



Sue Harrison - Specialist customer relationship management, marketing and supply chain\_



Sue Harrison can be contacted on 01344 779 438  
Specialist Customer Relationship Management, marketing and supply chain

With more than 15 years' first hand experience in office furniture and corporate purchasing - spanning manufacturing, procurement, tendering, marketing, sales and customer service – Sue's consultancy knows how to put itself in its clients' shoes and how to be a reliable extension to their businesses.

### **MARKETING SERVICES**

A creative yet commercial approach is assured, as is keeping it simple at all times. Tap into our services as and when you choose:

- Identifying new revenue streams and opportunities
- Knowing your customer - Prospect market analysis
- Product specification Range development - Tender compilation - Product and supplier specification
- Product launches - Client pitches
- Business strategy
- Presentations - Literature - Image banks - Info banks
- Conferences - Road shows - Training and events
- Specialist furniture photography UK and Europe-wide
- Catalogues - Flyers - Pricelists - Posters - Invitations and video production
- Price structuring
- Practical web design and highly functional e-commerce sites

### **PURCHASING & SUPPLY CHAIN EFFICIENCIES**

How many times have you been let down by suppliers who just do not see the 'bigger picture'? What effect and cost implications has this had on your company and reputation?

Sue works with FM's, corporate end users, health and safety officers, manufacturers, dealers, architects and designers to ensure the best possible levels of service. The improvement is phenomenal in areas such as:

- Product, supplier selection and moves management
- Market awareness
- Helping international manufacturers to meet British standards, modify their products to comply and to understand and meet the expectations of the UK market
- Bringing the total supply chain under control
- Process efficiencies and change management
- Service level agreements
- Delivering the best to customers and staff
- Getting the best from suppliers
- Encouraging better inter-departmental, inter-customer and inter-supplier communication

## CUSTOMER SERVICE

The consultancy pro-actively helps to implement this vital ingredient that supports your new product or workplace concept giving you the return on investment that you are looking for by:

- Getting your staff to 'buy-in' and understand
- Defining the processes required and training staff to manage your initiative
- Eliminate fire fighting and build morale
- Meeting your customer's expectations
- Time management
- Customer/team profiling

The business operates throughout the UK and Europe. Sue Harrison, its principal, welcomes the opportunity to discuss your business needs.

copyright © 2007 Knowledge-Counsel. All Rights Reserved

[Home](#) | [Consultants](#) | [Service Associates](#) | [Contact Us](#) | [Useful Links](#) | [Latest News](#) | [Press](#) | [Members Area](#) | [Site Map](#)