



## **What makes us different?**

We are proud that Aluline Group has an excellent repeat business rate. There are a number of reasons why customers keep returning to us.

### **Knowing what drives our clients:**

At Aluline Group we make a point understanding your business requirements first. By fully grasping what underpins your needs and quality requirements, constraints with cost, staffing, legislation governing waste management in different establishments, by keeping in close contact with your people, we deliver solutions that move you closer to your overall business obligations to meet current and future needs. Provision of staff and management training plus information. The ability to produce samples/models/test pieces at short notice for our valued customers. The facility for face to face meetings with our highly qualified staff & clients designers at our site during production to give comfort on "just in time" deliveries.

### **Constructing tailor-made solutions:**

At Aluline Precision we know that 'one size' actually doesn't 'fit all'. Different customers have different needs as manufacturers & designers we use our experience & knowledge to offer the solution you require depending on the premises or project. Our services are entirely bespoke and based on individual delivery plans for each customer or project, we can produce drawings and site surveys to ensure your understanding.  
(Drawings for some projects can be chargeable this credited if job is awarded to company)

### **Building strong relationships:**

At Aluline Group we believe that relationships make or break a project. As such we implement formal relationship management plans that ensure we deliver consistently an honest cost effective & service value to each customer irrespective of size or prestige based on customer requirement surveys and project debriefings show that our clients consistently rate our services very highly. In some areas, over 80 per cent of our work is repeat business.

While we're delighted to have such high levels of customer satisfaction, we see it as a minimum standard and work tirelessly to continually improve our service.

### **Senior management participation:**

As a matter of policy, individual appointments are led by one of our management team, all of whom are actively involved in service delivery. This ensures every client benefits from the expertise of our most senior people.

### **Driven by clients' needs:**

Our approach is not about how we meet our clients' objectives but how we are going to exceed them. We are a solutions oriented business driven by our customer's.