



I'd like Phase to speak to our other suppliers and tell them how they get it so right .



Waste Recycling Group

WRG's War on Waste and Cost

WRG (Waste Recycling Group) provide a cost effective and environmentally aware waste processing service, and these two principles are fundamental to the whole company ethos. With its focus on recycling, WRG actively encourages the use of 'green' stationery and other products where ever possible. WRG's massive operation is highly cost sensitive, and none more so than its purchasing process.

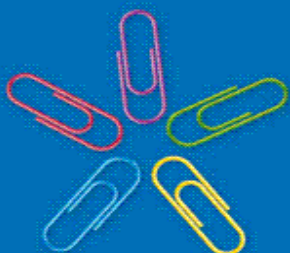
WRG's 5-year supplier partnership with Phase has demonstrated competitive prices are compatible with the highest level of customer satisfaction. Phase was initially awarded the contract when WRG was owned by Terraforma. Now, despite a change of ownership, the relationship continues to prosper. WRG's Procurement Officer is regularly approached by other companies hoping to sell into the waste recycling company. He makes no secret of the fact Phase's retention of WRG's business can be attributed to, not only their competitive prices, but also their quality of service and the strong working relationships. He admits WRG is price-driven, but says, "Phase's customer service is second to none — it's fantastic!"

The WRG-Phase relationship has taken a great deal of hard work and effort from both sides to achieve its resounding success. Phase is counted in the Top 3 of WRG's preferred supplier list. Because of the ever-changing nature of WRG's business, product lines are subject to regular reviews to maintain

financial control, and to reduce wastage, of course. WRG undertake regular bench-marking exercises to ensure the prices they pay remain competitive. Price increases may lead to renegotiation, or the substitution of a lower cost product of comparable quality. WRG operate a contract list of products, and Phase works closely with them to achieve budgetary control. The system is based on economies of scale: the more they buy of a certain item, the lower the price becomes. A 'rebate' system is also in place. The more they spend with Phase, the greater their rebate at the end of the year.

Staff at each of WRG's 100 branches administer their own orders, adhering to the contract guidelines. Payment is made using a purchasing card scheme at the time of order. This reduces WRG's costly administrative burden, and the immediate payment method allows Phase to maintain its competitive pricing. WRG is aware its staff are an important part of the supplier partnership.

The company conducts internal customer service research and Phase's positive feedback rating of 99.9% shows a resounding success rate. WRG's staff are encouraged to contact Alan Sames, Phase's MD, with their enquiries or problems. His 'open door' policy is a clear demonstration of the exemplary levels of customer service which is the Phase hallmark.



Are you Phase AWARE?

Assessment

Working in Partnership

Advice

Resources

Experience the Difference

Phase

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