

Tenkay's supporting role in Edwards' journey to the Far East

Edwards, a world leader in the development and manufacture of sophisticated vacuum products, and part of Swedish multi-national Atlas Copco since 2014, has been a Tenkay customer for 23 years.

When Edwards decided to establish a manufacturing facility in Korea, it was to Tenkay that the company turned to help make setting up the new enterprise as seamless as possible. Five years later, Tenkay is still supplying its high quality electrical harnesses and sub-assemblies to Edwards some 5,000 miles away in Korea, as well as to its other manufacturing facilities nearer home in the Czech Republic and in Eastbourne in the UK.

Why Tenkay?

The global market for electrical harnesses is competitive with no shortage of manufacturers, including an increasing number in the Far East – a region renowned for its emerging manufacturing prowess and keen prices. So it begs the question: why Tenkay?

According to Rob Fell, Edwards' Commodity Manager – Electronics & Technology, who is based in Korea "We operate extremely strict quality controls and demand a low total cost of ownership with exacting technical specifications from all of our suppliers. Tenkay continues to meet our requirements".

He adds, "Whilst it is not in anyone's best interests to change successful long standing arrangements,



with constant cost pressure being applied to margins there is no room in our business model for using suppliers located thousands of miles away for unjustified historical reasons. From a quality point of view, Tenkay's electrical harnesses and service kits are as good as you can get and, despite logistical factors such as cost and distance, they have the reliability, delivery and service capability that we require."

"Tenkay has also proved to be extremely flexible and adaptable over the years. More importantly, the business relationship is good and there is a strong coupling at the technical level between Tenkay's engineers and our own – they understand our requirements. We know that we can pick up the phone to Tenkay at any time, speak to the same team and discuss any technical issues on the spot. It works well because it provides continuity."

"From my point of view, because the interface at the technical level is so strong, I have only needed to keep in routine contact with Tenkay because they give us what we want and there has been nothing left to fix."

“Tenkay continues to meet our requirements, they have the reliability, delivery and service capability that we require.”

Rob Fell
Commodity Manager –
Electronics & Technology

Looking forward

"The relationship is mutually beneficial as the market continues to evolve technically and we strive to work proactively with all our suppliers to improve processes", says Rob. "Obviously there can be no room for complacency so every business relationship periodically comes up for review, but we have no wish to fracture our relationship with Tenkay – we want to continue working with them."

