

“In the early days, our workload was manageable,” explains Lynsay Thompson, Operations Director at Manchester Stairs. “But as orders started building, we realised we needed to bring more of the operation in-house.”

The Masterwood move

In April 2024, Manchester Stairs took a major step forward by investing in the Masterwood Project 470 CNC. Later that year, in December, they added a Nesting ‘M’ CNC machine (MW12.25M) to further optimise their operation.

“When we saw the benefits of one Masterwood CNC, we knew we wanted to add another,” explains Lynsay. Both machines now sit at the heart of a streamlined production process that has transformed the business.

Why Masterwood?

Though relatively new to Manchester Stairs, Masterwood has been a trusted supplier to the directors in a previous role. “When a Masterwood rep came to visit us in our first year, I’d never even heard of the brand,” says Lynsay. “But our directors knew them well and vouched for them. That gave us the confidence to explore things further.”

The team were able to see the latest Masterwood machines in action at other workshops. “We got a good sense of what they were capable of,” she says. “And when we sat down with Masterwood, they really took the time to understand our needs and recommend the best options for us.”

Precision, performance, and productivity

Prior to these investments, the company relied heavily on external suppliers. “Now we can do pretty much everything in-house, which has reduced costs, made us more efficient, and given us greater control over the quality of the product.”

In terms of speed, the results speak for themselves. “Take a double-winder, for example,” Lynsay explains. “The strings used to take us two hours, and now take us 12 minutes. The time-saving has been huge, and it’s helped us increase our output from around 50 staircases a week to 75, with a smaller team.”

But efficiency is only part of the story. Precision is equally critical when producing staircases, and that’s where the CNCs truly shine. “Staircases are often the first thing people see when they walk into a home. It has to look perfect. These machines help us deliver that standard, consistently.”

Excellent service

Beyond the machines themselves, it’s the ongoing support that’s impressed the team most. “Masterwood have been fantastic,” says Lynsay. “From the installation to the training to the ongoing communication, we’ve been reassured every step of the way.”

“Whenever we’ve phoned up with an issue it’s been dealt with straight away. With machines of this nature you’re always going to encounter issues ... but what matters is the way in which the supplier handles it. Masterwood have been excellent in this regard. They’re proactive too, reminding us when services are due and keeping the machines in tip-top condition.”

Looking ahead

With two powerful CNC machines and a strong partnership in place, Manchester Stairs Limited is perfectly positioned for whatever comes next. “Honestly, we never planned to grow this big,” Lynsay admits. “But we’re rolling with it – and Masterwood has made it possible.”

She concludes, “Clearly, the world is becoming more and more automated. These machines are basically a must for businesses who want to keep up with the times. Our workshop is small, but if we do end up expanding, we will be more than happy to invest in more Masterwood machinery.”

