## **CUSTOMERS AT THE HEART OF THE FACTORY**



Leading valve and fittings manufacturer, AVK UK, recently hosted the quarterly, National Grid - Pipelines Maintenance Centre (PMC), meeting at their advanced manufacturing site in Staveley, Chesterfield home of the world renown Donkin gas valves.

National Grid PMC is one of the leading authorities in the UK on emergency and planned solutions in the field of pipeline repair, maintenance and intervention.

Ross Chester (Regional Manager), kicked off the meeting with a presentation covering aspects of AVK's Global operations and an in-depth view of AVK in the UK, including an insight into AVK's innovation process; its cornerstones and values.

The presentation was followed by a series of product demonstrations, during which AVK introduced a total of 4 product innovations (2 Donkin valves and 2 Syddal fittings) new to market during the last 2 years. The group went on to discuss new product concepts, resulting in 7 potential new product ideas (4 Donkin valves and 3 Syddal fittings) now in the very early stages of development.

**From Concept to Market Leading Innovation** Ross Chester explains: ' From concept to market leading innovation, we have developed a strong track record of success, working in collaboration with our customers to produce innovative solutions, that really benefit the customers. Site visits such as this, allow us to present concepts at a very early stage and gain valuable feedback direct from the end user.'

However, innovation for AVK UK does not stop at products, continually innovating the process of manufacture, the AVK Donkin factory has recently received a significant investment of £254,000, enabling the addition of a new state of the art test rig, with a further £200,000 to upgrade the polyurethane (PUR) coating system. National Grid PMC were invited to take a tour of the factory by Andrew Powell (AVK Donkin Production Manager). Andrew explains "The factory tour allows visitors to walk through the manufacturing process and provides a unique insight into our new assets."

## A Unique Opportunity

As a proud UK manufacturer of valves and fittings for the gas and water markets, AVK UK are keen to demonstrate first hand their manufacturing capabilities. A factory tour offers a truly unique opportunity to experience the whole process, from casting, to those intricate final touches. At its state-of-the-art production facilities, customers can see how skilled technicians and sophisticated machines work together to perfect the quality products they are accustomed to.

## Sion Davies (National Grid PMC UK Operations Manager) commented:

'On behalf of myself and my team I would like to thank the AVK team for being fantastic hosts. We had a great few days understanding the what and how, of the AVK brand.'

If you would like more information or you would like to visit one of AVK UK's facilities please contact AVK UK.



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T: +44 (0) 1246 479100

Ross Chester Regional Manager E: roch@avkuk.co.uk M: +44 (0) 7767252227

For further details, please contact:

E: gasenquiries@avkuk.co.uk

www.avkuk.co.uk