

Employee Case Study

SONIA DEHAL

Material Sales
Nylacast Head Office,
Leicester, UK

Started at Nylacast:
October 2010

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How did your journey at Nylacast begin?

My journey at Nylacast began when my role as a temporary receptionist at Nylacast's headquarters in Leicester came to an end. At the same time a position within the sales department for Contract Review & Order Processor became available, for which I applied. Having successfully completed the interview and recruitment process, myself and Nylacast both felt I was well suited for the role.

Through continuous development in my role, coupled with additional training and skills, I then progressed through increasing my responsibilities to supervisory level within the order processing team. Whilst undertaking this role I became increasingly involved with direct sales and by the end of 2013 I officially joined the Nylacast sales team and began working in Material Sales.

What do you do in your job role?

My role within material sales varies from day to day, from the control of semi-finished sales and order cycles through to the preparation and follow up of quotations. I also liaise and work closely with the production team in order to ensure customer orders are manufactured to a high quality and standard as well as being delivered on time to the set requirements.

Having a customer facing role, I dedicate a significant amount of time managing several of our customer accounts, involving extensive communication both internally and externally across many sectors and areas of the business, from production

through to quality and logistics.

Nylacast is a worldwide supplier of engineering polymers, which gives me great gratitude as it allows me to communicate with customers from all corners of the globe, allowing me to secure and build working relationships and extend the reach of Nylacast products.

Have you had any additional training and development at Nylacast?

Nylacast are keen investors in people, during my employment at Nylacast I have been provided with several opportunities to develop both personally and professionally, which also increases the value I can give back as an employee.

I have attended a number of courses and gained numerous qualifications whilst working at Nylacast. This includes, Internal ISO Audit Training and PULSE safety training which have helped broaden my perspective on other issues which directly relate to the overall performance of the business.

More significantly, Nylacast invested in me as a person when I embarked on an Advanced Apprenticeship in Leadership & Management. This two year course was delivered in-house through a partnership with Leicester College. The course helped to structure and enhance my leadership and management skills of both people and process. I recurrently implement the skills and knowledge I gained from this course on a daily basis both inside and outside of work. Having undertaken this qualification with a range of colleagues from

Nylacast which I now consider as friends, has greatly enhanced our working relationships, helping to break down barriers and enabled us to work together to deliver the best for our customers.

What do you enjoy about working at Nylacast?

Working at Nylacast you naturally absorb the company culture and family ethos, I thoroughly enjoy working with all of my colleagues from all areas of the business, who all work together to achieve the production and delivery of excellent products & ensuring customer satisfaction.

The focus and time which Nylacast have for people as people and not just employees is excellent to be a part of. In conjunction with this, the many charitable causes and development campaigns which the company delivers to local communities is also gratifying to be associated with. In 2014 I had the pleasure of organising and leading a team of Nylacast employees to spend the day painting a local children's nursery which was in great need of renovation. The previous year I also helped to organise a team purchase of essential items which we donated to homeless and vulnerable people during the winter months.

I can honestly say that I thoroughly enjoy being a part of the Nylacast team, I am greatly thankful for the support and development opportunities I have been given and participated in, and I look forward to continuing to progress my career with Nylacast as the company continues to advance and grow.



Communicating with customers from all corners of the globe