles & use of Electroplating - double unit	Unit 23	Testing Paint & Powder & Coatings
Unit 10	Plant and Equipment	Unit 24	Chemical Conversion Coatings and
Unit 11	Copper, Silver and Gold Plating		Sol Gel Coatings
Unit 12	Nickel Plating	Unit 25	Anodising of Aluminium & Alloys
Unit 13	Chromium Plating	Unit 26	Vacuum Coating Processes
Unit 14	Zinc & Cadmium Plating & Passivation	Unit 27	Duplex Coatings of Galvanising plus Paint
Unit 15	Electroless Plating	Unit 28	Electroforming
		Unit 29	Nanotechnology

<sup>\*</sup> Mandatory units

On achievement of the **Foundation Certificate** candidates may wish to progress to the **Technician level modules**, please see over the page for details.



#### **EDUCATION & TRAINING (ii)**



#### **Technician Modules**

Develops in-depth knowledge for key finishing technologies and their application and best practice methods.

Principles of Electroplating Broad introduction to electroplating technology

Electroplating Practice Industrial application of major metals and supporting pre-treatments for electroplating

and electroless deposition

Paints, Lacquers & Varnishes Application methods, equipment, curing, drying and testing of solvent and water based

industrial finishing processes

Powder Coating Application methods, testing, environmental, health & safety topics

Environment, Health & Safety Legislation information on environmental, health & safety topics

Materials Science Manufacture, properties and examination of materials which require various forms of

coating or treatment to meet service life needs

Automotive Surface Finishing Applications specific to the automotive industry

Electroforming How electroforming can be used to manufacture components and tooling

On successful completion of four marked assignments and passing an examination, a student is awarded a **Technician Module** certificate.

Passing two Technician modules leads to the award of Technician Certificate.

Passing four Technician modules leads to the award of Advanced Technician Certificate.

For more comprehensive details of all modules offered please refer to the IMF website www.materialsfinishing.org where you find the full syllabus for each module.







### MARKETING & MEMBERSHIP

I have been asked to chair the Membership and Marketing Committee and I would like to introduce myself to our membership.

I have worked in the materials finishing industry for more than 50 years and in many different parts of it. My first associations were in the metal cleaning areas using both mechanical and chemical preparations prior to processing and I later moved into Aluminium treatments and finally and mostly into powder and paint applications to several different base materials.

Firstly we would like to sincerely thank you for your support over the past years and look forward to your continuing support in the years to come. As an Institute we can only operate with this support but also fully recognise that we have a duty to support you, and with this in mind we would request your consideration with the following campaign to help 'Market' all of your expertise



and technology and assist in the continued growth and development of 'Materials Finishing' which, as you all know, is present in nearly every genre of manufacturing and often goes almost unnoticed.

With all the above in mind I would like to remind all members that we publish 2 magazines in which you are welcome to submit articles for inclusion, firstly 'IMFormation' which is the one you are reading now and should you have any articles or news that you would like to be included then please send this to Helen. Secondly we have 'TRANSACTIONS OF THE IMF. This publication is an international journal for surface engineering and coatings and is available to download worldwide and as a part of Science & Technology Library, (ST Library).

Transactions provides international peer-reviewed coverage of all aspects of surface finishing, surface engineering and surface functionalization, from fundamental research to in-service applications. Finishing processes include aqueous and ionic liquid electrodeposition and electroless plating, as well as coating processes involving polymer/paint, powder and of course all of the pre and post treatments necessary.

As an Institute we are here to assist you, our members, so please feel free to get in touch with us we would welcome and value your thoughts, ideas and suggestions in how we can best help you.

Looking forward to hearing from you

Ken Griffiths FIMF

Email:- helen@materialsfinishing.org



#### **SURFACE WORLD**

### Surface World 2027

#### Surface World - March 2027.

Surface World is returning to the NEC, Birmingham.

We look forward to seeing you at the next event in March 2027.

