

Adding Value Through Experience

April 2009



MORE THAN METALS OUR PEOPLE

Our current advertising campaign emphasizes the fact that we are suppliers of a wide range of metals and alloys. In fact we are unique in the local market since the range that we offer from stock includes copper alloys, titanium, nickel alloys, high alloy and duplex stainless steels.

However, increasingly we are finding that there are other aspects of our "offering" that customers value. Most notably its our people in general but specifically the sales team - Donavon, Neil, Terry, Ken and Fiona (who we share with Energy Engineered Products). The individuals have varied backgrounds - sales, commerce, engineering and manufacturing (forging and machining) and this diversity has created a stimulating environment in which people can learn from each other and continue to develop and grow. In addition every effort is made for "old timers" to effectively pass on their experience and this too should ultimately benefit our customers. We believe that "experience adds value" and hence our decision to use this as the basis of our strap-line

Of course the sales team are supported by yet other specialists in critical areas - accounts / credit control, imports / logistics and warehouse / operations - all of whom make a significant contribution towards to overall goal.

Snippets

Customer Satisfaction Survey

We are committed to a Quality Assurance Program and incremental improvements are an integral part of this. Please assist us by completing a questionnaire which can be accessed from our website - www.multialloys.co.za - under **newsletters**.

Petro.t.ex Africa 2009

Multi-Alloys and associated company, Energy Engineered Products will be exhibiting at Petro.t.ex 2009, Gallagher Convention Centre from 9th to 11th June. If you are planning to be there please pay us a visit.

Stock - 904L Plate

Our new stock of 6mm thick 904L plate is now here. Let us have your enquiries and we assure you a competitive offer.

HOLD THIS THOUGHT:

Building a business is like childs play - one block at a time.
- Brian Joffe, BIDVEST

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