



A S Harrison & Co



OUR COMMITMENT TO OUR CUSTOMERS

OUR CUSTOMERS ARE AT THE HEART

Work with customers to design better ways of operating
Understand our customer groups and their needs
Support our customers through change in our business

WE LISTEN AND RESPOND

Look for solutions and focus on 'how we can' rather than 'how we can't'

Work collaboratively within our organisation and with customers

Regularly ask for customer feedback and act on it

WE DO WHAT WE SAY WE WILL

Be open and honest regardless of good or bad news

Help customers through processes and take ownership for resolving their requests

Provide clear timeframes for action and accountability for meeting them

WE ARE EASY TO WORK WITH

Make it easy to contact the right person

Provide quick and easy access to information

Make things simpler and quicker for our customers

WE KEEP OUR CUSTOMERS INFORMED

Let our customers know what to expect and how things are tracking

Tailor communication to customers' needs

OUR PROMISE TO YOU

We will work together to identify and highlight the optimal path to fulfil our customers' needs and work together with our customer to address any constraints if and when they may arise.

CUT OFF FOR NEXT DAY DISPATCHES:

1PM

OUR RESPONSE:

Within 1 working day or immediately for urgent enquiries

DELIVERIES OUTSIDE OF BUSINESS HOURS:

Must be prearranged

QUOTATIONS:

Within 2 working days for stock items and 3 working days for purchase to order items

Office hours

Monday to Friday: 8AM – 4:30pm

Ph: 09 309 8120 Email: sales.nz@asharrison.com

Web: www.asharrison.com

Public Holidays CLOSED

Warehouse operating hours

Monday to Friday: 7am – 3pm

After hour deliveries by arrangement



OUR TARGETS



ORDERS	We'll act on urgent orders right away
INVOICING	We'll invoice your order after it's been dispatched from our warehouse
SUPPLY CHAIN	We have a 7-day turnaround for shipments to receipt into our warehouse from the port/airport
FORECASTING	We review stock levels and forecast each month, which means we rely on you to tell us what you need stocked and when you need it
CREDIT NOTES	We process all credit notes within a week
COMPLAINTS	We'll investigate and close these out within a month
DIFOTIS	We strive to maintain a minimum target of 95%

OUR COMMITMENT TO DELIVERING YOUR ORDERS

Delivery lead times within New Zealand

NORTH ISLAND		SOUTH ISLAND	
Auckland	Next business day	Nelson	5 business days
Northland	2 business days	Blenheim	5 business days
Tauranga	2 business days	Christchurch	6 business days
New Plymouth	2 business days	Timaru	6 business days
Napier	2 business days	Dunedin	6 business days
Taranaki	2 business days	Invercargill	7 business days
Wellington	4 business days		