WDS Components Help Desk

WDS Reinforces Core Values for Ultimate Customer Experience

2023-11-29 - Mark Moody - Sales and Marketing Director - News and Media

WDS Components Ltd continues to strengthen its commitment to customers, including optimised stock availability and delivery, as well as ensuring quality throughout the entire customer journey. The Leeds manufacturer and supplier of standard parts and components has underpinned its customer assurance with the re-energising of its Core Values. The WDS Core Values have been constructed to ensure that all aspects of business operations, from initial contact and service through to product quality and delivery, remain customer focussed and continually improve to best support the customers' needs.

The WDS Core Values put the customer at the heart of all business operations, and include Engage and Listen, Stock Availability, Quality, Packaging and Delivery, as well as the Systems in support.

"WDS' Core Focus, which directs our decision making and keeps our strategy on-track, is that our customer must be at the heart of everything we do and supply," says Mark Moody, Sales & Marketing Director, WDS. "Customers have gone through a global period of uncertainty and disruption. We are reaffirming our focus to support our customers, existing and new, and we're achieving this through the development and revitalisation of our Core Values."

The development of WDS' Engage and Listen Core Value is designed to underpin the company's close and open communication with customers, from input and requests on product development, through to a single point of contact at the company's international customer service centre. This applies no matter where the customer is in the world.

With over three million items in stock across 55,000 SKUs and supported by the Stock Guarantee programme, WDS also ensures Stock Availability for its customers, including high-volume OEMs. This benefit is enhanced by optimum Packaging and Delivery, including same-day despatch. Packaging is robust and protective but it is also sustainable, with all orders carefully packed and wrapped in quality recycled cardboard or padded bags.

WDS has invested in on-site research & development, as well as a state-of-the-art, automated, lights-out manufacturing facility. This ensures premium products, and the focus on Quality covers every department to ensure a first-class customer journey. This spans from the first point of contact, whether ordering on wdscomponents.com or with a member of the WDS sales team, through to aftersales care and support. The commitment to ensuring Quality for the customer is also supported by ISO:9001 and ISO:14001 certifications.

The quality of service for the customer is underpinned by WDS' Systems that ensure efficient, reliable, and secure business operations. This includes the accurate and rapid provision of digital documentation, protected by a continual focus on cybersecurity.

"The Core Values define our culture at WDS. Central to this, the customer's needs are at the heart of our decision making," says Mark. "Not only do we ensure optimum quality products, but we endeavour to provide a world-class service every time, making it easy for our customers to do business with us. We have open communication with our customers to improve our performance, and our entire business operation is underpinned by the assurance to keep our customers, suppliers and colleagues safe. WDS Components is an award-winning business that customers can trust



WDS core values: Engage and Listen, Stock Availability, Quality, Packaging and Delivery, Systems.

About WDS Components Ltd

WDS Components is the home of standard parts and machine accessories. Established in 1952 'Woodside Die Sinking Company' made jig and die parts to speed up production in tool rooms, WDS Components has grown from humble beginnings to become a leading European manufacturer and global distributor of high quality durable parts at competitive prices. We supply components, standard parts and machine accessories to original equipment manufacturers, maintenance engineers, small businesses and individuals all over the world. Over 98% of our range is available from stock and can be shipped the same day from our global distribution centre in the UK, using best in class worldwide logistics companies.

We provide unrivalled choice and unequalled availability.

WDS Components are proud to support some of the most prestigious engineering companies and brands in the world, who all trust WDS Components to service their needs.

We are committed to engineering excellence and continuous improvement. Our team of in-house engineers has expertise spanning several decades and is a blend of highly experienced and new generation graduate engineers who focus on the latest developments in design and manufacturing technology.

Our entire range of products is available to purchase on our website WDS COMPONENTS.COM where designers and manufacturers alike can download 3D models of all components in the widest range of formats available.

WDS Components provide solutions for customers who require a wide and growing range of high quality, competitively priced products, coupled with incredible product availability and same day despatch, backed up by easily accessible technical support.

Further Information:

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