

MOVING FORWARD

APRIL 2010

JAMES SPENCER 2010 catalogue biggest and best to date

James Spencer & Co Ltd's 2010 catalogue is their biggest and most comprehensive to date.

At 200 pages, the 30th edition features all the company's product ranges - over 1,000 in total, including some 200 new products.

It incorporates specialist furniture ranges for the challenging environment and bariatric (overweight) market sectors, along with James Spencer's eco-friendly Forward Thinking Furniture (FTF), with frames made totally from recycled plastic.

Also featured are recliners, suites, chairs, tables, beds and bedroom furniture, lounge furniture, re-hab equipment, hospital ward equipment, office and outdoor furniture.

James Spencer retains its position as one of the UK's leading manufacturers and suppliers of healthcare furniture and equipment, primarily to the NHS and care homes.

Bucking the trend with over 60 new models!

Bucking the trend where other companies are cutting back, James Spencer & Co Ltd has released details of over 60 new and exciting models of Recline, Lift & Rise Chairs, along with matching chairs and two-seater settees, in its 2010 Catalogue.

"We have seen the standard of some products brought in from the Far East and their build quality leaves a lot to be desired," commented Chairman Richard Spencer.

"We manufacture products to last and, while eminently suitable for the able-bodied, many of our customers are elderly, disabled or infirm - so our products have to be reliable as they are relied on.

"For many, price isn't everything - peace of mind and the knowledge that we produce quality rather than quantity means customers don't just buy from us once, they return with confidence".

A simple pricing structure accompanies the range, where all products of the same type are now the same price.

Mr Spencer said: "Over 60 Lift and Rise Chairs at one price, for example, shows our total commitment to customer satisfaction, enabling them to



choose the model most suited to their individual requirements and life style.

"Fabric choice, too, plays a major role and we offer some of the very latest coverings available, alongside traditional favourites to suit just about everyone's tastes, applications and needs."

These products - and more - can be viewed in the company's extensive Eco Friendly Online Catalogue at www.jamesspencer.co.uk

Catalogues are also available in printed format on request, or by calling into James Spencer's extensive showroom.



Environmental ethos rewarded with new ISO accreditation



Green machines. James Spencer's Works and Quality Manager Chris Slack, left, receives the ISO 14001 certificate from QMS assessor Tom Graham.

James Spencer & Co Ltd has been awarded ISO 14001 certification. It is regarded as the cornerstone standard of the ISO series, demonstrating a commitment to implementing and maintaining an effective environmental management system.

The latest accreditation cements the company's everyday approach to both environmental and quality management.

James Spencer has held the internationally recognised ISO 9001 quality standard for more than ten years.

Works and Quality Manager Chris Slack, who led on delivery of ISO 14001, said: "It makes a powerful statement about our environmental credentials, as we continually make every effort to reduce consumption and waste, and save money.

"We have worked in partnership with many of our suppliers to achieve this latest accreditation. It also meets the needs of our customers, many of whom demand that our products should comply to the required environmental standards and specifications."

James Spencer's chairman Richard Spencer commented: "Environmental considerations remain high on our agenda as we seek to minimise our carbon footprint.

"Environmental protection and economic sustainability cannot be separated and ISO 14001 clearly demonstrates that our financial and social responsibilities go hand in hand - saving money, while at the same time striving to be totally green."

Tom Graham, who undertook the assessment for ISO provider Quality Management Systems (QMS), said: "This continuing investment in people and training enables James Spencer to provide an efficient service to its customers."

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new showroom

more than meeting customer needs

James Spencer & Co Ltd's newly extended showroom and assessment centre is proving increasingly popular with both customers and the general public. The 3,000 sq ft showroom, double the size of the previous display area, features a number of dedicated zones showcasing James Spencer's furniture and equipment ranges.

These include aids for daily living, mobility, showering and bathing, toileting, beds, recliners and dining furniture, along with standalone sections covering specialist back care, bariatric and challenging environments products, many developed by working in partnership with the ever-growing customer base.

James Spencer's chairman Richard Spencer reported: "Our new showroom is proving extremely popular, allowing us showcase our vast product ranges and expertise far more effectively."

Don't worry if you can make it in person. James Spencer's show van is available to bring the products you are interested in direct to your door.



James Spencer new showroom is open Monday to Friday, 9.00am-5pm, and Saturday, 10.30am-3.30pm

JAMES SPENCER

again praised on back care provision

James Spencer & Co Ltd continues to fully understand its customers' back care needs.

That's the opinion of an OT expert called in by the company for a second time to carry out independent assessments on its back care chairs and

care perspective - and marked them as passing stringent tests. She also recommended how others could be enhanced at the manufacturing stage to provide improved back care capabilities.

A number of products stood out in Anne's opinion and she commented: "The range of chairs that James Spencer & Co Ltd provides is extensive, giving the customer an excellent choice and allowing the company to meet the most complex needs of both the individual and the organisation."

"The company has a positive reputation and a track record of experienced craftsmanship in the manufacture of chairs, and this attention to quality, incorporating design features of back care principles, ensures superior products are produced consistently."

James Spencer & Co Chairman Richard Spencer said: "We take our back care responsibilities seriously. This follow-up assessment and evaluation was conducted to allow us to continue to better understand and more effectively respond to the individual needs of our customers, particularly in relation to their back care needs."

"Once again, a number of specific product improvement areas were identified and these will be implemented into our design and production procedures.

We remain committed to enhancing our product ranges at every opportunity on behalf of our increasing customer base - and the people in their care."



James Spencer publishes a special Backcare pdf, available on request.

accessories ranges, used extensively in the NHS, care home and mobility sectors.

James Spencer again engaged Anne Lofthouse, an advisor from the College of Occupational Therapists Consultancy Service (COTCS), to evaluate and offer product development advice on a total 28 chairs and associated products.

She once more found that the majority of products met industry-approved guidelines from a back

contracts successes

across all sectors

James Spencer & Co Ltd continues to win new orders both at home and overseas across the NHS, care home and leisure sectors.

The company has supplied hospital furniture and equipment to NHS trusts in London, Suffolk, South Yorkshire, Humberside, Nottinghamshire and Devon.

James Spencer has also completed a number of high profile care sector supply contracts - notably for new-build extensions or major refurbishment projects at care homes across the country.

In addition, the company is cementing its presence in the housing association arena, again having supplied lounge, dining and office furniture for some prestigious new-

build and refurbishment projects.

Nursing and residential homes across the country also continue to place regular orders.

For export, surgical instrument trolleys have gone to a healthcare customer in Nigeria.

In the leisure sector, delivery of furniture has also been made to Italy to provide creature comforts for cruise ship passengers.

James Spencer's Chairman Richard Spencer said: "Our ability to offer tailored, flexible and cost-effective furniture packages, coupled with a speedy turnaround of orders and industry-leading levels of customer service, proved key to us winning these orders in the face of strong competition".

Many congratulations to the winners of our two latest customer prize competitions.



Caz Clarke, co-ordinator at Cherry Orchard Day Centre in Croydon, won a brand-new Elstead Recliner Chair recliner chair and matching footstool worth over £800. Generous Caz, pictured below with James Spencer's national accounts manager Dill Butt, presented the recliner to a carer who looks after her Down's Syndrome daughter. "They were really happy to receive it," she said. Winner of an earlier competition and another Elstead recliner was Paula Rawding, left, manager at Woodlands Resource and Respite Care Centre, York, which is owned by the Multiple Sclerosis Society and provides respite care for MS sufferers.

