

Network VEKA hits £600million

Heather and Anthony Watt's new window came with a big bonus when they were given all the money back to mark Network VEKA's £600million of installations since it was founded...and there was another surprise when snooker legend Steve Davis was enlisted to hand back the cheque.

Steve was special guest at an open day held by Aberdeen installer Thistle Windows and Conservatories where he also played pool with visitors before signing the table and raffling it in aid of local cancer charity Friends of the Anchor Unit.

Heather Watt later said they had chosen Thistle on the recommendation of friends: "We were very happy with the window but we were over the moon to hear we were

getting the money back."

Thistle Sales Manager Peter McLean added: "We have been members of Network VEKA for 12 years now. It has really made a big difference to us and our customers so we were very pleased to have helped to make a part of its history."

Steve Davis is no stranger to Thistle; he presented several of the eight Customer Satisfaction trophies the company has been awarded by Network VEKA – making it one of only three companies UK-wide to achieve such a tally.

Network VEKA's £600million sales came from more than 160,000 installations since the organisation came into being in 1996.



New DGCOS Membership Pack



The Double Glazing & Conservatory Ombudsman Scheme (DGCOS) has launched a new Membership Pack for Accredited Installers...and an installer has already won a £19,000 conservatory project after using it for the first time! Simon Parr, Managing Director of Essex-based First Choice Windows, is a founding member of DGCOS and says the packs have already helped his enquiry and conversion rates.

The new DGCOS Membership pack includes the Peace of Mind pack, two DVDs featuring TV's Nick Ross, consumer leaflets, plaques, as well as van stickers and certificates of membership. The two DVDs – one for installers, the other for homeowners – show DGCOS ambassador and spokesman Nick Ross talking through the benefits of the scheme. The Peace of Mind pack is aimed at homeowners and fronted

with a photo of Nick advising those buying conservatories and double glazing to use DGCOS members.

Simon Parr received his Peace of Mind packs (personalised for First Choice) while talking to a potential customer about a large conservatory project. "The homeowner was talking to two or three companies in the area before he made his decision," explains Simon. "He'd done his research online and wanted to ensure he chose a reputable firm. The Peace of Mind packs were delivered actually as I was discussing the options with him and I handed one straight over. I could tell he was impressed by the quality of the pack and the scheme's unrivalled protection, and of course the fact that Nick Ross recommended it! He took the pack home with him and confirmed we'd won the job just two days later."

New Ultrame Managing Director

Previously Finance Director and with 7 years service, Iain Thomson is the new Managing Director at Ultrame.

He takes over from Mike Price who is moving on to set up his own consultancy in lean manufacturing.

Commented Iain on his appointment, "I would like to pay tribute to the work Mike did on taking us on our lean journey. We have – over the last few years, and in difficult trading conditions – fought continuously to reduce waste and input costs. We will continue to focus on 'lean' but now is the time to move to a new phase of development".

"I am looking forward to serving in my new role, using the experience I have gained over the last 7 years to service our loyal customers and users better. Times are tough but we can help each other get through this –

great product, on time, minimise service issues...these are the simple things our customers need and that we can provide in spades".

Continued Iain, "Over the coming months I will have the opportunity to meet a bigger slice of the customer base – simultaneously we shall be honing our business strategy which I shall be happy to outline to customers. In the meantime any customer with feedback (good or bad) can email iain.thomson@ultrame.co.uk .

"The last two years have seen Ultrame's customers go from strength to strength, bucking the market trend and growing whilst others are shrinking back. Ultrame has also brought on board a number of major new customers such as Croston Conservatories, Visual Effects, Advanced

Group(Scotland), Clearview, GAP, The OMEGA Group, SPECTRA, Crystal Clear Manufacturing and Excell Trade Frames to name but a few"

