

creating mobility

*The converter must ensure that the design and layout of a fully operational vehicle are fit for the purpose of ambulance use, and minimise manual handling for trust staff and patients and risk of work-related musculoskeletal disorders for trust staff.*

**Response:**

- A. DESIGN COMPLIANCE
- B. ADVICE & SUPPORT incl COSTINGS INFORMATION
- C. NHS STAFF INVOLVEMENT
- D. CHANGE CONTROL
- E. SOFTWARE SYSTEMS

## A. DESIGN COMPLIANCE

### 1.0 QUALITY ASSURANCE → THE WILKER PROJECT LIFECYCLE

Wilker has developed a structured life cycle project management approach to controlling the design and quality of all its vehicles. All projects undertaken at Wilker follow this 10 phases life cycle approach. Within each phase there is a structured sequence of activities to progress the project work while keeping the customer informed and involved.

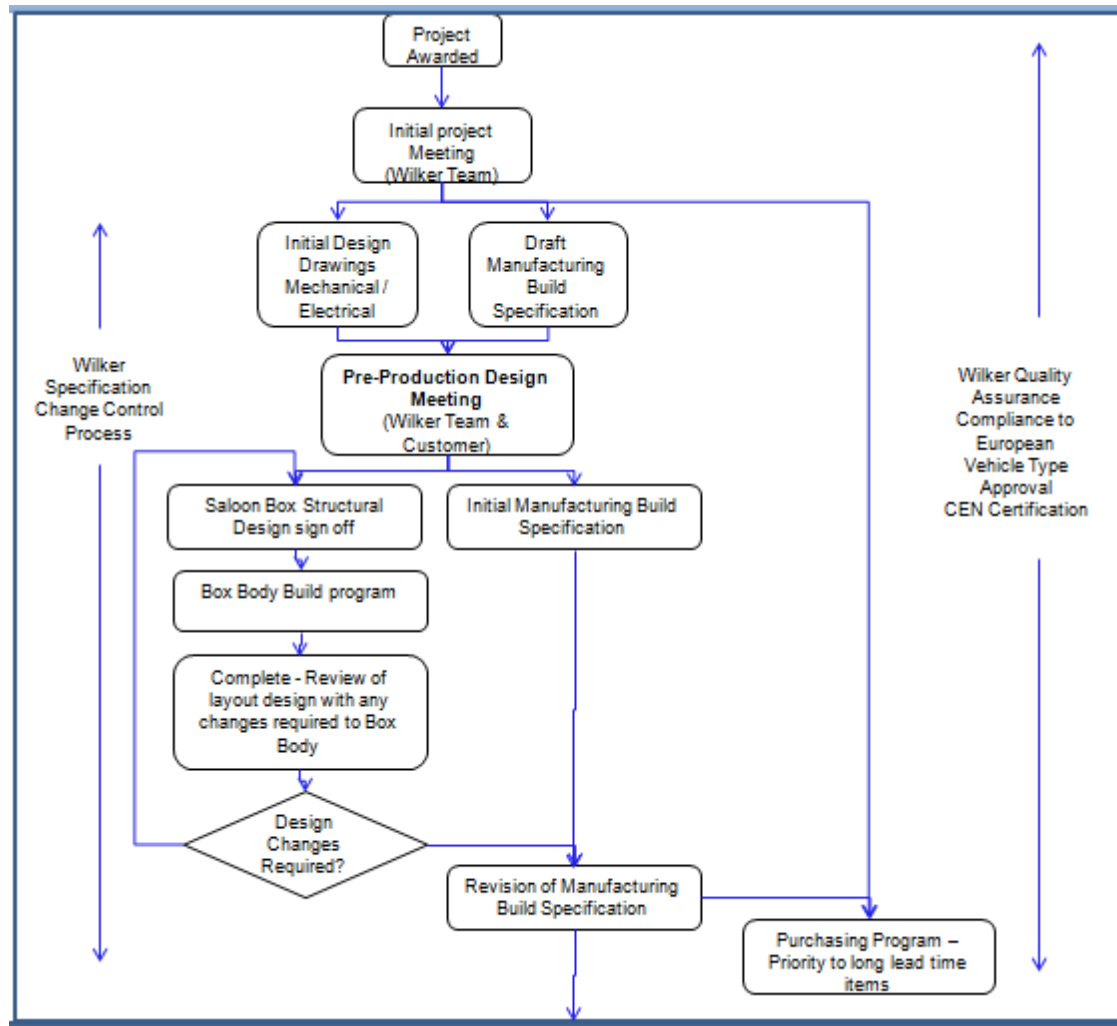
Phases	Description	Explanation
1	Manufacturing Build Specification	The key to a successful project is a robust design. At Wilker we manage all vehicle conversions based on an approved Manufacturing Build Specification. In this phase of the project, our team sits with the customer team to design the vehicle using the tender specification, our initial electrical, mechanical and fabrication drawings and our three-dimensional drawings of the vehicle layout (virtual prototype).
2	Purchasing	In most projects there are multiple long lead-time items. The purchasing of these is based on the initial Manufacturing Build Specification.
3	Chassis Arrival	As the chassis arrive on site, we will undertake an initial incoming inspection to ensure they are in line with the specification and that there has been no shipment damage incurred.
4A	Box Body Construction	The construction of the initial Box Body for the prototype will commence based on the initial Manufacturing Build Specification. This allows the construction and design teams to confirm the virtual design and eliminate any construction limitations that were not visible in the virtual prototyping.
4B	Van Conversion Prototype	Based on the initial Manufacturing Build Specification, the engineering modification to the first van for the prototype and build commences. This allows the construction and design teams to confirm the virtual design and eliminate any construction limitations that were not visible in the virtual prototyping.

