

## How consistently good service can turn one-off customers into long-term clients

4 years ago



As the Managing Director of [Volta Compliance](#), a Leeds-based electrical contractor that has enjoyed continuous growth since we began trading, I would like to share my experience of working with Richard Austin Alloys to illustrate how a single project can prosper into a sustainable relationship by taking a conscientious approach.

Richard Austin Alloys is one of the UK's largest independent aluminium and stainless steel stockholders. The company boasts a comprehensive stock range, modern warehouse and processing facilities, and a professional sales team.

About 20 years ago, we received an enquiry from Richard Austin Alloys' warehouse manager asking us to attend their site to perform portable appliance testing (PAT). He was very happy with our work and this initial satisfaction quickly grew when we attended an emergency call-out a short time later to repair one of their key machines which had broken down. Such breakdowns are frustrating and can put small companies behind schedule, potentially leading to lost revenue or business.

The successful repair work only took around an hour but was extremely well received. It was clear from these two jobs, completed successfully in quick succession, that Volta Compliance was a company that can be relied upon for different kinds of electrical services. As a result, we had a discussion about potential further work involving fixed wire testing, emergency lighting testing, machine installation, maintenance and reactive work.

By this time, Richard Austin Alloys had the confidence to call upon Volta Compliance for support with any kind of electrical services. Their company directors, not just in Leeds but throughout the country, have

since contacted us for a variety of planned electrical compliance work as well as reactive repairs and maintenance.

We now work at the vast majority of Richard Austin Alloys' site including two of their sites in Leeds, two in Manchester, one in Bristol and one in Kent. Over the course of our working relationship we have:

- Completed a new-build industrial installation at the company's Bristol warehouse
- Delivered a full mechanical and electrical project for the company's building refurbishment in Strood, Kent, from design to commissioning (inspection and testing, installation and ongoing maintenance)
- At a building in Leeds, which were turned into new offices for Richard Austin Alloys, we delivered a test and inspection, installation and new industrial circuits
- We are delivering full mechanical and electrical services at a two-floor, 35,000-square-foot warehouse facility in Manchester, with ongoing maintenance.

Despite the current challenges posed by the economic backdrop, success is there for the taking with the right approach. For Volta Compliance that has always been to put customer service above all else: respond swiftly to call-outs, deliver high-quality workmanship and propose ongoing services that will add value and make a measurable difference to our clients.

We were recently selected to be part of the coveted Goldman Sachs Resilient Business programme, and will attend a two-day conference in Oxford at the end of November. A little earlier in 2022, we were listed on the Digital Enterprise Top 100 - which helps growth-focused businesses in West Yorkshire to scale up and achieve digital transformation.

If you would like to know more about our services, please don't hesitate to contact us:

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