

TR PRESS PACK In the Spotlight

TR FASTENINGS IS RECOGNISED THROUGHOUT
THE INDUSTRY FOR WORLD CLASS PRODUCTS
& SERVICES

WE MANUFACTURE, STOCK & DISTRIBUTE
A VAST RANGE OF INDUSTRIAL
FASTENERS & COMPONENTS

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June 2020



As well as offering a full range of sheet metal fastenings, with flexible manufacturing capabilities, TR has made significant investment in the level of support it offers to enhance its customer service. We deliver comprehensive support to our customers across every requirement, from concept design through to technical engineering consultancy, manufacturing, supply management and global logistics.

TR is incredibly proud of its track record in delivering outstanding customer care, which is reflected in the testimonials we regularly receive from many of our longstanding customers.

"I have been trading with TR Fastenings for the last 20 years as a buyer for a sheet metal company and have dealt with many sales staff at TR in that time. I have found all of them to be very professional with excellent product knowledge and very articulate and friendly."

"My job involves talking to people every day and it is a pleasure to deal with TR Fastenings. There is always a cheerful helpful voice at the end of the phone which is not the case with some suppliers I have to deal with."

"Thank you TR for your continued support, competitive pricing, punctual deliveries and excellent staff. I will continue purchasing from you and recommending you to other companies." **Chris Sandford – Buyer – Lund Brothers Ltd.**

"The TR team is friendly, knowledgeable and always willing to help." **Greg Gisborne, Havant Sheet Metal Ltd**

What sets us apart?

TR is a trusted Full Service Provider (FSP) offering engineering design and manufacturing expertise to a wide range of industry sectors. TR works with companies from early design stage right through to specification, manufacturing, quality control and logistics.

Throughout the customer journey we always aim to exceed expectations, offering a service that is both friendly and knowledgeable, based on expert engineering advice. Our response time is second to none.

At its heart, TR aims to offer every single customer a seamless professional sales service from the initial enquiry and assisting with product suitability through to order and after-sales support. It is why many of our customers have been relying on TR for their sheet metal fastening needs for decades. We think our customer retention levels are testimony to our success.

Our industry knowledge

Fastening solutions are helping to shape the future in a number of key sectors, including electronics and technology, telecoms, HVAC, domestic appliances and sheet metal industries.

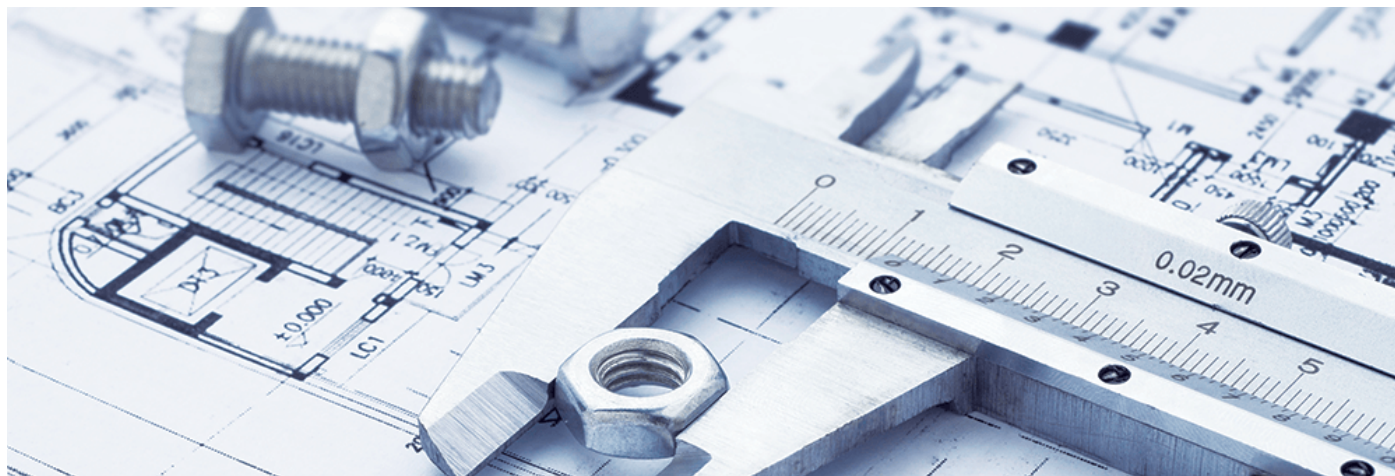
June 2020

Our teams of customer service and sales operatives have a broad knowledge of industry sectors and have a reputation for building strong relationships with customers.

TR's account managers will learn everything they need to know about your company in order to deliver an effective service, be it in recognising historic requirements and new developments, or keeping up to date with challenges in specific industries. Our staff are very adept at signposting to other TR departments for engineering expertise when required and have a genuine understanding and empathy with customer requirements.

We are dedicated to helping our customers in overcoming application challenges. As well as a knowledgeable sales team, we have a bank of helpful and explanatory animations detailing product information and specific considerations.