5	Prototype Build	The first vehicle is rapidly constructed based on the initial Manufacturing Build Specification. This provides the construction teams with an opportunity to assess the effectiveness and practicality of the initial design both in terms of ease of construction and end user use by bringing together the chassis, Box Body, fabricated parts and purchased components. During the development of the prototype ergonomic assessments are carried out either virtually by solid modelling or practically by building mock-up layouts of the interior of the ambulance and carrying out end-user trials to access the issues that occur and to implement corrective changes.
6	Prototype Review and Manufacturing Build Specification Final Approval	Based on the construction of the prototype vehicle, we invite the customer on site to review the actual vehicle and formally review the initial Manufacturing Build Specification. This process allows the Wilker and customer teams to see in reality the initial design as built, discuss any difficulties and issues from construction, safety, ergonomic and usability perspectives. The Manufacturing Build Specification is revised with any agreed changes and approved by the customer prior to moving to full scale construction. All changes are managed through Wilker's Specification Change Notice process which ensures that the Manufacturing Build Specification is controlled and that the vehicles are constructed in line with the amended customer requirements and within CEN/EWVTA compliance.
7	Commercial Vehicle Construction	Once the Final Manufacturing Build Specification has been approved, the Wilker Design and Construction teams will rapidly 'tool up' the assembly line for construction of the complete order.
8	Quality and Test	As the vehicle's complete construction, they enter quality inspection, where our Quality Inspectors individually inspect and test each vehicle. This is undertaken against our Quality Inspection Check List that is based on our Quality Management System and the Final Manufacturing Build Specification. Vehicles that fail any tests or checks are returned to the assembly line for correction.
9	Final Detailing and Release	Once each vehicle has passed Quality inspection, it receives its final detailing (striping and decals) and is released by quality assurance.
10	Customer Inspection and Shipment	Prior to shipment we invite the customer on site to inspect the finished vehicles. This provides the customer with an opportunity to ensure that the vehicles meet their requirements and expectations in terms of workmanship prior to leaving Wilker's site. This inspection is typically undertaken in batches of 5 or 10 vehicles depending on the agreed delivery schedule.

This Life Cycle approach is depicted visually in the following Flowchart  
Project Execution Approach

