



HESKIN
FABRICATIONS LTD

Heskin Fabrications Limited

Staying up-to-date with standards may seem like a chore, but when your business is fabricating massive pieces of steel, this isn't optional. The BSI Knowledge Centre makes it easy for Heskin Fabrications Limited to keep up-to-date.

"The Knowledge Centre staff are able to find the information we need, collate it, and get back to me very quickly – the same day, often within just 15 minutes."

John Chadwick, Quality Systems Manager Heskin Fabrications Limited

Customer needs

- Maintain compliance with standards
- Stay aware of updates to standards
- Understand if updates affect the company

Customer benefits

- Quick answers on what updates mean in practice
- Reliable, accurate information
- Save cost of buying new version of standard
- Save time identifying changes
- Save unnecessary changes to internal procedures
- Reassurance of having information you can trust

What Heskin Fabrications Limited do

Heskin Fabrications Limited manufacture steel fabrications of all kinds and all sizes, from small ornamental items such as crowns all the way to barges, bridge components and massive concrete moulds for sea defences.

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Why standards matter

Heskin Fabrication Limited's products are used in high risk environments and often put under massive stress, and that means no weaknesses or flaws can be allowed. The quality of their work needs to be totally reliable. At the same time, with continual handling of large pieces of steel and heavy machinery, and tasks such as welding being carried out, training and safety are vital issues. That's why Heskin Fabrications Limited rely on standards – to make sure their work is always of the highest quality and always carried out in the most professional manner.

Keeping up-to-date

John Chadwick's job is Quality Systems Manager and it's his responsibility to ensure that when standards change, Heskin Fabrications Limited know about the changes and respond accordingly. Every month the company receives a copy of BSI's Update Standards magazine and John needs to go through it to see if any of the standards they work to have been changed. If he spots one, he needs to know what the change means in practice. Do Heskin Fabrications Limited have to buy a new standard? Adapt their working practices? Could they risk becoming non-compliant if they don't make changes? So rather than trying to work it out himself, he'll immediately contact the BSI Knowledge Centre to find out.

"I ring them direct, leave a message, and in no time at all they ring me back," says John. "The Knowledge Centre always responds quickly, efficiently and in the proper manner."

As a result, John can find out straight away what the impact of an update will be.

A standard being withdrawn – is this a big deal for us?

In March 2014 John was reading through the latest copy of Update Standards magazine when he saw that one of the standards Heskin Fabrications Limited use was being withdrawn. It was BS EN ISO 9606-1:2013, a standard that deals with qualification testing for welders. Since Heskin Fabrications Limited, as a steel fabricator, carry out a great deal of welding, this could be a significant and costly development. John needed to know what it meant, and as soon as possible.

"I remember ringing the Knowledge Centre and I said, there is a change but I don't know what it is. The Knowledge Centre Manager said she'd look into it, and within about 15 minutes she rang me back to say she'd had a look and said it was about timings."

Instead of welders being tested every two years, they now could be tested every three years. So that was simply a new option available which could save Heskin Fabrications Limited some money. John was able to relax knowing it wasn't a problem for the company, just a matter of changing test schedules.

And he was able to find this out almost instantly, without struggling to compare different versions of standards or spend money on a new standard. "Knowledge Centre staff are exceptionally good at their job, highly professional, and the response time is excellent," says John.

"When I call the Knowledge Centre, I always get the right answer, and I always get it quickly."

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The Knowledge Centre's services are exclusively for BSI Subscribing Members. It's free and Members can use our skilled researchers whenever they need to, 09.00-17.00, Monday to Friday.

Find out how our Knowledge Centre experts can help you
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