

Investing in Excellence in Manufacturing

Utilising grant funding to upgrade aging CNC machines with modern equipment, boosting efficiency, cutting down setup times, and strengthening its competitive edge



Dunhams Washroom Systems has maintained a tradition of manufacturing excellence for three generations. Founded in 1958, this family-owned business has grown into a distinguished manufacturer, supporting contractors throughout the region and beyond. The company is dedicated to contributing to the local economy, with 85% of its products manufactured on-site at its North Norfolk facility, and more than half of its employees residing within the local area.

Dunhams establishes benchmarks through its “consult, execute, deliver” philosophy, ensuring solutions are precisely aligned with client requirements. This meticulous approach creates a distinct competitive advantage; clients frequently note that Dunhams’ cubicles are more straightforward to install compared to those from other providers. The company’s commitment is reflected in practical details, such as including appropriately sized drill bits in every fitting pack. Additionally, Dunhams offers a 48-hour turnaround for replacement panels, significantly surpassing the industry-standard six-week timeframe, which exemplifies their dedication to achieving operational excellence. When experiencing challenges with their primary CNC machine, Dunhams sought support from North Norfolk District Council, who identified the most suitable grant and provided comprehensive guidance throughout the process.

The investment in advanced semi-automated machinery reflects a strong commitment to innovation. The newly implemented system automates the positioning of suction pods and rails, significantly reducing setup times and eliminating operator errors. Screen-guided positioning mitigates the risk of machine collisions that previously necessitated manual measurements, thereby improving both efficiency and workplace safety. Support from the Council was instrumental in enabling the adoption of a more advanced solution than originally anticipated, helping the company to pursue its growth objectives. The North Norfolk location provides operational benefits, including lower property costs that accommodate larger manufacturing facilities and onsite capabilities, thereby supporting Dunham’s ability to deliver outstanding customer service.

“Having the manufacturing facility here gives us that 48-hour turnaround of panels. We can just walk out the door and go, ‘Right, guys, we need that panel.’ It’s understanding the client’s needs really that is our big difference.”

Brendon Dunham,
Dunhams Washroom Systems