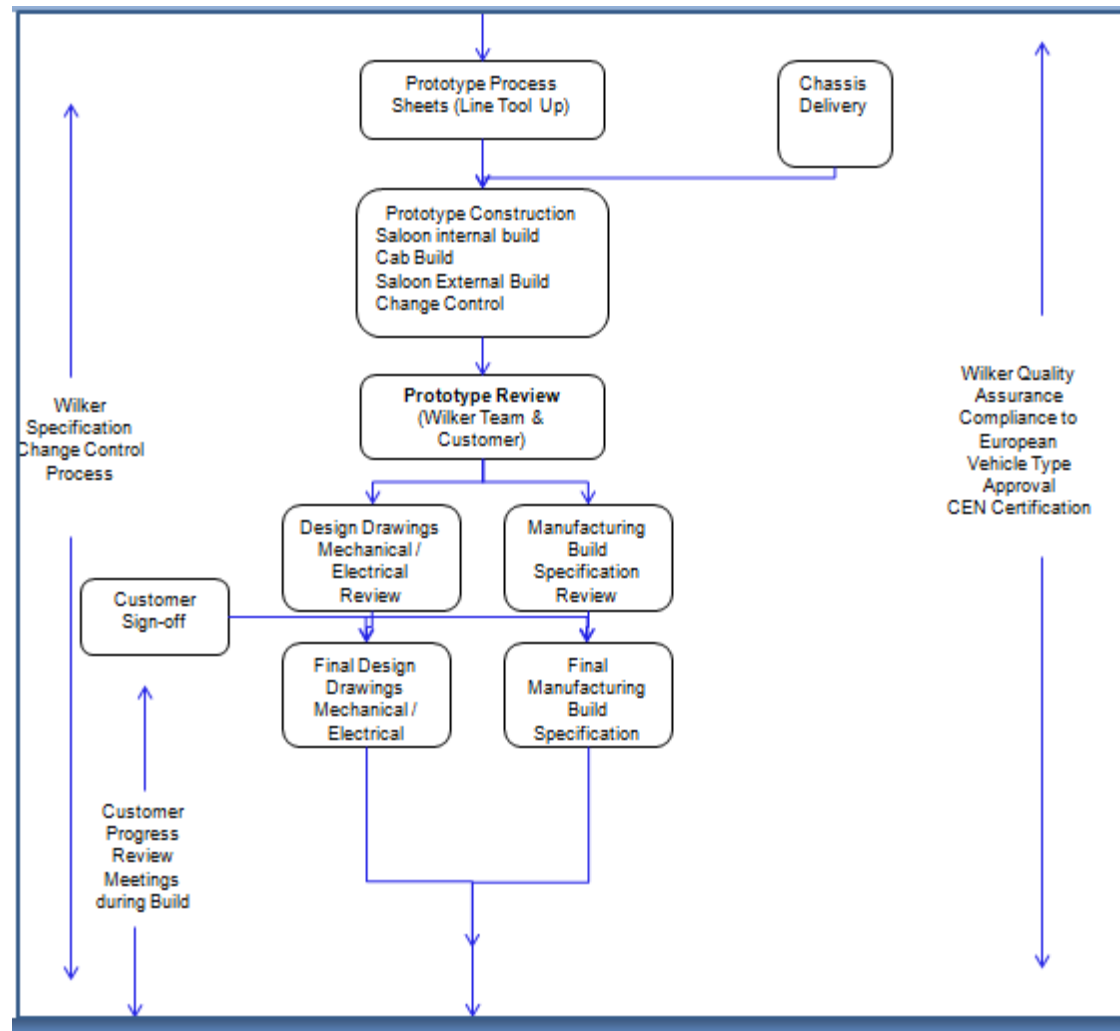
### Process Flow 1

**Note: For Van Conversions 'Box Body' steps do not apply**



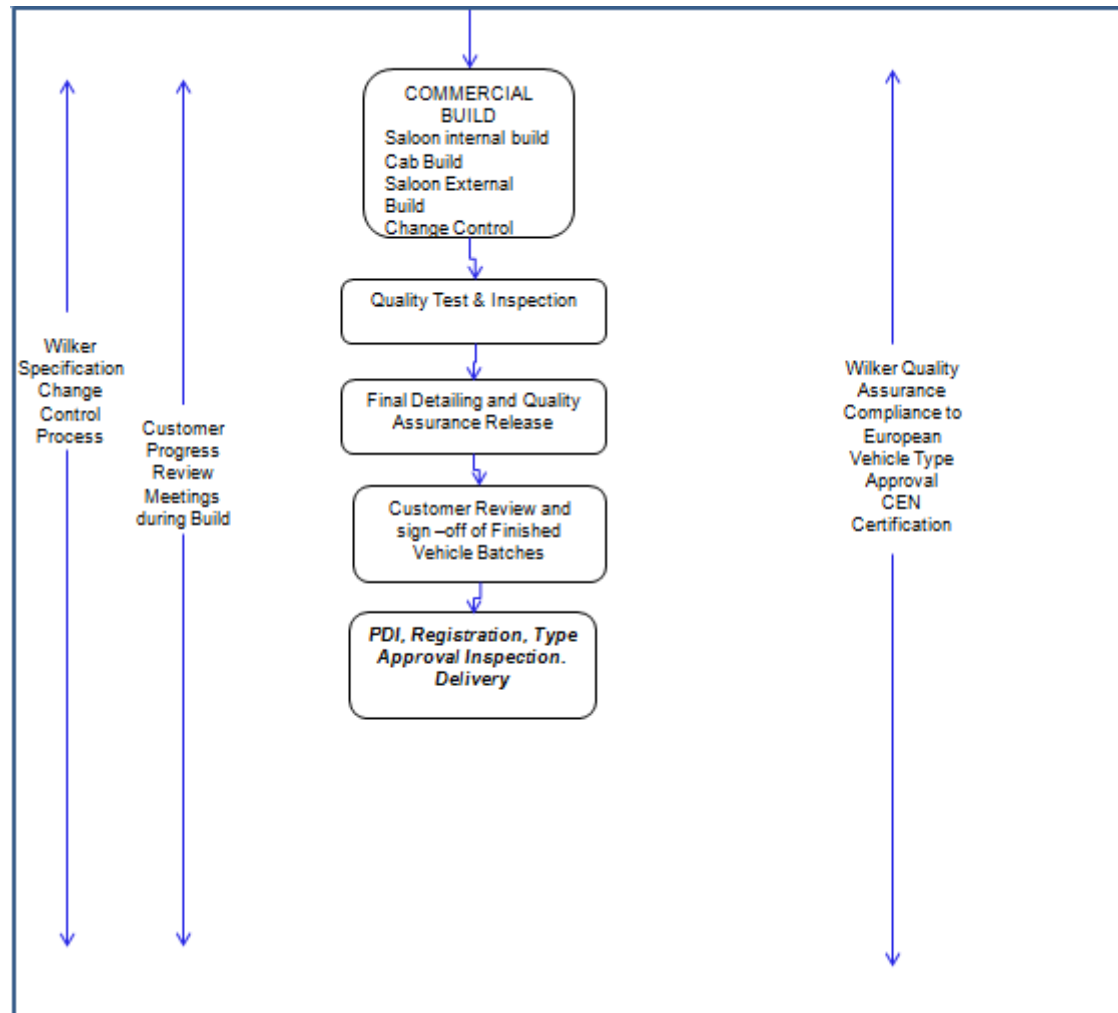
## Project Execution Approach

## Process Flow 2



## Project Execution Approach

### Process Flow 3



## **2.0 DESIGN CAPABILITY**

### **2.1 CAD SYSTEMS**

We have equipped our design team with the most suitable tools to complete the design work on the vehicles we develop and manufacture. We utilise:

- SolidWorks to develop three dimensional models of our vehicles.
- Autodesk/AutoCAD to develop our fully dimensioned Assembly Drawings
- AutoCAD to complete our electrical layout drawings and schematics
- AutoCAD to design all fabricated parts drawings

### **2.2 Design and Compliance**

At Wilker we have developed our designs in full compliance with CEN/BS EN 1789-2007+A1 2010 and European Whole Vehicle Type Approved (EWVTA).

This core design offers flexibility to vary the interior layout along with support services without impacting on the compliance of the unit to CEN or EWVTA. We manage these different versions of the interior layouts as variants to the 'Type' under EWVTA.

Our design team are trained and fully understand the design requirements of the regulations. This allows us to guide our customers through the various options and alternatives that can be built into their vehicles.

### **2.3 Design Process**

Using the design tools listed above, our design team will rapidly convert the customer's specification into three-dimensional CAD models. This allows our customers to see the internal and external views of the vehicles. This allows both the customer and the design team to work through the requirements and 'see' what the internal layouts will look like and assess their practicality both in terms of construction and as a useable vehicle. We also provide 'fly-through' renders of these three-dimensional models.

By utilising this approach, it allows our customers to evaluate improvements to the design and allows the design team to visually explain issues and/or changes to the customer team by allowing them to assess variations to the interior layout, seat positioning, stretcher alignment, electrical loom routing, rear lift alignment and fixation, etc. which dramatically speeds up the process from concept → to design → to full production.

