

Customer Testimonial

WHYTE & MACKAY

Introduction

At Interflon Scotland, we deliver value through our products, but crucially also services and client partnerships.

Don't just take our word for it though, this is what Ross McMinn, Engineering and Maintenance Manager at Whyte & Mackay's bottling site in Grangemouth has to say about his experience working with us.

Ross, could you start by telling us a bit about yourself and your role at Whyte & Mackay?

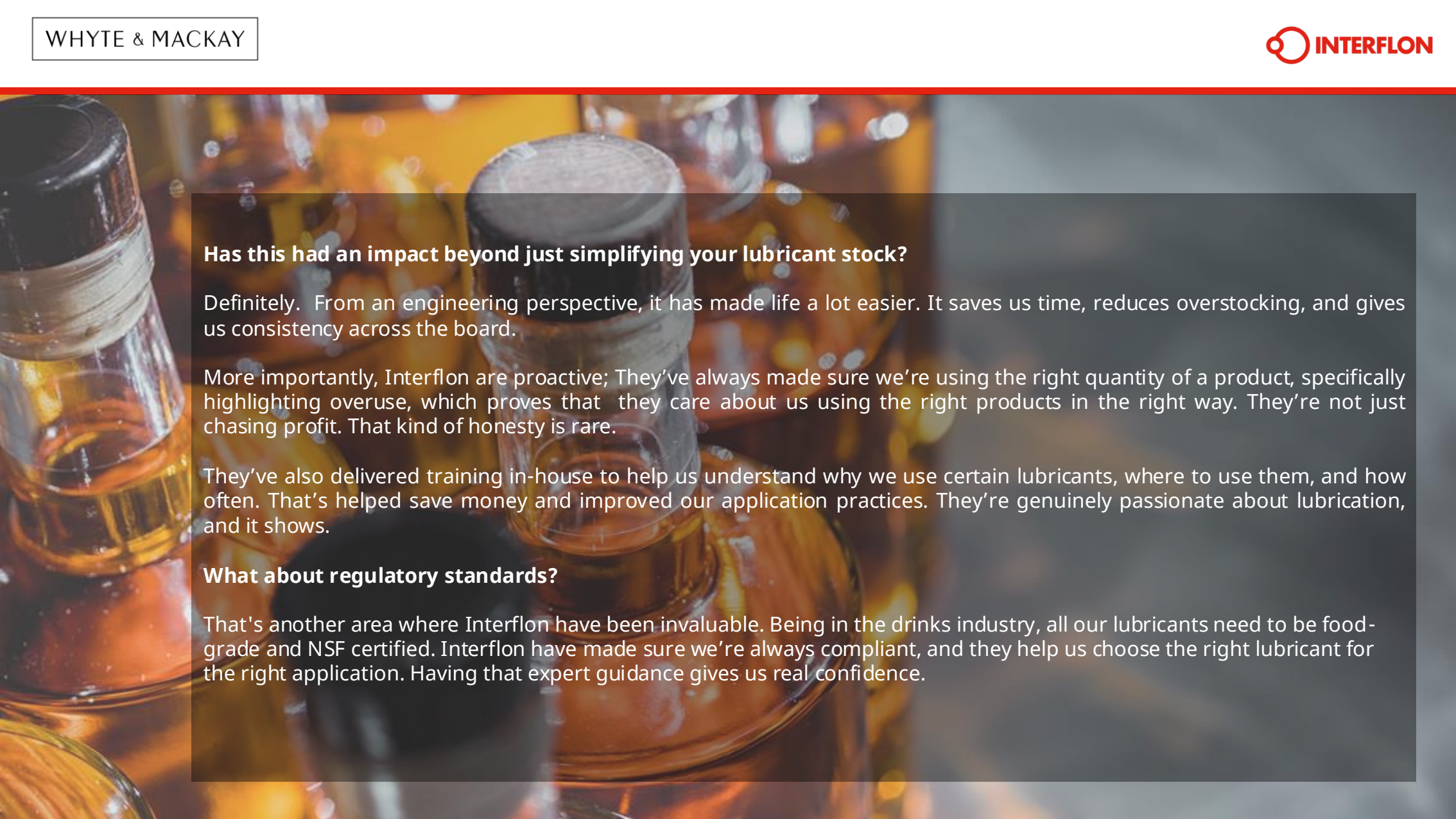
Absolutely. I'm Ross McMinn, the Engineering and Maintenance Manager at Whyte & Mackay, the whisky bottling company based in Grangemouth. I've been here nearly 24 years. I started as an apprentice engineer and was promoted to my current role about two and a half years ago. I now oversee a team of 17 to 18 engineers, including three apprentices.

