

## CASE STUDY



## Paddington Construction improves customer service with Assettagz Construction Manager

Paddington Construction, part of the Ardmore Group, specialises in the manufacture of high-quality prefabricated bathroom and kitchen 'pods' and needed sight of the entire production process.

### The solution

Paddington wanted to give their clients total visibility of their orders as part of the service they offer. RFID tags are discreetly installed on each pod during the build stage so that they can track each stage of production right through to transportation to the final installation location. As well as being able to track the pods, Paddington Construction uses **Assettagz** to create a Bill Of Materials (BOM), to track the allocation of components to the assembly line and for signing off against a quality assurance check list at each stage of the build. In addition to these quality improvements, Paddington can also monitor manufacturing KPI's (Key Performance Indicators) throughout the process.

Finally, using **Assettagz** to compile documentation during the manufacturing stage allows Paddington

to deliver a complete O & M (Operation and Maintenance) manual to the customer, providing them with full visibility of the materials used, supplier details, relevant technical drawings as well as the service history and warranty details for each asset.

**"Assettagz enables us to offer exceptional customer service, far beyond that of our competitors, which gives us the competitive differential we need."**

**Mark Kennedy, Managing Director**

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