### **2.4 Manufacturing Build Specification**

Once the design is viewed, discussed and clearly understood, it is converted into the Manufacturing Build Specification that the customer



approves. Once the Manufacturing Build Specification is approved by the customer it becomes 'Locked Down' under change control. Our Manufacturing Build Specification is the basis for the construction of the vehicle and ensures that each vehicle meets the customer requirements and the regulatory requirements of CEN/BS EN 1789:2007+A1 2010 and EWVTA. The Manufacturing Build Specification is the basis for ensuring conformity of production during the project across all vehicles. As such any change requests after approval must go through a controlled process of assessment and approval to maintain the integrity of the Build Specification. As such the Manufacturing Build Specification is version-controlled under the Wilker Specification Change Notice Process and Quality Management System and is only issued once the customer has approved it. The process for managing these changes is called the Specification Change Notice Process. This maintains the integrity of the Manufacturing Build Specification in line with the current customer and regulatory requirements, and also provides traceability for all changes.

## **2.5 Conformity of Production**

As stated above, the Manufacturing Build Specification is the basis for conformity of production. This is the design and control document for the project. Once the Manufacturing Build Specification has been approved by the customer, the Wilker Project Manager and Warranty and Quality Manager, the production documentation, inspection sheets and tests requirements required on the production line to construct and release the vehicles in a compliant manner are developed based on it.

Conversion is controlled and managed in a staged assembly process using the production documentation. Quality is controlled through the use of individual stage inspection sheets that prevent the vehicle moving to the next stage of production if it does not pass the inspection. This prevents the progression of issues through the assembly line.

