

Durbin Directions

July 2012



Your complete medical resource

Welcome

to the July issue
of Durbin Directions!

Durbin has had a very busy few months! We have won a contract with a major global relief organisation and received excellent feedback in a customer survey. We also achieved great success at the Business Excellence Awards and I was lucky enough to meet Bill Clinton.



Leslie Morgan

Leslie Morgan
Managing Director Durbin PLC

International Business of the Year Award

We are delighted to announce that Durbin has won 'International Business of the Year – Trade and Export' at the Business Excellence Awards 2012.



This award was open to any business with sales and services overseas either as an importer, exporter or service provider. Judges asked questions about our business strategy, financial performance and understanding of the challenges which face Durbin on a daily basis. We were also pleased to be a finalist in the Large Business of the Year category.

Following on from our success at the Business Excellence awards, we are also pleased to have achieved a place in the inaugural Sunday Times HSBC International Track 200 list. In fact, we were placed in the top 100 of the list for percentage growth over the last three years in the UK.



For further information about these achievements, please contact our marketing department on +44 (0)20 8869 6570 or email marketing@durbin.co.uk



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Major NGO contract

Towards the end of last year our Sales to NGO's and Charities division won a contract with a major global relief organisation to supply a number of kits for a project in Asia. We provided around 200 separate items which required 920 pallets and 20 forty foot containers to transport them to their final destination.

To cope with this large order, two extra warehouses were rented and temporary warehouse staff recruited to help deal with the volume of work.

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Leslie meets Bill Clinton

Last month our Managing Director Leslie Morgan had the pleasure of meeting former US President Bill Clinton at the Millennium Network event in London. The William J. Clinton Foundation Millennium Network invites leaders and philanthropists to get involved in the work of the Clinton Foundation – improving global health, strengthening economies, promoting healthier childhoods, and protecting the environment. Durbin is proud to work with the Clinton Foundation and fund some of their programmes in the healthcare sector.



Customer survey

We would like to thank everyone who contributed towards our recent International Sales customer satisfaction survey. Almost 150 surveys were returned, enabling us to gain a good insight into customers' views on our services.

We are pleased to report that over 80% of our customers are happy with the fast, reliable service Durbin provides. In addition, we received excellent feedback in areas such as providing high quality products and giving consistently competitive prices.

The feedback also enabled customers to make their own suggestions, with some requesting that Durbin increase the amount of promotional product offers sent out. We will take this into account and try to offer these on a more regular basis. **If you would like to receive our promotional offers simply ask your Account Executive or email intsales@durbin.co.uk to register.**

Global expansion in clinical trial supply

Durbin's Clinical Trials Supply department is expanding. We now work with a variety of Pharmaceutical & Biotech companies in addition to CRO's and specialist wholesalers. Richard Lambie, a registered Pharmacist from New Zealand, has just joined the team and will lead our expansion in Asia and Australasia. Should you require any products for clinical trials please contact us at clinicaltrials@durbin.co.uk