The exhibition is the UK's only event dedicated to the surface treatment, product finishing and coatings industry. It provides a major showcase for the very latest technology and developments in this important and expanding area.

NB. Surface World Live is sponsored by Surface World magazine and supported by all the major industry organisations including: The SEA, BSTSA, The IMF, Correx, The BCF, RAPRA, Qualicoat UK & Ireland, The Galvanizers Association, and Corrodere Academy.



If you would like to exhibit at Surface World, please call Nigel Bean on 01442 826826 to ask about stand availability.

#### **HMG PAINTS (i)**

Manchester-based paint manufacturer HMG Paints has officially opened their new department known as the "Len Hutton Centre", a modern facility dedicated

to water-based production. The opening of this department will increase water-based production capabilities at HMG, with the department being named after former HMG Production Director, Len Hutton

This substantial capital investment, which coincides with the business celebrating its 95th anniversary, is projected to increase capacity



by an estimated 50,000 litres per month and allows the business to meet growing demand for its range of water-based products, as customers and the industry shift towards low-VOC, environmentally friendly and sustainable coatings.



-based coatings for a range of markets.

The new department, operated by six highly trained staff members, is equipped with 12 high-efficiency mixers and a dedicated washout facility and showcases HMG Paints' commitment to investment and innovation, whilst also celebrating the core family-first approach at the company. The Len Hutton Centre will serve as a hub for developing and manufacturing innovative, water

"This is a huge honour, having a department named after myself makes me feel my name will truly live forever at HMG" said Len, whose legacy the new department honours . "I consider it a great privilege to know that my department will be the future of waterborne production for the company, and it is great to have myself

#### **HMG PAINTS (ii)**

named amongst other greats at the business who have similarly had departments named after them throughout the years."

Len began his career in production at HMG in March 1974, before moving on to establish and transform the Colour Laboratory, revolutionising how HMG match and produce their colours and eventually became Production Director before retiring from the



business in 2021. When the new department was established, it was an easy decision for the Directors to honour Len, who was an integral part of the company's growth, as well as his commitment to quality for over 40 years.

The new department was officially unveiled on September 17<sup>th</sup>, with staff, past and present, spanning multiple generations of the business all gathering to witness the grand reveal.

Speaking at the unveiling of the new department, John Falder, HMG Chairman remarked, "It's great to have a department named after one of the true greats of HMG, Len and I started as kids together and across our 45 years of working together, Len became the foundation of our colour laboratory, tints and all the systems that followed. As a business, we were one of four hundred industrial paint manufacturers around at the time Len joined the business, and its thanks to him as well as many others that we are where we are today."

If you require further information on the press release, please contact:

Josh Hibbert

**HMG Paints** 

 $\underline{joshhibbert@hmgpaint.com} \ or \ \underline{marketing@hmgpaint.com}$ 

www.hmgpaint.com

0161 205 7631



#### **DEFINING THE INDUSTRIAL STRATEGY (i)**











The Parliamentary and Scientific Committee is an All-Party Parliamentary Group funded by Membership

#### Parliamentary and Science Committee discussion on "Delivering the Industrial strategy"

On October 13<sup>th</sup> 2025 the Parliamentary and Science Committee (PSC) held a discussion on "Delivering the Industrial Strategy" which was addressed by three speakers. It was sponsored by the Institute of Chemical Engineers and attended by the Institute of Materials Finishing, . The first speaker was Sam Carling MP, the co-chair of the PSC, who delivered the Government line and briefly outlined the strategy, saying that the plan would result in 1.5 million new homes being built and there would be a drive towards clean energy and improved water quality. The second speaker was Professor Raffaella Ocone of the School of Engineering, Heriott Watt University and the third speaker was Dr Kate Barclay—a skills consultant from the Bion Industry Association.

