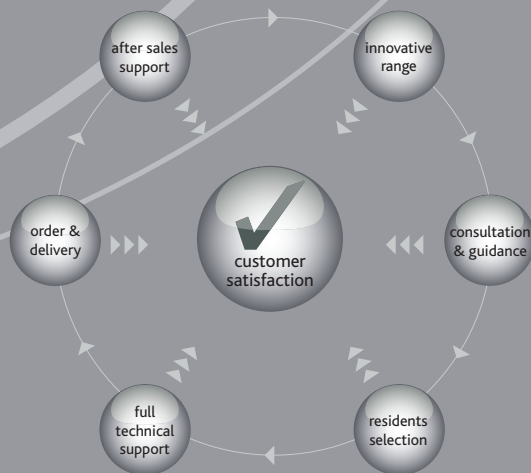


Richmond's Partnering and Circle of Satisfaction form an integral element of the company's management and production processes, ensuring best value products and services are delivered.

Successful working partnerships and customer satisfaction are paramount at Richmond. Adherence to the principles of Partnering and the support service guarantee customers receive an exceptional service. Richmond actively encourages input from customers, suppliers and end-users to ensure that these support services facilitate a successful end result.



### Circle of Satisfaction



Richmond is committed to customer satisfaction. The Circle of Satisfaction demonstrates the key aspects of the company's exceptional customer management process, often tailored to suit the requirements of the customer.



### Innovative Range

**A comprehensive range of quality kitchens.**

- Quality cabinets in both 15mm and 18mm
- Extensive choice of over 20 fascias in clearly defined price groups
- Specifically selected range of handles
- Inspired by global trends the Richmond range includes the latest innovations in kitchen technology
- Extensive range of ancillaries

The range combines superior quality materials with both classic and modern designs providing a wide selection for customers and tenants, suitable for a variety of design and function needs.

Richmond Access, incorporating Access Mobility and Access Vision, is Richmond's inclusive range offering people with physical needs a kitchen solution.



### Consultation & Guidance

**Developing a successful partnership**

A close working relationship is formed at the onset of a project. At the pre-start meeting common goals are established, objectives are agreed and the project package is tailored to meet the needs of the customer.

Throughout the project Richmond's highly skilled team of professionals is able to provide help and advice forming a working partnership:

- Dedicated internal account management team provides an ordering and delivery tracking service. They are contactable via direct dial telephone numbers.
- Business managers make regular site visits ensuring the project's objectives are being met.

A comprehensive package of information is provided at design and quote stage, including:

- Projected costs for the complete site
- Summary costs by house type
- Detailed 2D floor plans and 3D perspectives visualised using the latest CAD technology



### Residents Selection

**Providing choice and advice**

Richmond provides sample options of doors, worktops, sinks and taps. Visual aids can also be provided to assist the selection process.

This level of support ensures a knowledgeable and satisfactory choice is made.



## Full technical support

**A comprehensive support package is provided alongside professional project management at all stages.**

Implementing this support service at the very beginning of a project improves the project's efficiency and ensures a successful completion.

From the onset the Richmond surveyor is an integral part of the overall project and is committed to achieving a successful completion. Initially, the survey team will undertake on-site surveys to collect the necessary details relating to the properties and the design team will produce kitchen designs on-site, ensuring all parties' requirements are met. Each design is then agreed by the relevant party prior to being sent to Richmond. On-site designs are then electronically transferred to Richmond's customer service team and to others as requested.

Where supply and installation is a requirement plot by plot surveys guarantee accurate kitchen installation.



## Order & delivery

**Proficient supply chain**

Richmond's fully integrated order processing system makes order management easy. This system generates unique order details, delivery notes and invoices. On-line order tracking is available.

Consolidated invoicing is available as part of Richmond's best practice policy. To maintain project competence verbal orders are not accepted.

Orders are transported using Richmond owned vehicles ensuring we maintain full control of the delivery process.

Richmond guarantee:

- A four week delivery period for all kitchens
- A two week delivery period for selected kitchens
- Five working days fast track service available to deliver completed kitchens
- Five working days spares delivery



## After sales support

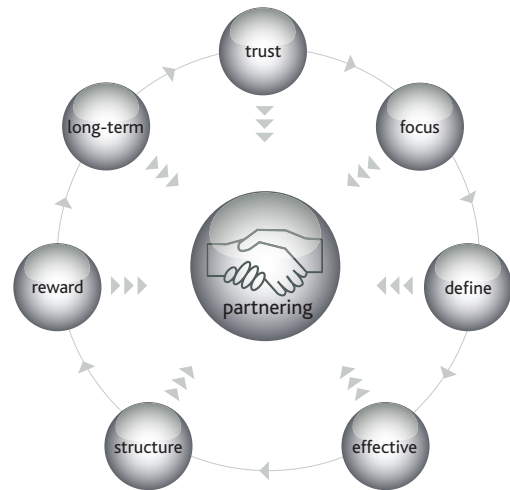
**Growing the partnership**

Richmond's highly experienced customer service team will provide assistance throughout the project. All issues are dealt with promptly and courteously and commitment to customer care is evident.

Once a project is finished the team will maintain contact with all key parties to ensure a successful final completion and are committed to supporting long term maintenance needs.



## Partnering



Strategic partnering enables delivery of best value products and services. Richmond considers long-term co-operative relationships with customers and suppliers a pre-requisite for delivering best value.

## Richmond values and encourages:

- **Trust** - to encourage cohesion
- **Focus** - on the client and end user
- **Define** - clearly defined KPI's
- **Effective** - management of timescales
- **Structure** - process management
- **Reward** - sharing rewards and managing costs
- **Long-term** - strong long-term partnerships

Working together benefits all. The formation of a partnership reduces costs and time, and significantly contributes to improving and maintaining the project process, ensuring a seamless supply chain.

Richmond is an experienced company with proven working partnerships. By embracing the partnering ethos Richmond is a willing, able and flexible partner sharing knowledge and innovation.

**Richmond™**