

# Rapport

Please fax back to **01270 824025** if you need to update your details

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Installing the new Knauf Putty Pad

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**Knauf Putty Pads protect**  
**drywall sockets – FAST**

**Immingham expansion**  
**complete**

Welcome to the third issue of **Rapport**, our quarterly publication with information specially tailored for you.

In this issue, we are proud to report on the successful completion of our latest expansion project, which significantly increases our capacity to meet market demand for plasterboard. We also announce an exciting new product which promises to be a popular time-saver for drywall installers and is a

great addition to our range.

You can read about our training initiatives – which are available for you and your employees to expand your product knowledge so you can deliver an improved service to your customers. And in addition to the latest figures on our service to you, we look at how you can help us to achieve even better levels by sharing your views with us.

**Ian Stokes**, Commercial Director



# Training for best practice



**Technical Instructor Paul Betts travels far and wide, advising customers on best practice with Knauf Drywall systems. After more than 35 years in plastering and drylining, he's well placed to share a wealth of hands-on experience with merchants and their customers.**

As a member of Knauf Drywall's five strong technical instructor team, Paul enjoys the variety of his job – "There's no such thing as a standard day" – and like the rest of the team he is on call to travel at short notice. Generally, he divides his time between coaching subcontractors on site and running formal instruction sessions at Knauf Drywall's training facilities or customers' premises.

"Our courses are for people right across the industry, including students, installers and builders' merchants," says Paul. "The programme for merchants is particularly important, enabling counter staff to use our systems in a 'live' environment. This practical experience improves their product knowledge, and helps them to grow sales through improved customer service."

Occasionally, Paul also has to help solve problems arising from use of 'non-compliant' systems. Training sessions are an opportunity to spread the compliance message. "Fire and acoustic ratings are achieved only by using a recognised branded system," he says, "I always tell people to sell the system, not just products. Then there are no mistakes."

**Call 01795 424499 to book training**

## Knauf Putty Pads protect drywall sockets – **FAST**

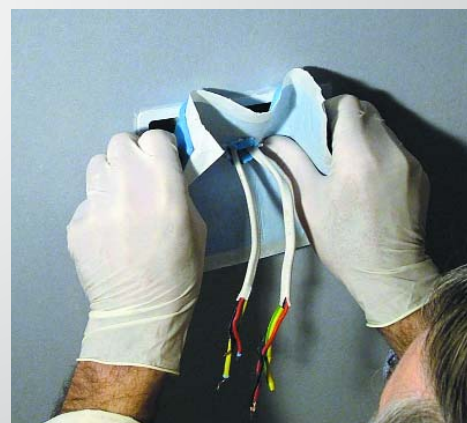
**Our innovative new Putty Pads provide a fast, efficient solution for fire and acoustic protection of electrical socket boxes in drywall constructions. Knauf Putty Pads are distinctive blue sheets of intumescent, mouldable putty that can be used inside or outside plastic socket boxes.**

Easy to install, and in two sizes to fit drywall double socket boxes, Knauf Putty Pads are suitable for use in all residential and commercial applications. With a fire rating of up to two hours in drywall and the ability to maintain an acoustic rating of up to

60dB Rw, the pads ensure that the safety and integrity of the drywall system are maintained.

The simplicity of Knauf Putty Pads improves installer productivity by achieving full protection of a box within two to three minutes – saving 25 minutes for each socket over traditional baffle box methods.

Knauf Putty Pads are 3.5mm thick and are supplied in boxes of 20. They will be available from 1st March in 180x130mm and 230x230mm sizes.



**Call 08700 613700 to order literature**



# Fast new production line up and running

One of the last jobs was moving the 21 ton Prezone.

**A major capacity upgrade at our Immingham factory is now complete, resulting in one of Europe's fastest plasterboard production lines.**

The expansion doubles potential output of the Humberside factory. Together with the output of our other UK factory at Sittingbourne, Kent, this increase enables Knauf Drywall to ensure excellent supply, product quality and customer service in a growing market.

Production at Immingham has resumed on schedule after a brief shutdown to commission the new production facility, which includes additional warehouse space. The expansion was designed by Knauf Engineering and project

managed by the UK Production Director, Axel Hoell.