The Industrial Strategy is a 10-year plan Government initiative to boost investment, productivity and resilience by focusing on eight key growth sectors: Advanced Manufacturing, Clean Energy, Creative Industries, Defence, Digital and Technologies, Financial Services, Life Sciences, and Professional and Business Services. The strategy aims to create a more competitive economy by reducing business costs, streamlining regulation, and improving access to finance and skills, while also strengthening regional and economic resilience. It does not have an overall, single budget but instead allocates funding across specific sectors and initiatives. Some of the major allocations include up to £4.3 billion for Advanced Manufacturing (including £2.8 billion for R&D over five years), £700 million for the Great British Energy Supply Chain fund, and £380 million for Creative Industries. The government also aims to increase public R&D spending by 29% to £22.6 billion per year by 2029/30, compared with £17.4 billion in 2023.

For the Industrial Strategy to work, there must be stability and that its policies and leaderships should not chop and change; there should also be clarity and specifically allocated responsibilities in leadership.



#### **DEFINING THE INDUSTRIAL STRATEGY (ii)**

It was also queried whether a 10 year strategic plan was worthwhile, as the pace of change is so great that it could become obsolete very quickly; in partial mitigation of this potential rapid change, the plan should be a live document and with specific focus.

The discussion migrated towards how the Strategy could be delivered thorough a solid supply chain and comment was made that it lacked some important specific considerations, such as firm leadership and a strategy for both apprenticeships and energy. However, the general view was that for it to succeed there needs to be greater and better delivery of the STEM subject ((Science, Technology, Engineering and Mathematics) education, as this provides the pathway to success. However, it was pointed out that the UK's demographics suggest that the number of school leavers is probably now at its peak and over the next decade or so there will be a decline in this age group so that in 10 years time there won't be enough students to meet demand. According to UK demographics, by 2030 there will be about 500,000 fewer UK students of University age (20-30 years old) and by 2035 this will have increased to about 600,000, so universities may need to look at attracting more candidates from the lower Approximated Social Grades (socio-economic groups); this in itself will put pressure on the student funding mechanisms.

Professor Ocone spoke about chemistry being a key subject that will promote the Strategy's successful delivery and this led to Trevor Crichton asking the speakers how they propose to attract students into the STEM subjects in higher education, to which Ocone responded, saying that universities need to become more diverse and she didn't understand why STEM uptake is declining, but currently higher education doesn't develop skills and the

#### **I**Chem**E**

### Delivering the Industrial Strategy October 2025







understanding and promotion of risks. She also thought that students get put off STEM subjects because of the high student fees, and low contact time.



#### **DEFINING THE INDUSTRIAL STRATEGY (iii)**

Ocone also commented that universities need greater private sector investment.

Other comments included that there should be more risk taking and that regulatory barriers hinder growth. This led to a further discussion on the cost of student fees and that UK students' fees only cover half that amount and that universities have relied heavily on overseas students to make up the difference; however, the UK has now got so expensive that many overseas students are now not coming to the UK and that the bubble has burst. It was also said that the universities had got their business model wrong and that universities need much greater private sector investment. Mention was also made that there should be more risk taking and that regulatory barriers hinder growth.

Barclay was keen to promote undergraduate degree courses with industrial placements, but she believed that only very few students on these obtain a meaningful placement and that this policy needs to change so that universities and industry are working better and closer to deliver the required skills that the Industrial Strategy will need. Furthermore, the life sciences need better educational promotion and this can start with better teaching at schools and even in junior schools. She also thought that more funding should come from industries and especially SMEs who should be more willing to take risks.

