



**Lois
Harris**
Bisley



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David



Cronfa Gymdeithasol Ewrop
European Social Fund

Manylion am Bisley

Bisley is a manufacturer of office furniture. In particular, storage. Ever since launching the iconic MultiDrawer in 1958, Bisley has pioneered innovative storage that meets the challenges of the times and stays relevant, decade after decade.



Introduction to Lois Harris

Lois Harris is the Technical Buyer at Bisley in Newport, Wales. And is also an MSc Industry 4.0 Advanced Manufacturing student with MADE Cymru at University of Wales Trinity Saint David.

What's your role at Bisley?

I'm currently working as a technical buyer at Bisley. My role is to be a technical link between the design engineering, new product development and purchasing departments. My work is varied and changes day-to-day which I really enjoy. I'm involved in quoting and ordering non-standard products from our suppliers, as well as reviewing processes such as product costing, component availability and supplier performance.

What made you sign up to the course?

I find the concept of industry 4.0 interesting, particularly as it encompasses so many aspects of manufacturing. Industry 4.0 is changing the way in which companies operate in every sense, from customer behaviour and trends, design and manufacturing processes, improvements in efficiency and distribution of products and services. Emerging technologies such as Internet of Things (IoT), cloud computing, data analytics and AI with machine learning play an important role in the future of manufacturing.

Prior to the course, what was the last subject you studied?

I've been lucky to be provided an opportunity to study part-time throughout my whole career at Bisley. For the past eight years I have studied part time, beginning with an apprenticeship (NVQ, BTEC, HNC and HND) in Mechanical Engineering. After completing this, I joined UWTSO to undertake a BEng in Mechanical and Manufacturing Engineering, before joining this MSc course with MADE Cymru in October 2021.

'The lecturers and support staff on the course are fantastic – they can't do enough to help you'.

~ Lois Harris

What challenges did you/the organisation have that you hoped the course would address?

Within the course, I am studying modules including advanced industry 4.0, innovation management, design for industry 4.0 and financial management and planning – each of these areas can help address different challenges being faced by the business. For example, the industry 4.0 module focussed on emerging technologies such as big data analytics, artificial intelligence, and robotics.

The adoption of these technologies can provide opportunities to improve manufacturing efficiencies which in turn can present a competitive advantage over competitors. In addition, the financial management module has taught me financial appraisal tools to validate decision making in capital investments and understand how to read the key financial statements of the business.

How was your business affected by Covid-19, Brexit, and current world events?

The business has and continues to face several challenges over the coming months and years.

One of the greatest challenges is reacting to our changing customer demands, particularly during the pandemic, many of our customers were forced to work from home and needed the equipment to be able to do this effectively.

Recently, Bisley has launched onto the JohnLewis.com website. We have 27 core products in a multitude of colourways, from our Belong collection – which was created during the pandemic and influenced by the evolving requirements.

The partnership with the retail giant signals the latest move in a significant expansion of Bisley's e-tail ambitions, following the ongoing development of their e-commerce offering, which has resulted in ten times more online orders being placed over the past two years, equating to a 1100% increase in revenue. In addition, nearly 1 in 5 products ordered via the Bisley website are now home focused items, in a marked evolution from their long heritage as a workplace brand.

What have you enjoyed about the course?

I've really enjoyed the variety in the contents of the course, the modules are relevant to today's evolving manufacturing environment but also addresses some of the challenges or limitations of the emerging technologies. We are encouraged to consider other impacts of these changes such as environmental, societal, and the impact it will have on the industries that we work in. It's also great to hear the perspectives of other students as we have such varied backgrounds, experience, and industrial requirements.

The course being delivered online has worked well. Lectures are well-structured, delivered in a timely manner and are easy to follow. The lectures are always recorded which is very useful as you can re-watch or catch up on anything you have missed in your own time.

The presentations or information presented during the lectures is also made available on Moodle. This is handy as you can print a copy and scribble important notes as you're working through them. The Teams area is also used for adding additional resources such as any interesting or relevant journal articles or YouTube videos.

The lecturers and support staff on the course are fantastic – they can't do enough to help you. Being a part-time student, it's really important that you can contact the lecturers outside of the lecture times and this is never a problem!

All staff are easily contactable via email, and are more than happy to arrange individual meetings, if necessary, particularly close to assignment deadlines. Lecturers on the course are knowledgeable about their subject area, and many have industry experience which can be helpful especially when explaining practical applications and solutions.



To find out more about the MADE Cymru Innovation Management and Upskilling for Industry 4.0 courses, please visit www.madecymru.co.uk

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