How has Interflon helped you in your role, and what do you feel we have achieved together?

Interflon have always been a big part of Whyte & Mackay for as long as I can remember. Where they've really helped me personally over the past few years is in refining our lubrication strategy. They've helped us consolidate what was once a huge list of lubricants into a much more manageable number.

To give you an idea, if we were to follow every machine manufacturers' recommendations, we'd be storing about 150 different lubricants on site. With Interflon's support, we've brought that down to just 17. That's made a massive difference in terms of consistency, ease of management, and storage.

It also helps that they're a local supplier based just down the road, so if we need something urgently, we can usually get it the same day.

The background of the slide is a close-up, shallow depth-of-field photograph of several glass bottles, likely containing amber-colored liquids like spirits. The bottles are slightly out of focus, with some showing condensation or reflections. The lighting is warm, creating a bokeh effect with soft, out-of-focus light spots in the background.

Has this had an impact beyond just simplifying your lubricant stock?

Definitely. From an engineering perspective, it has made life a lot easier. It saves us time, reduces overstocking, and gives us consistency across the board.

More importantly, Interflon are proactive; They've always made sure we're using the right quantity of a product, specifically highlighting overuse, which proves that they care about us using the right products in the right way. They're not just chasing profit. That kind of honesty is rare.

They've also delivered training in-house to help us understand why we use certain lubricants, where to use them, and how often. That's helped save money and improved our application practices. They're genuinely passionate about lubrication, and it shows.

What about regulatory standards?

That's another area where Interflon have been invaluable. Being in the drinks industry, all our lubricants need to be food-grade and NSF certified. Interflon have made sure we're always compliant, and they help us choose the right lubricant for the right application. Having that expert guidance gives us real confidence.

A close-up, shallow depth-of-field photograph of several whisky bottles. The bottles are made of clear glass and contain a golden-brown liquid. The focus is on the necks and caps of the bottles in the foreground, while the background is blurred. The lighting is warm, creating a rich, amber glow.

So, the relationship goes well beyond a standard supplier arrangement?

Absolutely, it's a partnership. You never get a hard sell from them. They always want to understand what the application is and what you actually need. They've come down to the shop floor, looked at the equipment and said, *"You don't need that,"* or *"Here's a better product, it'll cost less, you'll use less, and it'll extend your machine life."*

That hands-on, consultative approach makes a big difference. They're not in it just to sell more; they want to do what's right for you and your equipment.

Would you recommend Interflon Scotland to others?

Oh, absolutely. Without a doubt. They're by far one of the best suppliers I deal with, and I deal with a lot! Their service is tremendous. They know what they're talking about, and they care about what they're supplying. It's not just about buying for the sake of it—they want you to get it right.

Conclusion

Ross's feedback encapsulates what we strive for at Interflon Scotland: technical excellence, honest advice, and genuine partnership.

We're proud to support engineering teams like Ross's at Whyte & Mackay, and we look forward to helping many more businesses simplify their lubrication strategies while driving down costs and boosting reliability.

Thanks to Ross and the Whyte & Mackay for being such a brilliant client and of course for taking the time to do this interview!