

CRH MACHINING ACHIEVES TRACEABILITY AND ISO 9001 SUCCESS WITH PSL DATATRACK

CRH Machining Limited, a subcontract precision engineering business based in Aberdeen, has significantly enhanced its traceability and ISO 9001:2015 compliance since implementing PSL Datatrack's modular production control software.

Founded in 2013, CRH predominantly serves the oil and gas sector – a highly demanding industry where component traceability and quality assurance are paramount. Specialising in the manufacture of small-to-medium batch sizes, CRH produces one-offs through to repeat production runs, all requiring rigorous process control and documentation.



“Our customers expect full traceability, and with PSL Datatrack, we can now track every job from initial quotation through to final invoice,” comments Craig Hall, Owner of CRH. “The flexible software, automatically generated documentation and integrated traceability have all greatly helped us in meeting ISO 9001 standards.”

Before investing in PSL Datatrack, Quotations took longer to prepare. Xero was used to present quotations and invoices and all other sales and purchase order processing functions were managed via a combination of Microsoft Word, Excel and folders. As the business grew, this method quickly became unmanageable.

“We were spending too much time typing the same information into multiple places,” Craig recalls. “It was a lot of repetitive administration, and trying to keep track of everything became difficult. We knew we needed a proper production control system to streamline how we worked.”

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Helping subcontract precision engineers streamline their entire production process

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The turning point came when CRH discovered PSL Datatrack through social media and online testimonial videos. After an informative and pressure-free sales process, the company selected a tailored suite of modules to meet its immediate needs – with the flexibility to scale the system over time.

“PSL Datatrack is designed for companies like ours,” continues Craig. It addressed our traceability and ISO 9001 challenges from day one and gave us confidence that we were making the right investment.”

The remote implementation and training process was a smooth experience for CRH. Delivered in manageable, bite-sized chunks, training enabled the team to apply their learning between sessions without disrupting the day-to-day running of the business. Today, the software is utilised across the entire company – from administration and accounts to the shop floor.

One of the most valuable additions has been a PSL Datatrack Status Board, which provides a live overview of current orders. “Our shop floor team can walk in, consult the screen, check their next job and just get on with it,” Craig explains. “It’s such a powerful tool for helping us adapt to customer requirements quickly.”

The system has also transformed the way CRH handles quotations. “Quotations are much faster and easier to generate now,” confirms Craig. “PSL Datatrack’s Quotations module ensures we consider all costs – process, material, tooling, subcontract work – which helps improve both the profitability and professionalism of our proposals.”

CRH has recently utilised PSL Datatrack’s Gauge Calibration module to further support its quality control processes. “This data helps massively with ISO 9001 – everything’s up to date and fully traceable,” Craig remarks. “We’re planning further training with PSL Datatrack to explore the module’s full capabilities.”

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With a modern machining setup including the latest CNC turning and milling machines, Wire EDM and an automated cell featuring a RoboJob arm and bar feeder, CRH Machining Limited continues to invest in the latest technology to stay competitive. PSL Datatrack has played a vital role in tying this investment together through smarter production management.

“PSL Datatrack has totally helped us, as a fairly small company, to centralise our information,” concludes Craig. “It’s removed one of our biggest operational headaches and made us more efficient, more compliant and better equipped to grow. The support is fantastic too – we know we can always get help when we need it, and the system evolves with us.”

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