



MPE
Quality, Reliability, Performance

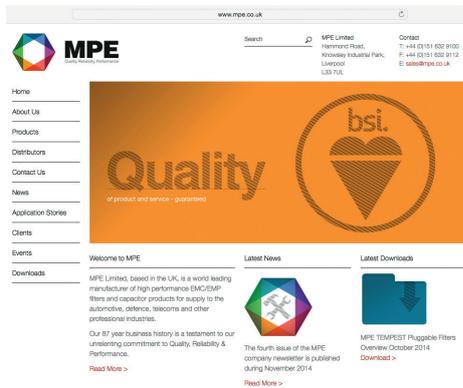
Company Bulletin

for EMC, EMP & TEMPEST Protection

Issue 5



Many of the more popular lines of CleanPower and TEMPEST pluggable filters are now being held in stock at MPE to reduce product lead-times from the time of order



The new website combines essential product information with topical news alongside current and future developments

MPE Customer Satisfaction Survey – the actions taken

In the last Company Bulletin, MPE undertook to report back on progress in the three areas pinpointed in the responses to its recent Customer Satisfaction Survey as having room for most improvement. These were: increased feedback on new product developments, product lead-times from the time of order, and pricing.

Having listened carefully to its customers, MPE has acted, so that now all three points are being addressed, as described below.

Increased feedback on new product developments

The first area to address was a wish for increased feedback regarding what is being developed at MPE.

Accordingly, in 2014 MPE launched a totally new website at www.mpe.co.uk incorporating a News section including press releases and the latest information on products, people and applications. Whilst the previous MPE website had focussed heavily on existing product information, the new website combines this essential product information with topical news alongside current and future developments.

Other sections now include quality assurance certification, the worldwide MPE network of distributors and information on key MPE personnel. Of course you can also download the latest set of product literature and familiar datasheets, test certificates and applications notes.

So MPE is utilising its newly launched online medium to full effect to communicate its capabilities in design, manufacturing and maintenance support among many other aspects of its business and activities.

Furthermore the Technology section of this quarterly Company Bulletin e-newsletter reports widely on MPE's new products and technical innovations, manufacturing resources, maintenance, testing and training services, co-operative projects with industry partners, and so forth.

Product lead-times from the time of order

As a direct response to customer feedback, MPE has now implemented a finished goods stockholding of some commonly sold products which the company manufactures, such as CleanPower, general powerline and TEMPEST pluggable filters.

In addition, stockholdings of common constituent sub-assemblies are also being held prior to the assembly stage.

Among those sub-assemblies of the most popular products held at different stages of readiness are, for example, punched metal



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sheets required for the fabrication of filter enclosures. They are produced on MPE's new Safan E-Brake servo-electronic press brake, as discussed in the last Issue of the MPE Company Bulletin e-newsletter.

Pricing

85% of respondents to the Customer Satisfaction Survey stated that MPE gave value-for-money, and almost 60% of customers thought that MPE provided a good price in comparison to competition.

No different to other companies worldwide engaged in engineering and manufacturing, MPE is subject to ongoing inflationary cost pressures from the materials supply chain and from its other overheads.

Yet, as a direct result of the feedback received from the Customer Survey, MPE has absorbed 100% of all these increases for its many standard catalogue product ranges, so that, in those cases, 2014 prices are being held throughout 2015 to the benefit of MPE's customers.