



## Success stories

# Meeting the demands of growing operations

Clarifying the key actions to enhance competitiveness

Commercial Director Howard Kenworthy credits the Australian Government's Entrepreneurs' Programme with helping Inflatable Packers International (IPI) at a time when the demands and complexity from growing manufacturing operations stretched resources.

## OUR CUSTOMER

IPI designs and manufactures down-hole inflatable packers and associated equipment for application in the oil and gas, mining, geotechnical, industrial and water sectors.

## HOW WE HELPED

In July 2019 the Entrepreneurs' Program helped IPI to develop a Business Evaluation Action Plan (now called a Growth Roadmap) which clarified the key actions required to enhance competitiveness.



The implementation of Product and Workflow Management Systems have enhanced drafting efficiency, reduced manufacturing rework, improved client satisfaction, provided visibility of job progress, enhanced equipment utilisation and improved sales conversion.

Work was initiated on inventory management and scheduling systems and the requirements of an Enterprise Information System (EIS), with scoping confirmed in discussion with the program's Digital Solutions team.

An audit of Health, Safety, Environment and Quality Management Systems is currently scheduled for April 2021, with certification anticipated in July, and an integrated strategic plan is also being finalising to better present the overall direction of the business.

IPI is also engaging with the program's Innovation Connections service with a view to enhancing elastomer testing and in-house manufacturing capability.

According to Howard a key benefit of the program is having a point of contact who

has a good understanding of our business and who can bring relevant opportunities and the right people to our attention.

## THE OUTCOME

IPI has experienced dramatic growth. In 2019/20 turnover increased by 52 percent, Earnings before Interest & Tax (EBIT) by almost 200 per cent and export revenue increased by 41 percent.

**'Over the year manufacturing operations grew by over 50 percent and export revenue by over 40 percent.'** Howard Kenworthy, Commercial Director, IPI

2020/21 will be a year of consolidation for IPI, with the business looking forward to implementing the EIS and to moving all its operations under a single roof in new premises.