

The Ritmac Promise

Customer Care Code of Practice

Our aim is to build long-term partnerships with our customers. Relationships based on mutual trust will help us deliver innovative solutions that anticipate and meet our customers needs. By working together openly and co-operatively all staff, suppliers and subcontractors play a vital role in the delivery of this commitment. We want to be our customers' first choice for quality, value and service. This personal code of practice reflects the importance we place on our respect for people, customer value and our desire to ensure that everyone is treated equally and with the utmost integrity.

Paul Mitchell Director

'Putting Our Customers First'

Valued Customers

- ✓ Show respect
- ✓ Treat customers with dignity
- ✓ Always be courteous and polite
- ✓ Carry out duties with care and always return telephone calls promptly
- ✓ Try to see things the customer's way

Integrity

- ✓ Do what is right morally and legally
- ✓ Always employ and observe high ethical and professional standards
- ✓ Do not promise what you cannot deliver
- ✓ Keep your promises

Quality & Excellence

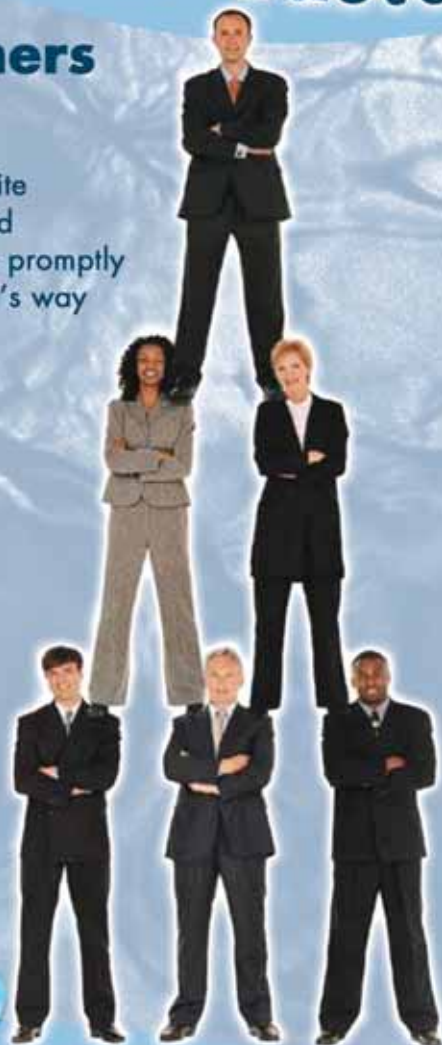
- ✓ Follow procedures
- ✓ Adhere to the Company Quality programme
- ✓ Take pride in our work
- ✓ Get the basics right
- ✓ Demonstrate our commitment to excellence
- ✓ Work Safely

Communication

- ✓ Understand our customer's requirements
- ✓ Respond promptly and effectively
- ✓ Keep customers informed
- ✓ Take every opportunity to address the client's concerns

Be Committed

- ✓ Show you care
- ✓ Build relationships
- ✓ Be proactive
- ✓ Have the right approach
- ✓ Create the right image
- ✓ Work as a team
- ✓ Share ideas



...piecing together
pump solutions...

Ritchie, MacKenzie Co. Ltd
Broomhill Industrial Estate
Kirkintilloch, Glasgow G66 1TQ
T. 0141 776 6274 F. 0141 776 0285
E. sales@ritmac.co.uk W. www.ritmac.co.uk

Ritmac

A - Z OF PUMPS

- ABS
- APV Howard
- ARO
- Albany
- Alfa-Lavel
- Alto Kew
- Alldos
- Allweiler
- Apex
- Aqua Hydraulic
- Armstrong
- Aspen
- Autoclude
- Barclay Kellet
- Baric
- Beresford
- Biral
- Biwater
- Blagdon
- BOSS
- Bran & Luebbe
- Brownalls
- Bush
- CAT
- CEMO
- Calpeda
- Caprari
- Ceetak
- Chem Vac
- Clark
- Cleghorn Waring
- Crane
- Crest
- Crown
- Dab
- Desmi
- Dual
- Durco
- EDC Waterway
- ESPA
- Ebara
- Edwards
- Egger Turo
- Emu
- Etraton
- Flamco Brefco
- Flotronic
- Flux
- Fristam
- WJ Furse
- Gilkes
- Girdlestone
- J. Godwin
- Goulds Lowara
- Graco
- Graham Vacuum
- Grosvenor
- Grundfos
- HMD
- Haskel
- Hayward Tyler
- Hick Hargreaves
- Hilge
- Richard Hill
- Holden & Brooke
- ITT Flygt
- ITT Jabsco AOD
- Ingersoll Dresser
- Iwaki
- JP Pumps - Stork
- Jesco
- Johnson
- Jung Pumpen
- KSB
- Kecal
- LMI
- Labour
- Lutz
- MP
- March May
- Michael Smith
- Midland Dairy
- Milton Roy
- Mono
- Myson
- Nemo/Netzch
- New Haden
- Orbit
- Patay
- PCM
- Pedrollo
- Pegson
- Plenty Mirlees
- Powerwise
- Pressmain
- Prominent
- Proquip
- Pullen
- Roach
- Roban
- Robbin & Myers
- SLD
- SSP
- Sarlin
- Scan
- Serfilco
- Sigma
- Signal
- Sihi Ryland
- Smedegaard
- Speck
- Stanhope
- Stuart Turner
- Surecast
- Tapflo
- Totton
- Turney Turbines
- Tuthill
- Vanton
- Varley
- Varisco
- Varsamatic
- W.E.F.T.
- Wallace & Tiernan
- Warmac
- Watson Marlow
- Weir
- Wemco
- Wilden
- Wilo
- Yamaha



Engineered Pumping Solutions

If a brand you require is not listed, please telephone our sales centre
T. 0141 776 6274 F. 0141 776 0285 W. www.ritmac.co.uk E. sales@ritmac.co.uk