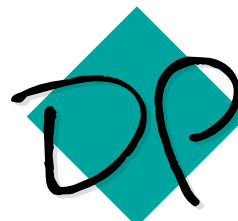


TW Industrial Finishing

COMMITTED TO ENSURING

**the point
of excellence**

FOR ALL YOUR
FINISHING NEEDS



DIAMOND
PARTNER



DIAMOND PARTNER DISTRIBUTOR PROGRAMME

Committed to providing
the very best in every facet
of customer care

Continual improvement in every aspect of business is the only way to keep ahead in today's fiercely competitive global markets.

Out performing

Rapid advances in coating and allied finishing technologies dramatically increase market expectations. Customers need to access and evaluate the latest developments as quickly as possible. The advent of instant communications like E-Commerce is transforming the way business is carried out. The right products to meet new demands are required in ever shorter lead times. Just in time production calls for the shortest most efficient supply chains. As a global company, ITW Industrial Finishing is committed to stay world leader by out performing the competition.

Driving philosophy

This not only means improving existing products and developing innovative ideas to enhance our world famous Binks, DeVilbiss and Ransburg brands, it means offering our customers the best possible service. Added value service that will help give you the competitive edge. This is the driving philosophy behind the introduction of The ITW Diamond Partner Distributor Programme.

Highest levels of Customer Service

It's a radically new way of doing business. Above all, it's a commitment to providing the highest levels of customer care and after sales service.

Commitment that has
the cutting edge to keep you ahead
of the competition

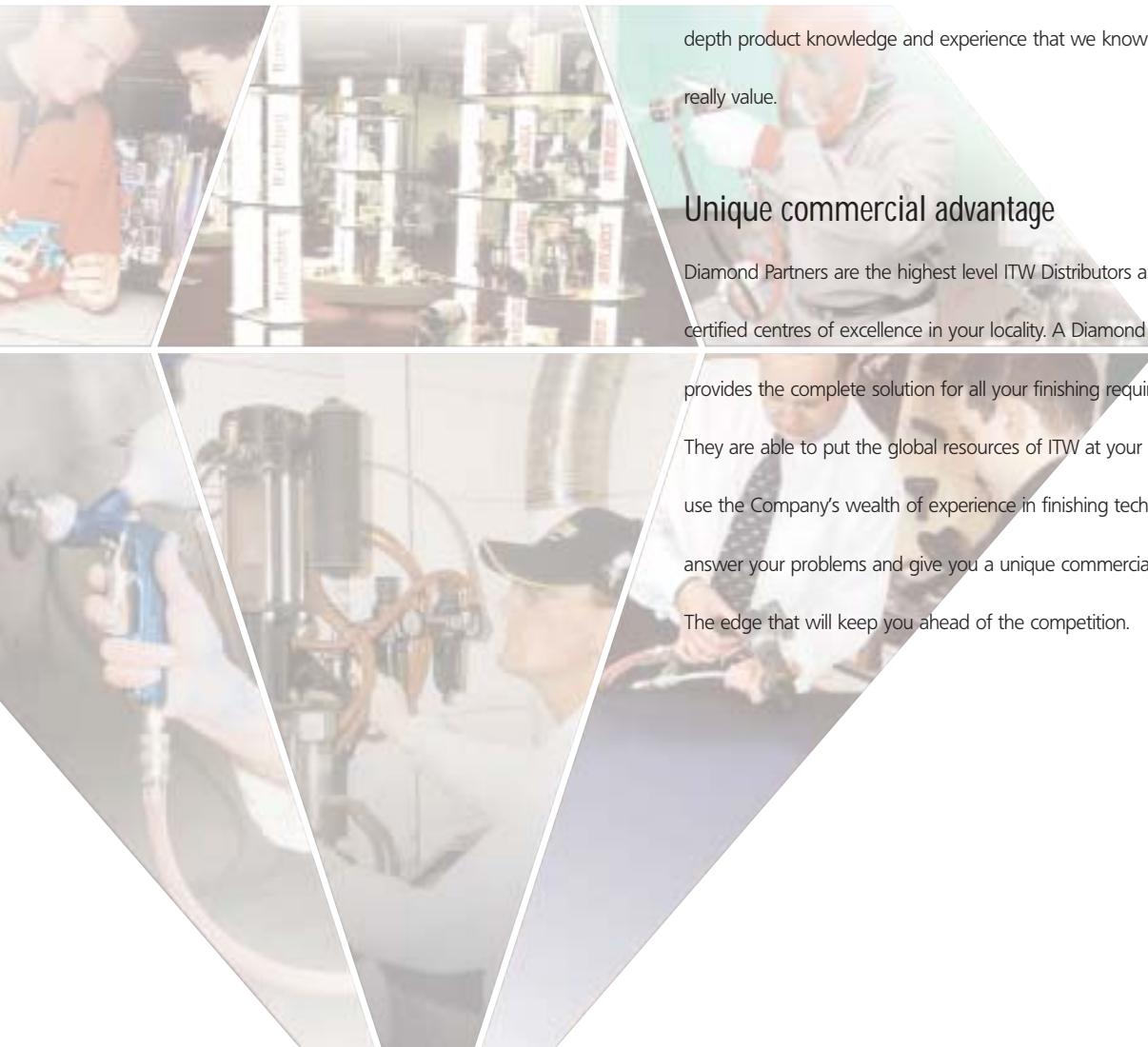
Diamond Partners are carefully selected and have to meet our exacting criteria. To qualify, a Distributor must agree to a comprehensive range of business improvements including: a highly efficient parts and service operation, specialist staff training by ITW to ensure expert product knowledge, the provision of technical support and implementation of approved management systems.

