

Employee long service at Spelsberg increases stability for customers

7th December 2022

The long service of team members at industrial enclosure manufacturer Spelsberg UK has improved service stability for customers. OEMs, end users, and distributors that depend on bespoke design, specification advice, and rapid availability of enclosures have reported improved service thanks to the experience and continuity of Spelsberg’s UK team. With team members achieving 20 years-plus service, this has enabled Spelsberg to optimise expertise and detailed insights into specific customer requirements.

Spelsberg UK’s Managing Director, Chris Lloyd, who has led the company himself for over 13 years, surveyed customers as part of regular communication to ensure their key needs continue to be met. The qualitative analysis revealed that staff expertise on enclosure design and application specifications, combined with detailed knowledge of individual customer requirements, were key factors in providing highly rated customer service.

“The conversations we’ve had with our customers, from large OEMs who require bespoke CNC design, to smaller end users who order tens of enclosures per year, show that a key reason they partner with Spelsberg is because of the stability of our team,” says Chris Lloyd. “This is important for many of our long-term customers that have worked with us for 10 years or more, as well as continuity and a regular contact for newer customers who may need more support.”

Spelsberg UK's Pro-Active service is managed by Amanda Shepard, who has worked with Spelsberg for nearly 18 years. Taking on customers across all segments and with wide ranging enclosure needs, the role demands a broad knowledge of applications and enclosure technology.

The Pro-Active service provides one-to-one detailed technical and personal assistance for new customers. It provides an immediate response by an experienced team member, ensuring that technical queries, through to questions on availability and supply, are rapidly dealt with. The one-to-one approach guides new customers for around 12 months, before they are transitioned to specialised account management.

"The role is about ensuring that the new customer transition is smooth and that their needs are dealt with quickly," explains Amanda.

In addition to Amanda's expertise in industrial enclosures, her background is in procurement for civil engineering projects and building development, an important industry segment for Spelsberg. Amanda was also a senior buyer at a manufacturer, experience that has given her expertise over product development and supply. Amanda is also Spelsberg's ISO9001:2015 auditor, ensuring quality of standards for all customers, and has management for Health & Safety, including a qualification with the Institute of Occupational Safety & Health.

Meanwhile, Spelsberg's financial controller is Wendy Gardner. Wendy's role also comprises stock control, vital to ensure rapid customer availability. As part of the company's management team, Wendy has been a member of the Spelsberg UK team for nearly 23 years. Wendy has held many roles, specialising as the company has grown. This experience has given Wendy a wide knowledge of Spelsberg's customer needs.

One of Wendy's key achievements was overseeing Spelsberg UK's transition to a larger premises in 2013. Moving to a new Telford site, the current location provides 10,500ft² to accommodate significant warehouse space, in addition to CNC customisation facilities.

"Our core team includes long-service employees, creating a spirit of commitment to customer service. As we have many long term customers, we know many of them personally," says Wendy.

Image captions:



Image 1: Amanda Shepard - Pro Active Manager – Spelsberg UK

Image 2: Wendy Gardner - Financial Controller – Spelsberg UK

The image(s) distributed with this press release are for Editorial use only and are subject to copyright. The image(s) may only be used to accompany the press release mentioned here, no other use is permitted.

About Spelsberg

Spelsberg is one of the largest manufacturers of electrical enclosures in the world. With over 4,000 enclosures available as standard and further customisation possible, it offers solutions for almost any application.

With the largest supply of non-metallic enclosures, ex-stock in the UK, its products are often available for delivery within 24 hours; customisation is possible on any product, including bespoke entries, engraved corporate logos or fitted terminals, within 48 hours. Products can be ordered direct from Spelsberg or from most leading supply specialists including RS, Rapid, Farnell and CPC.

The image(s) distributed with this press release may only be used to accompany this copy and are subject to copyright. Please contact DMA Europa if you wish to license the image for further use.

Press contact:

Spelsberg els UK Ltd.

Chris Lloyd

Tel.: +44 (0)1952 605849

cll@spelsberg.co.uk

PR agency:

DMA Europa

Elizabeth Patrick

Progress House, Great Western Avenue, Worcester,
WR5 1AQ, UK

Tel.: +44 (0)1905 917477

liz.patrick@dmaeuropa.com

news.dmaeuropa.com