



The Thresher Group have enjoyed a long standing trading relationship with Phase, based upon the simple principle that they are highly customer focussed and always go the extra mile to ensure that their customers demands are satisfied. We value trading partners, like Phase, that are dependable, reliable and can deliver what they promise .

Thresher Group



Making Life Easy for Thresher

The Thresher Group has worked with Alan Sames, Managing Director of Phase, for around seven years. Instead of experiencing the legendary '7-year itch', the company continues to be impressed with Alan's unique knowledge, experience, and attention to detail.

Thresher is the UK's leading independent specialist drinks retailer. The Thresher Group includes The Local, Wine Rack, and Scotland-based Haddows. For a company with over 1,800 stores and around 12,000 employees, purchasing essential supplies can be a logistical nightmare.

Phase's relationship with the drinks retailer started with a small problem. Thresher had been unable to source high volumes of black waste sacks at a sensible price. Phase was quick to respond, and now supplies every Thresher store with a wide range of products in addition to standard and specialised printed stationery. When Thresher need to source any 'non-merchandise' items, their first call is to Phase. As a result, Phase now supply goods such as wine glasses, trolleys, and even printed balloons, to all the Thresher stores.

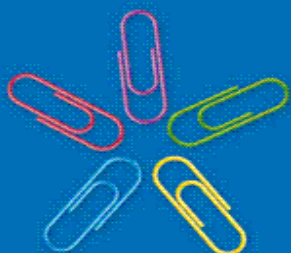
Phase's unique management accounting system makes life easy for Thresher's procurement team. Product lines are regularly reviewed and purchasing trends responded to. Each store places its orders electronically through the tills. Every month a complete analysis of purchases and costs is provided to Thresher, broken down into individual stores,

areas, and regions. Large or unusual orders are queried by Phase, enabling Thresher to keep their finger firmly on the purchasing pulse.

The Phase-Thresher relationship works because there are open lines of communication. Rarely a week goes by without them speaking to each other over the phone, and regular formal meetings take place every eight weeks.

Thresher know they can rely on Phase for an instant response to their queries or problems. This can be demonstrated by a manufacturing problem which came to light. Thresher have a bespoke filing system in operation in its stores and specialised file folders are an essential part of this. The folders were custom-made, but were not strong enough for the job: the welded seam started to give way. Within 2 weeks, Phase had organised the manufacture of new, stronger folders, and arranged their distribution to the 1,800 Thresher stores across the UK. No mean feat!

In short, service is paramount to Thresher's operation. They understand Phase go to great lengths to ensure Thresher will experience the difference.



Are you Phase AWARE?

- Assessment
- Working in Partnership
- Advice
- Resources
- Experience the Difference

Phase
12 Station Road, Chertsey, Surrey, KT16 8BE
T. 01932 570 075 F. 01932 570 444
E. sales@phaseoffice.co.uk