



Kingston Grammar School looks forward to an ongoing partnership with Phase Office Supplies



The Buyer
Kingston Grammar School

Phase is Well Schooled in Service

Kingston Grammar is an Independent Day School for boys and girls aged between 11 and 18 years. The school, founded in 1561, has an enviable academic reputation and is steeped in tradition. Its history can be traced back to the times of Queen Elizabeth I.

Working with reliable suppliers is important to the school, and its relationship with Phase has now spanned 3½ years. Summing up the Phase service, the school says, "They care - that's the main thing. They're very streamlined and good at what they do. That's why we stay with them."

When Phase director Peter Harte, approached Kingston Grammar School in 2005, their buyer was interested in finding out more. With competitive prices, attentive customer service, and an understanding of the needs of the school, Phase fully met their procurement needs.

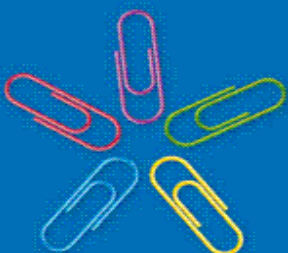
Kingston Grammar School says Phase is very focussed on customer service. When they make an enquiry, they can be sure of getting a speedy response. If their needs are still being investigated, this information is fed

back, keeping the school fully in the picture.

Peter Harte is in touch with Kingston Grammar every month. In addition, the school contacts the Phase sales office once or twice a week. Some 60% of the school's orders consist of furniture, lockers, and notice boards. The remainder is general stationery supplies. To ensure the procurement remains cost-efficient, the school conducts annual cost comparisons. Each year they check Phase's costs, delivery performance, and levels of service.

Kingston Grammar School uses the Phase online ordering system, and is currently invoiced after every delivery. Streamlining of invoicing is on the agenda. They hope soon to take advantage of Phase's monthly invoicing system to help reduce the administrative burden.

Kingston Grammar has no problem with singing Phase's praises. It appreciates the open lines of communication and the regular feedback. The school is so confident in Phase's ability to deliver high standards of service, they have recommended them to a neighbouring school.



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