It was generally agreed that the UK needs to develop more apprenticeship schemes, but there is currently no real strategy for it, so it needs much greater consideration and more funding. It was also mentioned that many employers don't like taking on apprentices, but this was not developed further. There is also a gap between education levels 4 and 5; these are post secondary qualifications and sit between A levels (Level 3) and a full Bachelors degree (Level 6). Level 4 qualifications, such as a Higher National Certificate (HNC) or first-year of a degree (Certificate of Higher Education), are for foundational higher-level learning, while Level 5 qualifications, like a Foundation Degree or Higher National Diploma (HND), are equivalent to the second year of a degree and are often more specialised and vocational. Some attendees thought that a return to a binary divide would be beneficial—i.e. re-introduce polytechnics and a way of getting more apprenticeships, but this was received with very mixed views, as it was considered that it would re-introduce and promote class-based-biases.



#### **TRANSACTIONS**

At the beginning of a new year, we usher in some changes to our journal, *Trans IMF*, which will see not only new personnel, but also a new way we receive and process manuscript submissions.

First of all, we acknowledge with some sadness the retirements of both Prof. Geoff Wilcox and Clive Larson. Geoff has been the Honorary Editor-in-Chief and custodian of *Trans IMF* for 15 years, whilst Clive has been our Executive Editor for more than 30 years! Many of us who regularly publish here will know Clive and Geoff very well and will have fond memories of interreacting with both. It is impossible to overestimate how much they have contributed to the quality and reputation of our journal, and we owe them a huge debt of thanks for their long-term dedication and service. Both Geoff and Clive will step down at the end of December 2025 but have kindly agreed to help with any transitional arrangements. Moving forward, it is my privilege to step into the role of Honorary Editor-in-Chief and I will take the reins from January 2026. As a contributor here, I am familiar with the processes and challenges of publication, and I am hopeful that this will prepare me so that I can live up to the high standards of my predecessors.

Also this year, the IMF has renewed the contract with our publisher, Taylor & Francis (T&F). As a consequence of this, the way we do things will be changing. The bulk of the editorial process, formerly Clive's role, is being taken in-house at T&F. The role of Honorary Editor-in-Chief is essentially unchanged, but we will be modernising the submissions and tracking processes for manuscripts to bring them into line with the portfolio of T&F journals and with many other publishers of high-quality peer-reviewed journals. Hence, we will be introducing an on-line submission portal and work-flow process. These new methods will be very similar to the processes of most other major academic publishers. This is an exciting development, and I hope that this will contribute to a faster turnaround time and perhaps even an improvement in our key journal metrics. More details will follow in the journal , and on the *Trans IMF* (T&F) web site (https://www.tandfonline.com/journals/ytim20).

The vision, structure and content of our journal will remain unchanged, with both bulletin and academic articles. We will also continue to encourage and plan for dedicated issues to disseminate proceedings in specialist subject areas, symposia and international conferences in the world of materials finishing.

We aim to publish a healthy mix of both fundamental academic investigations presented alongside technological context. Moving forward, it is also my hope that we will both anticipate and encourage significant trends of activity and interest amongst the surface finishing community. As part of this I hope that we will see more contributions from the organic and composite coatings communities as these applications of surface finishing become more prominent.

I hope that our membership continues to find this useful, interesting and stimulating and look forward to receiving submissions for subsequent issues.

Institute of Materials Finishing

Prof. Karl S. Ryder

## 8

#### **ARMSTRONG GROUP (i)**



## ARMSTRONG GROUP COATINGS CONSULTANCY

#### The Armstrong Group: Practical Training and Consultancy Services on Paint Application

The Armstrong Group Coatings Consultancy is the latest venture for Graham Armstrong, following on from his over 50 years in the industrial paint industry.

Having now "retired" from active employment and management, and having moved to Cyprus, Graham



still felt a need to continue utilising the skills gained over his working career to support paint manufacturers and users and to pass on through training these skills to new and younger members of the coatings community.

Being based in the EU, with excellent transport connections, The Armstrong Group can offer their services to companies within the UK, Europe and indeed the world. Work is already underway with clients in the UK, India, New Zealand and the UAE.

