



IMPROVED QUALITY & EFFICIENCY

IET Combustion, a family-run business based in Australia, manufactures large stainless-steel combustion ovens for the global food industry. At their U.S. site, they handle installation and maintenance. They have an exclusive contract with PepsiCo to supply stainless-steel ovens and proofers to food manufacturing plants around the world.

THE CHALLENGE

IET Combustion's ovens operate 24/7, each producing three tons of crisps per hour. However, IET faced several issues with their access hardware, namely hinges, latches, and handles. They previously relied on three different distributors, which led to high prices, inconsistent stock levels, and late deliveries. The quality of their handles also created problems – heat from the oven was transferring to the ovens' handles, slowing down production and flagging health and safety issues.

Given the critical nature of their equipment and the demand for continuous operation, these challenges created production delays, inefficiencies, and added strain on their business.

THE SOLUTION

Essentra Components stepped in to provide a comprehensive solution tailored to IET's needs. Essentra supplied nine individual access hardware samples for customer approval, offering competitive pricing with a fixed rate for each part based on IET's annual usage. Additionally, Essentra held a 12-month stock of these parts in their local warehouse, ensuring stock availability and timely delivery.

To fit IET's production schedule and limited storage space, Essentra implemented a scheduled delivery system, providing 25% of the stock each quarter. This streamlined IET's hardware sourcing process, eliminating the need to manage multiple distributors.

Moreover, Essentra addressed the specific quality issue with a previous supplier by designing a custom stainless-steel handle with branding. This custom handle resolved the heat transference problem, improving both safety and operational efficiency.

CUSTOMER
IET Combustion

INDUSTRY
Oven Manufacturing

PROJECT
Access Hardware

SOLUTION
Local stock holding, fixed 12-month pricing, scheduled deliveries, significant cost savings, & consistent quality

"We have a great relationship with a wonderful rep. He utilised his knowledge and experience to resolve all our problems and ensure everything ran smoothly".
"Quality service matched by a quality product."

Samar Semaan – National Procurement Manager





RESULTS

By working closely with IET Combustion and quickly responding with samples, designs, fixed 12-month pricing, local stocking, and scheduled deliveries, Essentra was able to gain IET's trust and provide the right solution to meet their business needs.

Efficiencies: IET no longer experiences production downtime due to late deliveries, and they avoid the hidden costs of managing multiple suppliers. Time spent chasing pricing, stock availability, lead times, or correcting invoicing errors has been eliminated.

Improved Performance: With on-time deliveries and no quality issues, IET's production runs smoothly without delays.

Safety & Security: The custom stainless-steel handle solved the heat transference problem, reducing maintenance downtime and improving safety for their workforce.

Direct Savings: By consolidating their access hardware orders through Essentra, IET received highly competitive pricing based on their annual usage.

ONGOING SUPPORT

Stock Availability: With a 12-month forward order plan, Essentra holds a full year's worth of stock locally and delivers 25% of each item on a quarterly basis, perfectly matching IET's production needs.

To find out how the experts at Essentra can help your business, call **0345 528 0474** or email sales@essentracomponents.co.uk



"Essentra's reliable deliveries and custom hardware solutions have streamlined our production process, eliminating downtime and saving us both time and money."

Nick Tuckwell –
Manufacturing Manager