

British Gaskets Group Customers

We have few, very large, customers with whom we work closely. Customer care is one of our company values. Our business is based on our ability to develop products for our customers' brands and, consequently, we have continuous interaction (often daily) with our customers. We are appraised formally by most of our customers annually.

We set ourselves a daily target of:

- All product orders to be delivered by customer order date 95% of the time
- All telephone calls, in standard business hours (9.00am to 5.00pm) to be answered within 3 rings.
- All advised messages to be responded to within 1 hour.
- All Customer enquiries to be responded to in an average 5 working days for new and 2.5 working days for all.
- All product orders to be delivered with 100% satisfaction.

British Gaskets Customer Policy

Our policy is to work with our customers and to offer them quality, value, service and innovation.

We will uphold their confidence in us to manufacture products under their own brands.

We will:

- supply safe products to agreed specification and quantities
- provide innovative products that meet consumer need
- help our customers develop their product
- engage with our customers at all levels of our respective organisations to understand their needs and requirements
- treat customer information with integrity.