The Armstrong Group offers both technical and application problem solving, but majors on running practical training courses featuring basic paint technology, the theory of paint application, guidance on health and safety and environmental controls, but with an emphasis on hands on paint application. Whilst the majority of training will concentrate on the use of the variety of wet spray systems, training can also be given on automated systems, to include roller and curtain coating. For traditional users, instruction is also available on decorative brush application.

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#### **ARMSTRONG GROUP (ii)**

The training courses work around a basic format, but are individually tailored to suit specific client requirements. It is usual for the courses to take place within the clients premises, and a suitable conference/training room equipped with presentation equipment, and access to the applications facility would be required. Typically the course can accommodate up to 12 trainees and will take place over 1 to 2 days. Assessment of the trainees is again tailored to suit the client requirements, but normally is either by direct assessment by the trainer, or, more commonly nowadays, by a multiple choice test which reflects the content of the course.

On successful completion of the course, each trainee is awarded a certificate confirming attendance and achieving the required standard of competency. Our courses have been verified by the education and training committee of the IMF and can be used as part of the trainees CPD records.

Further information on the courses can be obtained by either contacting Michelle in the IMF office, or directly from Graham at the Armstrong Group. Courses are quoted individually and costs will depend on the specific course requirements, the number of trainees and location.

The Armstrong Group also undertake specific projects to look into the development of coatings application systems, both new and existing, and can help introduce new paint systems into existing application facilities. A recent example would be the introduction of chrome free diffusion and sacrificial coatings, in conjunction with the coatings manufacturer and another relevant consultancy company.

.1.

Contact details for Graham at the Armstrong Group as follows:

T: +357 95 960 361

E: graham@armstronggp.com

Address: The Armstrong Group

**G.Armstrong Coatings Consultancy Ltd** 

Ellados 6 Anarita Hills 5 8502 Anarita Cyprus.



#### **SITUATIONS VACANT (i)**





Based at our site in Leigh, we are seeking a full time and permanent Technical Sales Engineer with customer facing experience (within the electroplating industry, or similar). We are a successful and growing business, and can offer the following: -

- Competitive salary & performance related bonus scheme.
- Contributory pension scheme, healthcare and cycle to work scheme.
- 4-day working week, based on 40 hours (Mon − Thu 07:00 − 17:00).
- Generous holiday allowance with bank holidays and service days.
- Ongoing staff development and training.

A visible management team, focused on our staff, with a strong team ethic.

#### Main Duties & Responsibilities:

To effectively manage all customer enquiries, acting as the first point of contact for all customer requirements, ongoing account management, and advising the customer on technical matters, ensuring customer needs are understood within the business.

To manage the customer quoting process, with all enquiries dealt with in a timely, and accurate manner. Quotations need effective liaison with production staff to ensure technical feasibility and pricing according to process configurations.

To manage samples and new product enquiries, define (with production) the necessary process steps as part of our operator work instructions.

To ensure all pricing is maintained in accordance with business needs, ongoing cost variations (materials, energy, labour etc.).

To actively market the company and collaborate with group's marketing team, to generate new enquiries, new customers, and more enquiries from existing customers.





#### **SITUATIONS VACANT (ii)**

To support customer visits and reviews, either on site at Karas, or at customer premises.

To ensure customer satisfaction is measured, with feedback shared within the business to support ongoing improvement of our customer service.

To support benchmarking activities, including competitor analysis, to actively increase our market share and revenue.

To measure elements of sales performance (quoting lead-times, win ratio, customer sales targets etc.) as part of the company improvement process.

To support and encourage continuous improvement activities and projects, involving production team members, using appropriate industry tools and techniques, such as 5S, SQCDP, Waste Elimination, etc.

To promote and maintain the company commitment to employee safety and wellbeing, ensuring all areas are well maintained, inspected and in compliance with current safety regulations.

Ensure the area of responsibility is compliant with the company Quality, Safety, and Environmental certifications, acting as area representative during audits, NCRs etc.

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#### **SOUTHERN BRANCH**



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#### **EXHIBITIONS**







