

sales › Giving you what you want

On call to answer your technical, sales and service needs, our highly trained team of professionals will always provide a prompt, friendly response to your enquiry. With a comprehensive understanding of the industry and 'grass roots' experience gained from internal progression through the business, our sales team is now one of the strongest in our field.



A motivated and unified force, we enjoy working with each other and with our clients, operating as a close team to maintain the very high standards you have come to expect and ensuring seamless delivery service.

Full of enthusiasm and team spirit, the busy sales office upholds those family values, which have made Durbin Metals a sought-after supplier for many businesses; mutual loyalty and respect built up over many years in a professional relationship where regular face to face visits and open communication are actively encouraged. We value our customers' ideas and opinions on how our company can assist with the smooth daily running of their business. Likewise our company welcomes the chance to update with prices, products, services and policies that are forever changing. Good communications are actively promoted to ensure a continued high quality of customer service standards. Whether large or small, every order receives the same close attention to detail and we are never satisfied until you are.

administration

› Looking after your best interests

From small beginnings, with just one person typing up just 15 delivery notes a day, Administration has evolved with the business to a team of six outputting over 17,000 items per month as well as dealing with purchase ledger, management accounts, clerical duties and credit control.

It's a very 'hands on' team effort – everyone is involved in making sure all orders are processed correctly and sent to the Warehouse on time.

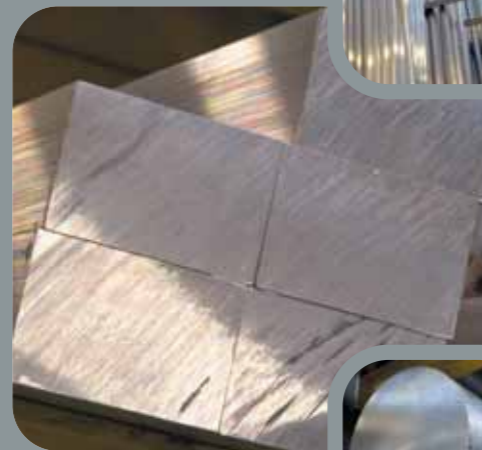
The foundation underpinning the smooth operation of Durbin Metals, Administration has built a reputation for efficiency, tempered with caring attitude. Their priority is to ensure that customers get what they want, and over the years, the team has developed a strong relationship with both customers and suppliers. Understanding that there are always difficult times, a perceptive listening ear has proved a valuable asset, and support to discuss a way forward is offered when needed.



Aluminium extrusions.

Aluminium and stainless steel sheet.

Aluminium plate.



Aluminium bar.



drivers › Delivering the goods

All day, every day, our professional delivery drivers are on the road in our own liveried fleet to bring your materials to your door, on time, every time.

All our drivers undergo a comprehensive training period to learn their delivery area in detail. Most will learn two or three different areas so that we can always guarantee the usual high level of service during sickness or holiday periods.

Our drivers play a major role in the smooth operation of our business. They are there for you, helping to meet your requirements. You probably already know your regular driver and appreciate the friendly, helpful response to any questions, but if not, why not take a minute to say hello next time you are expecting a delivery?

warehouse › Meeting your material needs

With an impressive range of stock available on a quick turnaround basis, our team of dedicated staff guarantee to pick and pack your order to your specific requirements. Backed by our commitment to quality procedures, you can be confident of the complete traceability and identification of your material at all times.

Open from 6am to 7pm, we offer rapid turnaround on most products. In addition a night shift of 10pm to 6am continues the processing of orders and loading of vehicles to enable customer requirements to be met.

Back-to-back items are often turned around in 48 hours. Five fully automatic band saws offer a cutting capacity ranging from a minimum thickness of 7.5mm upwards and all diameters to a maximum of 16", with cutting tolerances geared to specific requests. A small pull-down hand saw caters for one offs and multi cut jobs.

plate centre › Service on a plate

We are justifiably proud of our aluminium plate division, a facility opened in 1998 to further improve the service and quality of plate we provide. It is a purpose built 8,000 square foot unit, stocking approximately 200 tonnes of plate in two main grades – 6082T6 / T651 and 5083'0' or H111, which can usually be available for next day delivery. Other grades and thicknesses can always be sourced quickly and efficiently.

The sophisticated machinery housed in the unit includes three specialised plate saws which can cut up to four metres whilst maintaining a cutting tolerance of ± 0.2 mm. In addition we have a startrite circling saw that can cut both circles and rings.

We pride ourselves on the presentation of our plate – all items are carefully protected in MDF or cardboard, shrink wrapped, then delivered by our own transport fleet to ensure they arrive in pristine condition.



Aluminium plate saw.

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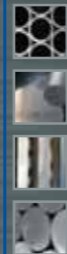
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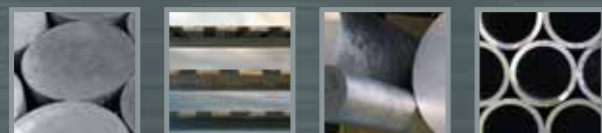
6. Quality ISO 9001:2000



durbin metal industries limited



METALS | FASTENERS | PLASTICS



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a team you can count on

› *On time, every time*

Our business success has been based on quality of service. Our aim? Simply to be the leading supplier of flexible quantities of non-ferrous materials, plastics and fastenings to Engineering, Manufacturing and Service industries.

Our values remain as true today as they did when Durbin Metal Industries was established twenty-three years ago, embodied in a philosophy of total commitment to customer service, customer care, a comprehensive stock range and quality people.

Our customers have shared in our success and enjoyed the benefits of reinvestment in our business. For example, in 1997, we relocated to extensive new premises in Yate, which enabled us to invest in a truly outstanding stock range and to offer an even more impressive service at a competitive price.

We also opened a brand new aluminium plate division in 1998, with the majority of products being available cut to size on a next day service. In October 2004 an addition of another Schelling aluminium plate saw has further strengthened our ability to respond to demands.

In addition, our transport fleet has grown to offer an unparalleled level of service throughout the Southwest and Midlands regions on a daily basis.

So how have we achieved this? Simple.

Our people. As a family firm, committed to family values, we have built a focused team that puts customer needs first. This service culture is fundamental to the strength of the relationships between our staff and our customers – they trust us to deliver the right product at the right time, on time, every time, supported by the right advice and service. Their continued loyalty is testimony to our ability to consistently meet that demand. But we do not take this responsibility lightly and constantly seek ways to improve our already first class service. In July 2003, we were proud to have achieved ISO9001:2000 accreditation, which has further enhanced our operating systems and process efficiency.

Developing a strong partnership with our customers has always been one of our guiding principles, working with them to achieve mutual profit and continued success. We are proud of everything Durbin Metals stands for in our industry.

“our customers trust us to deliver the right product at the right time, on time, every time”

Andrew Durbin, Julian Durbin & Martin Greenaway. ➤

