



Wiedenmann™

NEWS RELEASE

Wiedenmann UK
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Gold medal service from Wiedenmann UK parts department

At the Olympics, jubilant British sailing and cycling medallists paid tribute to their dedicated backroom teams, stressing the important contributions of those behind the scenes.

And when it comes to buying turf and ground care equipment, it is sensible to evaluate the "all round package" a manufacturer offers. Some top end machines will still be working efficiently on a daily basis ten years later, so checking out after sales activity is time well spent.

According to Wiedenmann UK's Parts Manager, David Rhind, the two golden requisites for a good parts department are having the right spares and accessories to hand and constant innovation.

"You need to be able to do the simple things well and then always be looking at ways where you can improve your service. Be alert to your customers' needs and fulfil them quickly. Our philosophy is to be there for Wiedenmann dealers and customers when they call. If someone wants a box of tines or an urgent spare part we'll make sure the order is despatched the same day using reliable distribution."

Wiedenmann UK has a purpose built stock room and warehouse at its Inchinnan HQ which backs on to the perimeter fence at Glasgow Airport. The location is perfect for transport links; near to their main carrier's depot and central to the motorway network.

"We've got a great space here with room to grow. We've several thousand items available instantly. Stock control and management systems are now running as we want. Last year we transferred from a Sage computer package to Ibcos Gold and while most of the benefits are internal ones, it certainly offers us more clarity when forecasting and alerts us to stocking issues before they happen.

At the start of the year Wiedenmann UK added a third member of staff to its parts team.

Ends

See Wiedenmann UK at stand V26.

Ends

Wiedenmann photographs are available to download as a high resolution jpg on the Wiedenmann UK website. www.wiedenmann.co.uk/media.html

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