Proven to be the best

After thorough evaluation of how best to serve our customers, established distributors have proved by far the best method of achieving this goal. Existing Distributors are strategically placed around the country. They understand local industries and their specific finishing requirements. What's more they have the facilities coupled with in-depth product knowledge and experience that we know customers really value.

Unique commercial advantage

Diamond Partners are the highest level ITW Distributors and are our certified centres of excellence in your locality. A Diamond Partner provides the complete solution for all your finishing requirements. They are able to put the global resources of ITW at your disposal and use the Company's wealth of experience in finishing technology to answer your problems and give you a unique commercial advantage. The edge that will keep you ahead of the competition.





Committed to a
DIAMOND STANDARD of
customer focused management

Dealing with a Diamond Partner brings a number of unmatched business benefits.

The careful selection process means that a Diamond Partner will be an established Company with a track record of operating with absolute integrity and professional governance. Not only that, you will be working with a Company that has a long standing reputation and experience in your markets and the specific finishing requirements of local industries. Above all, your Diamond Partner is a dedicated customer market focused organisation.

Most efficient

As the highest level ITW Industrial Finishing Distributor, a Diamond Partner will operate management systems, customer support facilities and have a proven infrastructure that ensure the most efficient handling, at every stage, of your finishing needs.

Diamond Partner Executive Board

To underpin the importance of partnership, ITW has a Diamond Partner executive board whose members provide invaluable customer feedback and input for product and business development.

Global advantage

ITW Industrial Finishing works directly with most of the worlds leading multinationals. As a result, Diamond Partners are kept informed about the latest developments and future trends in business methods and finishing requirements. Valuable market information that can be of immense competitive benefit to our customers.



DIAMOND
PARTNER

COMMITTED TO

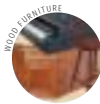
local centres of excellence

that outshine the rest

The quality and range of expert services available from a Diamond Partner are major factors that differentiate them as Centres of Excellence compared with ordinary, "run-of-the-mill" outlets.

Expert help

Each Centre of Excellence has teams, specially trained by ITW, to provide customers with advice on all aspects of finishing from product selection to application technology and paint delivery. Close relations with ITW ensure the local teams are kept up to date with new techniques and products. Diamond Partners can also call on specialist help within ITW, both here and at the Group's Research and Design Centres in Europe and the USA.



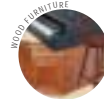
Total design and integration capability

Expert help is available to assist you with strategic planning and future capital equipment requirements. To ensure optimum system integration and equipment operating efficiency, Diamond Partners offer a complete turnkey design and installation service. The service capability covers everything from booths to conveyors through to fully automatic plant incorporating Binks, DeVilbiss and Ransburg products at the heart of the finishing system.

Optimise finishing productivity

A Diamond Partner Centre of Excellence provides a fast, efficient parts and servicing operation. Market driven inventory and express ordering ensure the right stocks of Binks, DeVilbiss and Ransburg parts are available to meet customer just-in-time requirements. This, together with fully trained service engineers, is designed to optimise customers' finishing productivity by keeping downtime to an absolute minimum.





COMMITTED TO
flawless quality
in finishing products & service

Diamond Partner product finishing experts will advise on exactly the right finishing equipment to meet a customer's specific requirements. Most importantly, experts are market focused and understand the finishing needs particular to your local industries. And, of course, expert teams have in-depth knowledge of the extensive Binks, DeVilbiss and Ransburg product ranges. World leading products that have established a reputation for unmatched quality, performance and reliability.

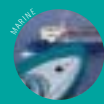
Demonstrations to suit you

In-house and on-site capability demonstrations are available to enable customers to determine the suitability of individual types of equipment.

Expert training

The provision of operator training either in-house, at ITW Industrial Finishing in Bournemouth or at the customer's site is vitally important to ensure the best, most productive use of equipment and associated technologies. Comprehensive technical backup is also on hand to give on-going support and advice. Where a customer has a specialist query that can't be answered locally, Diamond Partners can call on ITW engineering Research and Design teams. They liaise closely with coating manufacturers and all types of industries associated with the finishing industry. Diamond Partners are committed to going that extra mile to find a solution to help a customer's business perform better.





COMMITTED TO ENSURING
the point of excellence
 for the finishing industry

The overriding aim of a Diamond Partner is to provide customers with the highest levels of sales and aftermarket service. Commitment to the rigorous standards that regulate Diamond Partner status are the customer's assurance of the commercial advantage to be gained from using their services.

A single source solution for all your finishing needs in the palm of your hand.....

100% customer satisfaction

Customers can always be certain of consistently high standards of support. Value added support that supplies the competitive edge.

The point of Excellence for all your finishing needs.





BINKS **DEVILBISS** **Ransburg**

Team up with your local Diamond Partner for unmatched commitment to meeting your finishing requirements

Diamond Partner Centres of excellence are strategically located to provide on-the-spot service throughout the country. Talk to your local representative today and start benefitting from the unique business advantages only a Diamond Partner can provide.

For the telephone number of your nearest Diamond Partner, contact the address below.



ITW Industrial Finishing

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