Stage inspection ensures that there is conformity of production throughout the entire construction and test process and ensures vehicle compliance with both CEN and EWVTA regulations.

## **2.6 QUALITY MANAGEMENT**

Wilker is an ISO-approved supplier. We have a quality management system that works as an integral part of our structured project execution approach to ensure the quality of the design, procurement, construction and release of all vehicles that are produced on site.

Our quality system controls:

- Incoming inspection of all chassis including free issue
- Supplier assessment and approval
- Incoming material inspection
- Ongoing compliance to ISO, European Vehicle Type Approval, CEN certification
- Design and construction systems compliance

- Vehicle inspection and release
- Customer complaints and corrective actions
- Warranty control and management
- Change management

Our quality system ensures that all processes carried out on site follow our documented processes to ensure compliance is maintained throughout the procurement, construction and inspection and test processes to both the Manufacturing Build Specification (customer approved design) and the regulatory requirements of CEN/BS EN 1789:2007+A1 2010 and EWVTA.

### **3.0 SPECIFICATION CHANGE NOTICE PROCESS**

Key to our Project Life Cycle approach is the management of changes to the design of vehicles. In practice, changes occur during the construction phase for the following reasons:

- The original design concept is impractical
- The original design concept is not suitable and/or unusable from an end user perspective
- The original design cannot be built into the vehicle
- The customer has a change of mind
- Key requirements were not considered in the original tender document and come to light later

These changes must be managed and controlled in an effective and efficient manner. This is part of the service that Wilker offers to all its customers and is an integral component of its project execution approach.

At Wilker we welcome change, continuous improvement and innovative ideas both from the Wilker team and our customers. We control this by formalising the change process at key points in the build and within the project life cycle as follows:

- Initial project meeting
- Pre-production review
- Prototype review
- Ongoing customer update meetings

Wilker manages these changes through its Specification Change Notice process which is a critical part of our ISO-approved Quality Management System. This process formalises changes by:

- Clarifying, defining and documenting changes
- Assessing the impact of the proposed change on the design and construction of the vehicle
- Presenting the change to the customer and obtaining their approval for it
- Revising the Manufacturing Build Specification, Process Sheets and Quality Inspection Sheets through our procedure and document management process

It is important to note that all design, construction, quality and warranty documentation associated with each project is version controlled and has a clearly defined approval process.

Some trusts have made their change notice a requirement of the change control process. We are happy to comply with the change control process in conjunction with the Wilker Specification Change Notice.

#### 4.0 CONTROL AND MANAGEMENT OF MATERIALS

Wilker maintain a comprehensive parts list for each individual job/conversion by following an ISO approved set of procedures including the creation of a Bill of Materials (BOM) through its Material Requirement Planning System (MRP) This procedure is signed off by the Director of Operations and Commercial Director and therefore 'locked down', unless a controlled change is required through the Specification Change Notice process. These change(s) are then recorded within the system.

Wilker operates this through its Access Dimensions Accounts software package which includes an integrated stock control system, with many other added modules to streamline our manufacturing process as described below:

- **Control of Production Line Parts or Stock through Bill of Materials.**  
Through its Access Dimensions system and alongside a dedicated Excel spreadsheet system, Wilker operates an MRP system which looks at stock projections in relation to demands and generates through the BOM levels to produce a series of 'make' or 'buy' recommendations. The MRP module makes recommendations after considering supplier and BOM lead time, stock levels, and/or order quantities. Each stock item on the system can have an unlimited number of alternative suppliers, along with lead times, cost prices, and suppliers' part numbers, serial numbers, and minimum order quantity. Stock projection calculates predicted levels of selected stock items over any chosen time period. When the recommendations are accepted, the program will automatically raise appropriate purchase orders. The following is a synopsis of the process from start to finish:
  - BOM are created based on the initial customer's tender specification.
  - Once an order is received, the BOM is then updated after the final pre-production meeting with the customer.
  - Unique contract number created and assigned to main BOM.
  - Unique works order then automatically created for each individual vehicle within the contract with its own specific BOM.
  - Multi-level BOM with all parts stated with part numbers, description, supplier and build-stage number.
  - Purchase orders are created for each individual contract.
  - Parts are received logged onto stock control system and stored in a dedicated location in the store for that particular contract.
  - BOMs will be used to create picklists and then the parts are deducted from the stock control system and delivered to the relevant stages of the production line based on the production schedule.

- Critical parts will have serial numbers recorded on the system for traceability; these parts can then be traced at any time once the works number of the vehicles is quoted. This number will be located on the vehicle ID plate located in the rear door step well.
- The Access Dimension system operates a multi-reporting system which enables us to track the delivery stage of any particular part daily. With these reports we manage to optimise production, control product quality, manage cash flow, stay on track at every stage of delivery and share information.

