

NEWSTRAND

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Autumn 2007



Welcome to the Autumn edition of Newstrand. Firstly we would like to thank everyone who participated in our customer satisfaction survey and thought you would be interested to know what you thought of us!

Quality of products Achieved 93%
Delivery performance Achieved 93%
Technical expertise Achieved 96%

We appreciated your honesty and the lowest mark was 89% for quality of sales literature and brochures. We have already begun to address this by completely redesigning our product catalogues which started with the Athmer seals featured in the last issue.

We have now just completed the Window and Door Hardware brochure and next on the list is the Panic & Emergency Exit Hardware.

The highest score achieved was for politeness and courtesy of staff with 97% (100% good or above).

100% of you gave us good or above for your overall satisfaction with Strand Hardware which shows we are committed towards providing you with a quality range of products backed up by first class customer service and support.

Any comments or ideas you have concerning any of our products or services can be emailed to us at:
info@strandhardware.co.uk

Craig Fox
Sales Director

New Acoustic Frame Seal FS500

You may recall in the last newsletter we featured the new range of Athmer automatic door seals including the successful L15/30 series with its impressive 50db acoustic rating.

To compliment this and enhance the acoustic performance of the door even further we have now launched an acoustic perimeter door seal which has been designed to be quickly installed to either new or retrofitted to existing doors.

It is supplied as an aluminium extrusion 2100mm long which can be easily cut to size in SAA, dark bronze anodised or white powder coated finish with either a grey or brown thermoplastic rubber seal (TPE).

RAL colours are available



OVERWHELMING SUCCESS !

July saw a now familiar event in the hardware trade's sporting calendar with the Strand Hardware Charity Golf Day which was once again held to raise much needed funds for the oncology unit at Birmingham Children's Hospital. The event turned out to be an overwhelming success which this year was supported and attended by even more of our customers and suppliers.

We managed to raise an incredible £9000 on the day. We would like to thank everyone who supported us and helped make the day so successful including all of the staff at Aston Wood Golf Club and we hope to see you again at our next Golf Day in July 2009.

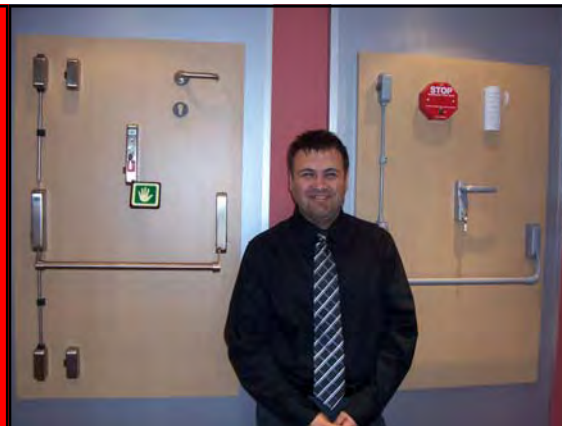
The Allgood Hardware team on the first tee



EMPLOYEE FEATURE

Name: John Maynard
Job Title: Technical Sales Administrator
How long in the Trade: 6 months
Likes: Socialising, Reading and Films
Dislikes: Computer Games and the News

John has been in the construction industry for the last 11 years and is looking forward to learning more about the Architectural Ironmongery trade. He can be seen in the new showroom here in Walsall



NEW SHOWROOM

We are pleased to announce the opening of our prestigious new reception/showroom area at our office in Walsall, West Midlands. This now provides us with an excellent facility for meetings and product training for customers and specifiers.

Any customers wishing to use our facilities for up to date product training or meetings are welcome - please give us a call to discuss.

