



JMS transforms Carna Joinery

Hesitating to spend money on software, when extra tooling was required, Wayne Davies of Carna Joinery discovered two years later that he couldn't do without the Joinery Management Software (JMS), which has not only saved him time and costly mistakes but also transformed the way his business works.

A cabinet maker by trade, Wayne Davies of Carna Joinery set up his own business in 1989, gradually expanding to kitchens and then joinery in 1999. Starting on his own in a 24ft square steel shed in his garden, Wayne had seen his business increase when in 2003 he built a new purpose built workshop in place of the steel shed. No stranger to growing the business on his own, Wayne restocked machines and started rebuilding the business again. 2006 brought disaster when Carna Joinery was completely



destroyed in a fire. Reassured by his insurance policy, Wayne was able to rebuild, retool and restructure his business. In hindsight Wayne has been able to look at the disaster as a blessing in disguise.

Purchasing JMS just 2 weeks before the fire, Wayne used the

fire induced down time to rethink how he structured his joinery production. Wayne comments, "JMS has allowed me to think differently about how I produce windows and doors. Once I understood how JMS works, it caused me to rethink how I structure my business. I've been able to make use of

extra equipment because of the way I've restructured my business due to JMS."

Introduced to JMS through Andrew Gregory, Sales/Operations Manager at Joinerysoft, Wayne, initially thought the software good; at the press of a button you got the whole cutting list, glass, invoice. He remembers thinking 'Wow', but in the process of retooling his workshop in 2003, he couldn't justify spending the money. He remembers thinking that 'JMS sounds good, but it's not for me.' Two years later, Wayne knew he couldn't do without JMS. He was often having a 'bad' day; working late and making mistakes. The business was busy, but quoting involved Wayne 'guestimating' from his experience, then 'nagging' his wife to type up 'quotes'. In addition some quotes were verbal, some were missed. Information was kept in Wayne's head, making it difficult to delegate or communicate jobs

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to others. Wayne came to the conclusion that he was too busy not to purchase JMS. Wayne is now able to quote, produce cutting lists, glass sizes, timber requirements and invoices, all at the press of a button; something which his wife is pleased about too.

About Joinerysoft, Wayne comments, "Joinerysoft is very approachable, they always return calls and if they say something will get done, it always does. A major benefit is that all their installers are joiners – They talk my language". After installation and training, Wayne who doesn't claim to be computer literate, was able to plot out all his waiting jobs before the business became operational. Wayne has hit the ground running and hasn't looked back since. Another advantage while starting his business was Joinerysoft's flexible payment options. "Paying in installments meant that I could manage my cash flow better", says Wayne.

Now employing a joiner and an apprentice, Wayne is convinced JMS has helped him grow. "JMS has helped my profit margin grow without doubt", says Wayne. "Wood comes into the workshop and windows, doors and frames leave a lot quicker, cleaner and tidier. Work flies in and flies out! More importantly my turnover has increased 5 fold."

The time savings alone would make JMS worth having; (converting quotes to invoices instantly, ordering glass in advance), however I believe I had my money back within six weeks of trading with JMS.

Wayne, comments "Customers appreciate the professionalism of the quotes, which include diagrams, so customers know exactly what they're getting. Where necessary I ask customers to sign the quote, as confirmation of order. It encourages customers to check

the quote thoroughly and prevents disputes later. If I've made any mistakes, customers find it easy to come back to me before the job is started."

Ordering glass upfront has speeded up production time too. Before I bought JMS I was averaging 5 windows per week, now I'm producing five times more, with only 2 staff.

Because of the fire downtime Wayne had the opportunity to check out JMS thoroughly. "I was able to check glass sizes and cutting list figures before I became operational. I have been amazed at their accuracy. Glass sizes are always within 1 mm tolerance and all figures are always spot on," says Wayne. Ordering glass in advance has meant that sometimes glass arrives before the wood to start the job! "So far the glass sizes have always been perfect", confirms Wayne.

"I don't know why I put off buying JMS. It has transformed my business" concludes Wayne Davies of Carna Joinery.

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