## **5.0 CUSTOMER INTERACTION**

In addition to the formally scheduled meetings, we welcome customer personnel to visit and review progress at our facility as often as possible during the build, especially for the first prototype build. We carefully manage requests for change that arise during such visits and only implement those approved through the formal Change Control Process.

In particular we insist that customer representatives visit our facility to sign off the first build, so that all subsequent conversions are completed to the same standard. For such inspections we develop a jointly agreed Inspection Check-Off List. Apart from meetings, we maintain regular contact with customer via phone, e-mail, and reports, with progress updates.

## B. ADVICE AND SUPPORT INCLUDING COSTINGS INFORMATION

- In response to this and other ITTs, Wilker provides a costing in compliance with the specification that is valid for the contract duration as set out in the ITT, with only ITT-provided escalation
- Where requested in the ITT, Wilker provides pricing for any optional or alternative items
- Once a PO is received, Wilker checks to identify any optional or alternative items chosen by the customer. These are then reflected in the Draft Build Specification that is issued to customer for sign off. The sign off is normally done through pre-build meetings and correspondence. Once the Build Specification is finalised, Wilker will identify and further 'plus/minus' adjustments to the tender and/or PO costings and will send details to the customer for agreement and sign off. This then becomes the Fixed Build Specification and Cost.
- During the build, customers routinely raise questions on tweaks to the build. This can arise through routine telephone or email contact. Such items can also arise during on-site production review meetings. These are handled via telephone, email or other method, as appropriate. Sometimes the response can involve drawings and sketches that are prepared and issued for consideration. In some cases, these could result in a mock-up or fabrication as well. When such items develop into a change that might go forward for implementation into the build, then they will go into a formal control process through our Specification Change Notice (SCN) Procedure. For each instance an SCN is raised. Once the technical details are agreed, if there is no cost impact the SCN is implemented. Where there is a cost impact it is sent for a cost estimate to be prepared and submitted for approval. Only when the technical details and costs estimate are signed off and agreed is the change implemented on the build. See our form below which shows how Cost Estimates are signed off.
- Where the SCN has a cost impact and once agreed, we would expect a PO amendment to be issued. However, once SCN/cost impact is agreed we proceed to implement the change without further delay.
- All build documentation is updated in Production to reflect the change.
- The 'As Built' information pack will include all SCNs generated throughout the build.

Apart from the SCN support as outlined above, Wilker offers the following support to our customers:

- **Specification Support.** As we carry out various conversions for many NHS Trusts and private ambulance providers, we have a significant depth of knowledge available to us and accordingly can provide specification input to NWAS for any projects and/or modifications considered.
- **CAD Support.** In conjunction with the specification support mentioned above, we can provide 3D layouts for any conversions being considered which of course can be viewed on free to download software. An example of CAD support is the drawings for the recent 'Meet and See' vehicles.
- **Layout Configurations.** Again, using our CAD system, we can provide these.

- **Material Specification and Selection.** We can assist with and provide samples of components from different manufacturers. A recent example was the provision of a proposal regarding alternative CCTV systems.
- **Design Support.** Design support is always provided for each conversion, where we provide detailed specification and working drawings as part of the build specification approval process. As required, we can also provide the same type of support for any modification and/or upgrade projects.
- **Electrical Support.** We have experience with control and switching systems offered by manufacturers such as Carnation, ATSR, Intellitec, etc. We can provide examples and pros and cons based upon our experience. Our support includes power and auxiliary battery systems as well as the evolving systems of vehicle tracking; CCTV; ECO system; and similar.
- **Vehicle Testing and Certification.** As an organisation, we have invested heavily in achieving our BS/EN and EWVTA accreditations. Over time, we have gained a significant amount of knowledge which is available to NWAS to ensure that new conversions will comply with the legislation.  
Furthermore, the suite of tests being carried out recently has expanded and having already carried out most of these tests we can offer advice and guidance. This applies to the tests specified in Q4 – Q19 as well as Subjective Handling.
- **Innovation Support.** In response to Q31 we outline some of the conversion innovation that we are currently examining. This is a constantly evolving programme and we are glad to share and partner with NWAS regarding innovation.
- **Prototype Development.** Where WAS have a concept idea but no detailed specification and/or confirmation of feasibility, we are able to develop a prototype, and using an owned or acquired vehicle to assist on such work. For Box Body conversions, we now have a prototype shell that is available for mock ups of new layouts.
- **Alternative Designs**
- **Training.** Apart from contractual training for each project, we are able to offer refresher training to operational and maintenance personnel.
- **Open Days.** As one of the largest converters carrying out conversions for many trusts and private providers, we are well placed to offer 'Open Days'. These events provide a wide variety of conversion examples to provide solution options at all levels of the organisation.
- **Costing Support.** We routinely provide budget prices in support of business case viability studies.

