



An Entrepreneur Interview with...

## DANIEL EGAN-SHEATH

Finance and Operations Director at Northern Balance

### What's your background in business?

I've always had a passion for numbers and food. However, hospitality hours and pay didn't suit my lifestyle. So, I started out as an Accounts Junior at Amec. Since then, I've worked in businesses of varying sizes, industries and overseen finance, operations, HR, IT and marketing. My experience led me to focus on business performance and growth. In 2016, I joined the Gem Scientific Group (backed by PE Investors Solingen) as Finance and Operations Director. We acquired Northern Balance in the same year and set out to drive its UK expansion via further acquisitions and organic growth.

### How was Northern Balance founded and what led to its acquisition?

Northern Balance was founded in 1971 as a North East family business. Specialising in calibrating, maintaining and supplying weighing equipment, we're a well-respected company with 150 years' collective engineering expertise.

Gem Scientific regularly commissioned Northern Balance to complete third-party calibrations. With synergies across customers and industries, Gem saw an expansion opportunity and acquired Northern Balance.

### How has Northern Balance grown since the acquisition?

Turnover has doubled through two acquisitions and organic growth. This has allowed us to extend our UK footprint, expand our team and ensure our customers receive an even better service.

### In your words, what is it that Northern Balance does?

We provide essential services to industries where weighing and quality are critical to their operations. Customers can access a full spectrum of services ranging from calibrations to maintenance, repair, supply and hire of weighing instruments. We're a one-stop service that offers quality and value for money.

### Tell us about Northern Balance's specialist divisions?

Our Laboratories Division advises customers cross-industry on the best-fit weighing instruments for their environment and application. Our services extend to regular preventative maintenance and calibration to enhance weighing performance and reduce downtime.

Our Industrial Division provides weighing solutions from batching and counting to formulation and dispensing through to vessel and weighbridge weighing. All solutions maximise efficiency, improve quality and maintain data integrity.

Our Product Inspection Division carries out calibration and validation on checkweighers, metal detectors and x-ray machines. Our support helps customers maintain accreditations, reduce costs and prevent product recalls.

By structuring our services around these key areas, we're well equipped to support customers cross-industry with any part of their weighing processes.

### What's Northern Balance's USP?

We put quality first. That principle drives trust and gives customers assurance. As many of our customers operate within regulated industries including Pharmaceuticals, Chemicals, Food and Beverage, we work hard to maintain our ISO 9001:2015 and ISO/IEC 17025:2017 certifications and embed them within every aspect of the Business. This ensures we can support our customers to achieve consistent quality and compliance in their weighing processes.

### How are you overcoming COVID-19 challenges?

As a service business, it's critical that we adapt and respond to customers' needs. Despite the uncertainty, we've remained focused on delivering service continuity. By listening and through regular communications, we were able to flex around customers' requirements. For instance, providing remote technical support when on-site visits were restricted or assessing on-site COVID procedures pre-visit to ensure full compliance. Demand for our services escalated throughout the pandemic. As a result, we've welcomed five field engineers and an additional Sales manager to address the demand.

### What's your business motto?

It's vital to instil a collaborative approach in a service-orientated business. We're an extension of our customers' teams and by helping them achieve consistent quality and compliance they'll succeed. That in turn helps to drive Northern Balance forward.

Learn more about Northern Balance at [www.northernbalance.co.uk](http://www.northernbalance.co.uk)