

# SME OF THE YEAR

## WINNER 2014

### Lift & Engineering Services



**Lift & Engineering Services (L&ES) celebrated its 30th anniversary in 2012. L&ES are one of the few remaining British owned lift companies manufacturing the only lift cars to carry the prestigious Made in Britain marquee.**

With manufacturing operations in the West Midlands, and now larger premises in London, the company's 62% growth is outstanding – up from £6.5m in 2011 to £10.56m in 2013 with a growth in employees over that period of 26%. London is now the fastest expanding branch with 6 new employees, including an apprentice engineer and still recruiting.

Growth has been underpinned by continuous improvement in all aspects of the company addressing people, processes, management of performance, improvements in customer satisfaction and adopting best practice and new ways of working, often in collaboration with customers or suppliers.

In 2013 L&ES engaged top class industry trainers to develop a bespoke programme at the National Lift Tower in Northampton. The Tower simulates situations with high-speed, high-rise lifts that engineers could not get on live buildings. The £35,000 investment has enabled the company to address falling performance, having identified industry-specific skills gaps in NVQ qualified

engineers. By integrating subjects e.g. risk assessment and first aid in live lift shafts and motor room environments and creating bespoke asbestos safety training, L&ES deliver improved, relevant courses and plug identified skills gaps.

An essential ingredient of growth has been the continuous improvement in the qualifications and training of the team and ensuring the right people are in the right roles. To set an example their managing director, who joined the family business at 16 with no qualifications, has recently acquired an NVQ2 in environmental management and an NVQ5 in business management. Female employees are 15% above industry average and one senior manager won a 'Female in Engineering' award in 2013.

An early adopter of computerised integrated management systems and wireless communications technologies to capture data from site directly into a Liftdata management system, L&SE are always seeking to implement innovative working methods to increase efficiency and provide a competitive edge.

The company has an impressive set of ISOs, accreditations and awards and their culture remains very much one of change and development for the better – for their employees, customers and the company.

#### Judges' comments

**This was a unanimous decision amongst the judges – Lift & Engineering Services not only meet the criteria of this award, but a passionate presentation from a local manager, clearly demonstrates how much he cares about his role in the business.**

**L&ES demonstrate strong commitment to staff development, involving all employees, both admin and operations.**

**Their Liftdata platform is innovative and just one of the initiatives that has led to a full order book, which is impressive considering the competitive market they are in, which is dominated by multi-nationals.**

**L&ES are proud to be the best British supplier of their services in the UK, made possible by their investment in people, growth and training strategies.**

#### FINALISTS

- ARCH-angels Architects Limited
- Cheesmur Building Contractors
- EBS Elk Ltd
- Lift & Engineering Services Ltd
- O'Donovan Waste Disposal
- Provelio Ltd

**LIFT & ENGINEERING SERVICES**

