



## What Do You Have To Say?

Our customers are at the heart of our business; we highly value customer feedback and will continue to conduct annual customer surveys. This year we have revised our questions to correlate with the changes we have made within the business to further enhance the services we offer customers.

Previously we have received excellent results regarding quality of products, delivery performance and technical expertise. We still constantly seek for ways in which we can continue to uphold our high standards. Results have indicated sales literature as being an area of development scoring 80%-88% in previous years as being good or excellent. As Strand Hardware is committed to take on board feedback and act upon it, we have our newly improved product catalogues which are:

- 🚶 Strand window and door hardware
- 🚶 Strand Antipanic emergency and panic exit devices
- 🚶 Strand Highline window control systems

In addition to our catalogues we have re-launched our website giving it a full makeover with improved design, increased functionality and more information pages now available, in particular our enhanced products section now provides full specifications and quality digital imagery. We look forward in receiving your results for our next customer survey and welcome any feedback at any time so we can continue to provide you with a range of quality products and first class service.

**Customer survey results 2010-2012**