## **C. NHS STAFF INVOLVEMENT**

Wilker welcomes involvement of NHS Staff during the course of the build. We have an 'Open Door' policy where interested parties are given access to the shop floor and production personnel. Regardless of source, any 'change instructions' are put through correct channels.

The 'Open Door' policy extends to our key suppliers, where routinely customers visit our Body Builder, Parts Fabrication Workshop, Body and Paint Shop, Wiring Loom Manufacturer, Control and Switching System Manufacturer and other relevant locations. As standard, our suppliers make them welcome and access to the floor is extended.

Typically, we host trust personnel for a Pre-Build Meeting where the specification is reviewed in detail and a review of a recently completed similar conversion is given for verification and sign off.

In addition, Wilker makes alternative conversions available, in order to view certain items that might be under debate for a minor change. Where an alternative build is not available or not appropriate, our mock-up vehicle is prepared in whatever form is necessary. In some cases, such an issue might involve a visit to supplier or manufacturer.

In addition to the Pre-Build Meeting, trust personnel can visit during build to review progress, and also visit at the end of the first prototype build. We welcome such visits by as many people as possible, to make sure that the completed conversion fully meets the customer's specifications, expectations, as well as Quality Standards. Such end of build inspection visits usually involves health and safety personnel, to ensure compliance.

Finally, Wilker would be open to hosting a customer's Technical Representative to be present full time throughout the build, providing both office accommodation and communications. We have hosted in the past, and found it most beneficial for both parties, and very positive feedback was received from the customer. Hosting is new to this industry, although promoted in other industries, and we find it a welcome development.

#### D. CHANGE CONTROL

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<b>SUBJECT:</b> Specification Change Notice		

**QUALITY PROCEDURE NO: QP005**

**SUBJECT: Specification Change Notice**

Approved By Title	Signature	Date
Quality + Compliance Manager	<i>Joanne Stack</i>	<b>24/02/2021</b>

#### CHANGE NOTE:

Issue No.	Reason for Change	Date
01	New Document	Feb 2012
02	Reference made that changes must have commercial impact assessment	May 2012
03	Legislation/Approval Updates/Extensions	Jan 2019
04	Procedural Review and Update	Feb 2021
05	Procedural review. Remove requirement to raise SCN for updating of QMS procedures, WI's and records.	July 2021



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## 1.0 *Scope and Objective*

To ensure that all changes to any part of the Build Specification, including Bill of Materials or to any Drawing or to legislation relevant to a vehicle build is captured and controlled through the quality management system.

That all changes to Documents within the QMS are captured and controlled through the SCN procedure.

To ensure that all relevant changes to Build Specification, Bill of Materials or to any Drawing are communicated from build TYPE Approval holder to Assembly Plants.

## 2.0 *Responsibilities*

### **Quality Department will be responsible for**

Approving any change notice that will be processed

For verification of changes against Type Approval / Legislation and initiating applications or extensions where applicable

All type approval related records, documentation, filing and responses to vehicle certification bodies

Accessing Vista LegStat library and staying astride of all relevant legislation and ensuring updates are active

### **The Operations Manager will be responsible for**

For the implementation and maintenance of the change notice process.

Approving any change notice form that relates to technical changes that arise in the build process

### **The Commercial Director will be responsible for**

Approving any change notice form relating to a change in build specification

That all costs arising through this change process are considered before the change is implemented

That any changes to personnel responsible for Conformity of Production compliance will be notified to the relevant parties involved (for example notify the VCA)

### **The dedicated project engineer**

Is responsible for processing all change notices for the entirety of the build.

All staff are responsible for highlighting any change requirement throughout the process build.

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## 1.0 Documentation

Specification Change Notice Form (SCN) QF 005  
Specification Change Notice Record QI 004  
VCA Leg Stat online library  
Vehicle Type Approval extension application Annex 1

## 2.0 Procedure

Once a customer order is received, the Design and Bill of Materials are agreed and the Manufacturing Build Specification is issued revision 1, the Specification Change Notice process becomes live.

Any change to the Manufacturing Build Specification, including a material change and/ or a design change must follow the formal procedure from this point forward.

Any change to the Process of build that effects our conformity of production must follow the formal procedure from this point forward. This includes any changes to our process that would require changes to our CoP plan.

Any change to relevant legislation that effects our conformity of production must follow the formal procedure from this point forward.

Any changes to documents in the QMS system must follow this formal procedure for change. Reference the control and issue of documents as detailed in the Control of Documents Procedure QP 001.

When a specification change is opened, it gets assigned a unique 7-digit number and gets recorded on the Specification Change Notice Records sheet.