Careful production planning ahead of the commissioning period ensured no interruption in deliveries to customers and enabled us to maintain our industry leading service standards.

Constructed over 11 months by local contractor Clark Construction, the building works involved 700 tons of steel, 8,000 tons of concrete, 50km of steel reinforcing bar, 2,500 tons of tarmac, and 36km of piles. There is more than 6,000m<sup>2</sup> of external cladding.

Paul Snowden, Immingham Plant Manager, says the first new equipment arrived in July. "A new calcination plant was built alongside existing

machinery. The new 500 ton dryer was assembled in the extension and winched 63 metres into position while the plant was shut down."

He says the new dryer is designed to give greater flexibility in the drying process, while new conveyors will handle boards more gently. "By drawing on best practice developed over many years in the Knauf group, we are able to achieve the highest product quality at the increased speeds."

As a finishing touch, a fleet of new LPG trucks in the warehouse will ensure that products are dispatched to customers in the best possible condition.



## Report for

For the period October - December 2005

**No. of Orders:**

**No. of Order Lines:**

**In Full:**

**On Time:**

**Order Accuracy:**

**Call 0800 521050 for customer service**

# Knauf Drywall takes Bexley schools into the 21st century

**Knauf Drywall products and systems are helping two secondary schools in Bexley, Kent, to provide excellent learning environments to meet the needs of 21st century pupils.**

The 690 children who started Year 7 at Bexleyheath and Welling schools in September were among the first to benefit from large-scale re-development of the existing sites. The schools are among the biggest in London, accommodating 2,100 and 1,500 pupils respectively.

At both schools, restricted space has been an issue until now. The new scheme is part of a multi-million pound investment under the

Government's Private Finance Initiative that will provide much needed modern facilities.

It involves the construction of new teaching blocks and sports and dining halls totalling 17,500m<sup>2</sup>, plus extensive renovation of the existing school facilities of 12,000m<sup>2</sup>. Both schools remained fully operational throughout the re-development. Main contractor on the scheme is Skanska.

The Knauf Drywall technical team worked with two different sub-contractors, James & Son Limited for the steel building systems and Carlton Ceilings and Partitions for the high performance plasterboard systems specified for internal use.

Like all school environments, durability, fire performance and aesthetics were all key performance criteria that had to meet the grade at both schools.

About 7,000m<sup>2</sup> of Knauf Wallboard has been used in the classrooms, communal areas and libraries. For areas exposed to high foot traffic, such as corridors, Knauf Denseshield enhances impact resistance and durability.

Up to 6,000m<sup>2</sup> of Knauf Fireshield provides superior fire protection to the steelwork and fire-rated partitions between the classrooms. In addition, Fireshield has also been used in conjunction with Knauf's Shaftwall system on CT studs around the riser areas.

## Help us to improve our service to you

**The way complaints are handled is a key component of any effective customer service strategy. This is why Knauf Drywall is taking part in the National Complaints Culture Survey 2006, conducted by TMI and the Institute of Customer Service.**

### How can you help?

As you are a valued customer, we are very keen to hear your opinion of our customer service strategy.

We are seeking your views on our service anonymously, via a simple form on the internet. There is no need to include your name on the survey. To take part, simply go online to:

[www.tminccs.com/b2b/KnaufDrywall](http://www.tminccs.com/b2b/KnaufDrywall)

and follow the instructions. The whole survey should take no more than 10 minutes of your time, and will influence our future strategy in this area.

If you don't have access to the internet then please call me on 01795 416112 and I will send you a paper version.

Your views on our customer complaint handling are very important to us and this survey will enable us to examine and learn how to improve culture, processes and competencies to achieve world-class service to you, our customer.

We have also asked our employees to participate to give us the full picture, as there is often a gap between the perception of complaint handling by the employees and customers of an organisation.

All these results will form part of the overall National

Complaints Culture Survey which will be launched in May 2006. Following the national launch TMI will present our own results and compare these with the industry and national results.

Once again, your input is very much appreciated. If you have any questions, please do not hesitate to contact me on 01795 416112. **To ensure we meet the survey deadline, please complete the survey by 28 February.**



**Eric Dancer**, Customer Services Manager

**More info:** fax this form to **01270 824025** to amend your details or to request further information

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