July 2020



There are many application challenges within the sheet metal industries. Selecting and installing the correct fasteners is one of them. Faced with increasing environmental responsibilities and unprecedented technological change, manufacturers and contractors are challenging for higher quality and smarter, application-based sheet metal fastening solutions.

Our research and technical capabilities encompass specific engineering disciplines evolved to support all sheet metal application solutions. TR offers fastener testing capabilities across a range of categories, including mechanical, dimensional, installation, and plating and finishes.

Application advice and guidance from our on-site engineers

TR's depth of engineering knowledge and technical back-up is relied upon by our customers who are seeking assistance in the selection of products best suited to particular contracts or applications. Our global technical team can offer application advice and guidance and has the expertise to assist with solutions if there is an application issue that needs resolving.

In today's competitive manufacturing environment, controlling cost and maintaining a high level of quality is a vital component of success. We offer complete confidence to our customers through our quality accreditation, which includes PPAP level 3. Here is what our existing customers say about our level of quality and expertise:

"In general it is great to work with all of the TR teams as they are always customer orientated and willing to help out. The knowledge, especially from TR's Quality Department, is great because with this they can define and detect troubles and problems."

"For specific projects, TR and HA-CO are always looking for improvements, we are now also developing a special stand-off." **Manuel Grimm, Ha-Co, Austria**

Fast response and flexible product solutions

Adapting to change in the current technologically fast-paced environment is essential. TR's global technical team is able to respond to requirements for smaller, lighter and more flexible product solutions, assist in troubleshooting and in the specifications for bespoke orders.

Where competitors' products have failed, TR's engineering team is quick to respond and in some cases this has included on-site visits to resolve application malfunction. With quality application engineers based at most TR sites, we can travel to deal with customers on a personal level if required.

Our customers, as you can see from the testimonials below, are delighted with the technical support TR offers.

July 2020

"I am very happy with the way that TR Fastenings' Quality Department is providing me with solutions and answers to my concerns and questions. The department is very skilful and their knowledge is helping us to provide our customers with the information that they require for technical problems." **Bram van Maurik, Batenburg, Holland**

"We are also very satisfied with your Quality Department. Problems are dealt with quickly and solutions are found." **Michaela Kyriakidou, Dueko, Germany**

Communication, flexibility, engineering expertise and problem solving are fundamental to the service we bring to our customers. We have a robust, organised network of engineers across the globe troubleshooting application problems and helping customers with their fastening solution challenges.

July 2020

TR Fastenings is a leading global specialist in the design, engineering, manufacture and distribution of high quality sheet metal fastenings. Operating from 32 business locations within the UK, Asia, Europe and the USA, TR's network spans two continents and includes eight high-volume manufacturing sites delivering high quality, cost-effective sheet metal fasteners.

Supplying fasteners into c.75 countries and more than 5,000 companies, TR is a Full Service Provider working with customers from early engineering and design stage, right through to specification, manufacturing, quality and logistics.

Flexibility in service and stock availability

As a major supplier to the automotive, electronics and domestic appliance sectors, TR has a robust business model for large OEM's and SME's. We hold stock of a huge range of sheet metal fastenings and related products. As a result, TR is able to deal with a variety of different applications, including where high volumes are a requirement.

TR offers real flexibility in service, in product ranges and is able to effectively and efficiently accommodate customer needs. Our customer service and sales teams are on hand to help with any problems that sit outside of the normal stock and supply issues.

"TR always provides a fast and efficient service and helpful advice on new requirements." **IC – Operations Director - OKW Enclosures Ltd.**

Our extensive stock availability ensures customers benefit from reduced costs of stockholding and storage as only a few days' stock needs to be held on the production line. Production can focus on its core function, as standard parts are always available at the point of use.

Our automated optical sorting facilities and specialist packing capabilities mean that TR can supply quality products reliably.

Inspection costs are also reduced as quality approved parts can be shipped direct to the production line.

Logistical support

TR understands that a global approach requires specific solutions in terms of communication, culture and security. Our three-tier approach, which includes local, national and international teams, is able to address all of these challenges in order to provide customers with the quality fastening solutions and economic advantages that they require.



We offer flexible dispatch times to meet with our customers' needs. The large stocks and general availability of our products mean we can respond quickly when competitor's products malfunction or when production priorities change.

Providing a range of delivery services and flexible response times, we offer next day delivery, timed if required, self-scan if certain criteria are met, or DLF (Direct Line Feed). Importantly, our global delivery operations ensure customers' needs are consistently met.

"TR Fastenings have been a supplier to Potters for over 25 years, and as the Purchasing Manager I personally have dealt with them for over 20 years. I have always found their service to be second to none, which

is why they are our main supplier of sheet metal fastenings. I would recommend TR to anyone looking to buy sheet metal fastenings, as the product range meets my needs and is of an exceptional quality. The sales team both internal and external are reliable, extremely helpful, knowledgeable, friendly and very easy to deal with." **Lea Bullen, Operations Manager, L. Potter & Sons Ltd.**



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