

# Company Overview

## **OLYMPIC SERVICE & QUALITY**

With a state of the art factory comprising of 92,000 square feet Olympic Glass is producing large quantities of high quality glass products on time every time, whilst redefining customer service in the glass industry.

Olympic Glass has always been known for its commitment and focus in the double glazing market. All glass types, many spacer widths and optional gas filling makes it a market leader in supplying the highest standard insulating glass products. We manufacture toughened safety glass and a variety of specialised glass products used in the domestic and commercial glass industries whilst meeting strict standards in safety. We have been manufacturing and processing quality glass products since 1992.

The years of experience has been invaluable and has enabled us to invest in and develop our ideas into industry leading products.

Products like energy saving Insulating Glass Units, coated, toughened, laminated, fire protection and specialist glass were developed by combining our unrivalled technical expertise with true innovation.

This brochure gives a brief outline of our most popular commercial products. To help you choose the right glass for your particular project, we have divided the range by product benefit.



## **CUSTOMER SERVICES - CUSTOMER SERVICES CO-ORDINATOR.**

It is the Customer Services Co-ordinator's responsibility to ensure that our customer's needs and expectations are met, all communications receive immediate response and all accounts runs smoothly.

## **CUSTOMER CARE CALLS**

We continually monitor the level of customer satisfaction through our Customer Care Calls.

Calls are made on a monthly basis to confirm the level of service being received is of the highest standards and monitor customer feed-back.

## **CONTACT MANAGEMENT SYSTEM**

Olympic Glass is committed through its contact management system to logging, tracking and responding to quotation requests, product information, order status, problems or any queries. Reports are generated for management analysis to ensure our customers are receiving the highest level of satisfaction.

## **A COMMITMENT TO QUALITY.**

Olympic Glass is focused on the development of its Quality Management Systems to enable identification and implementation of improved measures throughout the business..