The number is made up as follows

If SCN 12 02 003 is taken as an example

SCN - Code

12 - is the year

02 - is the month

003 - is the sequence number of all Specification Change Notices issued in that month

The originator will document the reason for change and the description which is recorded in **Part 1** of the form.

This will then be processed by the dedicated project engineer for the job.

The project engineer will then carry out an evaluation process to assess the change requirement and implementation process. Once the actions required are agreed upon, they will be recorded in **Part 2** of the form, and all supporting documentation, if necessary, drawings etc. will be attached.

SCN's need to have their commercial impact assessed by the commercial director in relation to the cost of the change(s).

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An implementation date and / or an implementation from a particular vehicle job number is agreed upon and specified in the SCN.

The form is then approved by the Quality Department and Commercial Director and Operations Manager. The Project Engineer will issued the SCN to the relevant departments and the Operations Manager will coordinate the changes on the factory floor. The Commercial Director will coordinate the changes to the purchasing program and / or the materials stores department.

Once the SCN has been issued, the progress of implementation of the change and the close-out of the SCN is monitored at the daily production meeting and the weekly pre-production meeting by the Operations and the commercial teams.

#### 5.0     *References*

ISO 9001:2015  
 Vista LegStat Library



 <small>creating mobility</small>	<b>Wilker Group</b>	Doc No:	QF 005
		Issue No:	01
		Date:	May 2021
<b>SUBJECT:</b> Specification Change Notice Form			

Change Notice Number		Customer	
Originator		Contract No.	
Date initiated		Effective Date	
Project Engineer		Process Stage	

**Part 1**

Reason for Change

Description of Change

**Part 2**

Technical Evaluation			
CEN Certification Impacted (Y / N)	N	TYPE Approval Certification Impacted (Y/N)	N
Project Engineer Approval	Signature	Date	

Position	Signature	Date
The Commercial Director		
The Quality Manager		
The Operations Manager		

Method of Implementation <i>(attach appropriate documentation)</i>			
Date Implemented		Effective from Vehicle No.	



## E. Software Systems

- Wilker uses a windows based domain network to manage its IT requirements. The Windows Server in use is a **HP windows Server 2012 R2** physical server running hyper V Servers in a virtualised environment.

They are 23 PC's networked from this server which gives network access to all areas of business including, purchasing, sales, stores, design production, after sales and finance.

Wilker have a full suite of Microsoft Office installed on all PCs. We use office 365 for email requirements. This is a cloud based exchange email which backed up remotely via the cloud in a real time environment.

We also have a server back up to the cloud solution which is managed by Acronis Software. This takes a daily back up and stores it remotely on the cloud. Weekly, monthly and annually back up's are also held by Acronis on the cloud.

The antivirus solution used by Wilker is Sophus End Point Security and Control Virus Protection. This antivirus solution protects Wilker from threats to our network. In conjunction with our anti-Virus, we also have a CISCO firewall in operation to which further increases the security of the Wilker network from outside threats.

- Our Accounts system is **Dimension v2.5.f** software provided by Access UK Limited. This is a fully integrated software system with various modules to deal with our production and financial requirements.

When we receive an order, a Bill of Materials is produced on the system which then allows the buying department to meet the purchasing requirements for each contract. Orders are then placed via the system for any stock not currently available. The system allows goods to be receipted in to our warehouse and then subsequently, these goods are issued out to each particular job within a contract. This gives full traceability on what materials are used on each job and also on each contract.

This information then feeds into Accounts payable module and when job is completed on the production line and flagged to accounts system, the invoice is automatically generated and sent to customer. The fully integrated system allows for periodical management accounts to be easily produced and their integrity relied on.

- The CAD system used by Wilker is **Solidworks 2017**. SOLIDWORKS is a solid modelling computer-aided design (CAD) and computer-aided engineering (CAE) computer program that runs on Microsoft Windows.

SOLIDWORKS covers all aspects of the product development process with a seamless, integrated workflow—design, verification, sustainable design, communication and data management. Designers and engineers can span multiple disciplines with ease, shortening the design cycle, increasing productivity and delivering innovative products to market faster.

- Wilker have a **“SCM Practi 48” CNC Machine** to meet our cutting requirements. We cut all flat materials for our manufacturing of lockers. The locker design is drawn up and plotted for our CNC program using **SIGMATECH software**. This means that our materials are cut with the highest accuracy and this in turn makes locker manufacture much easier due to clean lines, with no manual cutting involvement.
- Wilker have an **“Omga Model 5721” Automatic Cutting Line** which cuts the System Standex Trovicel Aluminium with the highest precision and minimum tolerance. The machine also enables us to cut in large batches thus increasing production efficiencies.