

## B.E.D. Burgersfort celebrates successful collaboration with WADA Group at platinum mine



*Bolt Engineering and Distributors (B.E.D.) is synonymous with safety and quality.*

BOLT and Engineering Distributors (B.E.D.) Burgersfort is pleased to announce its successful collaboration with WADA Group, in the supply of pump spares to a nearby platinum mine, marking a significant milestone in enhancing operational efficiency for the customer.

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In November and December 2023, WADA group branch manager Ryno Alberts entered into discussions with Christo Viljoen and Lucky Mgiba, area sales managers at B.E.D. Burgersfort, to address the Group's requirements for high-pressure pumps and tailings pump spares.

"We were excited to convey the excellent benefits of the products we planned to supply – not to mention the substantial potential cost-saving to the mine," Viljoen explains.

Engaging with Ryno Alberts, Viljoen and Mgiba soon developed a comprehensive understanding of the mine's specific spares requirements – and supply challenges – securing their confidence in B.E.D.'s ability to deliver the required spares.

"We leveraged our longstanding relationships at the mine, and implemented cost-effective solutions to effectively address their requirements. Our ability to ensure prompt delivery and availability of spares through strategic stock management was also crucial in the success of this initiative," explains Viljoen.

### Pumping production

Since the commencement of this collaboration, B.E.D. Burgersfort has supplied a range of wet-end pump spares – including throat bushes, cover plates, frame plates, impellers, expeller rings, gland assemblies and shaft sleeves. As a result, substantial cost-savings, uninterrupted operations and production have been achieved.

"This collaboration and supply project has been immensely rewarding. As a company, B.E.D. takes great pride in excellent service delivery, and we sincerely appreciate this new opportunity to service the customer with critical equipment spares," remarks Justin Pullinger, operations manager for B.E.D. Burgersfort.

Mgiba adds: "The success of this collaboration has extended to other mining sector customers in our region, which we are now also supplying. This further underscores our dedication to providing reliable solutions and enhancing operational efficiency."

Alberts says that the collaboration with B.E.D. Burgersfort was natural and seamless: "Having our own

foundry – meticulously built by engineers who gave real thought to the design and the output of our products – has given us a tremendous advantage as suppliers. We understand the mining industry and that downtime is more costly than any part we might supply.

We therefore ensure that we always have substantial stock on hand so that no client experiences downtime. WADA Group rarely works with third parties, but with B.E.D. Burgersfort we knew that we were working with a team which takes customer service and quality as seriously as we do."

### Customer service: a mindset, not a department

"Maintaining regular communication and proactive follow-ups allowed us to support this customer's ongoing supply and operational requirements efficiently. It is all about upholding a culture of excellence, teamwork and continuous improvement: all integral to B.E.D.'s operational ethos," Pullinger points out.

Emphasising the importance of a customer-centric approach, he adds: "At B.E.D. Burgersfort, customer service is not a department – it is a mindset which permeates every aspect of our operations. We are committed to listening to our customers, anticipating their needs and delivering solutions which add demonstrable value to their operations."

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