
RENOLD COUPLINGS MAKE A WISH COME TRUE

Renold Couplings donate incredible £5,000 for Make A Wish Children's Charity through Customer Satisfaction Survey.

With customer care at the centre of its business activity, Renold Couplings recently conducted its annual Customer Satisfaction Survey. For each unique survey response collected, the company pledged to donate £5 to Make A Wish, a leading UK Children's charity who exist for one reason - to grant magical wishes to enrich the lives of children and young people fighting life-threatening conditions.

The charity was selected by Tim Phillips, an employee of Renold Couplings, who felt that Make A Wish is an important, worthwhile cause to support. After a month encouraging customers to take part, Renold Couplings were thrilled to donate £5,000 to the charity.

In line with its Step2020 commitment to continuous improvement, Renold Couplings is examining its current performance across a broad range of issues critical to its success. The survey, which sought the opinions of key stakeholders globally, found a generally good level of satisfaction in terms of the day-to-day performance of the company whilst also highlighting key areas of improvement.

A Step to Service project has been launched to ensure action is taken on the survey feedback and to drive improvements for customer experience across all departments of the business.

Renold Couplings Managing Director Andy Harbidge said, "Renold Couplings is committed to providing all its customers with an experience that is professional, accurate and one that can be trusted."

Notes

Located in Cardiff, Wales, Renold Couplings was established in 1947 and relocated to a new purpose built factory in 1991. The company has a reputation for quality which is a cornerstone of their success. The company is able to use its vast expertise to create specific solutions to customers' unique requirement. Today, Renold Couplings manufacture the widest selection of high quality couplings supplied by any manufacturer worldwide.

Since being established in the UK in 1986, Make A Wish have granted more than 11,000 wishes. The Charity go above and beyond to grant very special wishes to very special children making their dreams a reality when they need it most. To find out more or to donate to Make A Wish, visit their website www.make-a-wish.org.uk

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