

Specialty
AWARDS & TROPHIES

philosophy

8 SCORESBY RD, BAYSWATER VIC 3153

TEL: 03 9720 0202 FAX: 03 9720 0203

757 Riversdale Rd Camberwell Vic 3124
Tel; 9888 6155 Fax; 9836 7251

...our history and direction

philosophy
and
culture

Traditionally, businesses in this industry have grown up from a 'mum & dad' shopfront type of business catering to local sporting clubs and dabbling in a variety of engraving processes with varying results in quality. This is still the most common presentation of a trophy/engraving outlet.

We also started this way, but soon began to understand that there was a growing market for a better approach.

We saw that by purchasing leading edge machinery, we could offer higher quality engraving.

We saw that rather than being a 'jack of all trades', we needed to develop experts in various processes so that quality became a benchmark, not a lottery.

We learnt the value of listening to our clients. Once we understand our brief, we try to deliver beyond their expectations.

We understand budgets. Quality always has its price and we deliver quality. We understand that it is always possible to get something a little cheaper and a little worse, but our reputation and our future means we do have a line in the sand.

We learnt that we had to develop critical processes 'in house' This means we control the cost and quality and timeliness of processes that many of our competitors 'farm out' We in fact produce work for many partners in the trade, from advertising/marketing companies to other award outlets. We also manufacture much of our specialised wood products and badging.

We have learnt from our mistakes. This is a 'high tech' world and in our industry there are high tech engraving solutions. Do not expect us to perform 'on the spot' engraving. Our work load and scheduling and planning for quality output demands a calm and rigorous approach to our work. Anything else multiplies the chances of rushed work, mistakes and disappointment for all. Time is an essential ingredient to our work.

We have learnt to deliver. Once we accept your work we undertake to deliver on time. We have never let our clients down

We thoroughly enjoy our diverse range of work and look forward to each challenge. We enjoy the satisfaction of our clients.

