

## You can make sectional doors and deliver them on-time, so why is my side hinged door being put back?

The current conditions are unique. The industry has been caught by a surge in demand for garage doors that is ahead of its capacity. Every manufacturer is extending lead-times and garage door specialists are booked out for months ahead. We wanted to share our experiences of how Teckentrup's ability to provide the service levels we want for our customers is affected by the huge market upturn and the ongoing COVID pandemic.

In short, at Teckentrup we've responded by increasing our capacity. Behind this statement there's some detail that explains both what we've achieved with our sectional doors and why we are struggling to be consistent with our deliveries on side hinged doors.

Our sectional line is a positive story. We are running double shifts and have been successful in maintaining a four-week lead-time for stock product and six-week lead-time for products from Germany. We've also invested £200,000 in a new CNC machine that will further enhance and speed our capability when it comes onstream at the start of 2021.

Put simply, doubling our shifts has given us the capacity with sufficient headroom to meet the increased demand for orders, even against the backdrop of operational challenges from COVID.

Our side hinged lines are both a success and a challenge. As with sectionals, we've doubled our workforce to allow for double shifts. Two teams of operatives working back-to-back shifts has increased our capacity, however lead times are still extending. Our last communication put lead-times at 12 weeks and it now has to move to 16 weeks.

Why? Even with our increased capacity, our order intake is beyond our new capacity. No headroom in our capacity results in inconsistent output that is further compounded by COVID.

As a responsible company we are strictly adhering to Government guidelines on preventative measures to stop the spread of COVID. We may start a day with one team member reporting in with symptoms before arriving. A second team member receives a notification that they've been in contact with someone who's tested positive. So, our first shift starts two operatives down and our production plan has to adjust to try and compensate.

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Teckentrup UK Limited  
Units 2-4, Opus 9 Industrial Estate  
Woburn Road, Winwick Quay  
Warrington WA2 8UE  
T: 01925 924 050  
F: 0870 131 4843  
sales@teckentrup.co.uk

Registered Office:  
c/o Christian Douglass LLP,  
2 Jordan Street,  
Knott Mill,  
Manchester  
M15 4PY

Registered No:  
(England & Wales) 07981261

Each day brings similar potential for disruption and our output falls behind plan. This is the new reality we face. We're used to managing absence, covering for holidays, etc, but Covid has added significant and absolute constraints on what we can responsibly do, and we won't shirk that responsibility.

We have accepted that our output must increase further and we're planning to double capacity again over the weeks ahead. We're training new backup operatives, extending shifts, working overtime – all the things you'd expect to grow capacity but, with finite space and the time it takes to implement these changes, we are constantly having to revise delivery dates. This is why the side hinged door you were expecting on your next delivery may get put back.

Doors that don't get made to plan are prioritised, which, of course, has a knock-on effect to doors ahead... You can see the problem we face... It's hugely frustrating to have to move dates and none of us want to make that call, and we understand your frustrations when you get that call. However, before you vent those frustrations on our team, please frame your comments within the context of what we have shared about our challenges and, rest assured, you have our word that we are doing all we can to minimise the instances.

What else can we do to help? Until we reach the point where we have some headroom in our capacity over and above order intake and begin to work through the order bank, **we promise to keep you informed. As soon as we know of a change, you'll know.**

We see that our customers are also at capacity and often booked out until the new year, however the one big thing that can help is information that comes as early as possible when things change. Whether your door is due next week, in 12 weeks time or 16 weeks time, we'll keep you updated on its status to allow you to plan.

It would be deceitful if we didn't say there won't be problems whilst we create the headroom in our capacity to deliver the service levels upon which the Teckentrup reputation is built. However, everyone at Teckentrup is committed to doing the very best they can and being open, honest and timely with information in support of your business.

You have our sincere thanks for your continued support.

**Steve Hilton, Managing Director**

**Jim Rodger, Owner & Director**