



**WHEN  
PERFORMANCE  
COUNTS**

**BAMFORD** DELIVERS



## Performance Counts

Whether it's on the mountain or in a health environment performance is the cornerstone of success.

At Bamford we understand the challenges facing health professionals and recognise performance demands excellence. Bamford offers an outstanding portfolio of quality products and a team of people committed to excellence.

## Bamford Delivers

This excellence allows Bamford to deliver the service and professionalism our customers have come to expect and rely on. Our many years of experience serving the New Zealand health sector have taught us not to rest on our successful history. We are constantly improving our knowledge so that we can continue to surpass the unique needs of New Zealand health professionals.

We have also learnt there is much more to these needs than just the right products. Our holistic philosophy aspires to a level of responsiveness, environmental awareness and efficiency that sets the standard for success tomorrow.

So when performance counts, you can trust Bamford to deliver.

Quality Products + Service Performance + Professionalism.



# QUALITY PRODUCTS

## Welcome to a World of Quality

Bamford stock and distribute only the very best quality products. Our range of hospital products includes gowns, dressings, wound care and the latest diagnostic instruments. All selected from the world's leading manufacturers, evaluated against New Zealand requirements and stocked right here in New Zealand.

## Specialist Selections

When it comes to selecting the right products for the specific needs of the New Zealand health sector, you need specialist knowledge. Bamford has the people who take the time to understand the challenges our customers face. Our specialist knowledge ensures that we carefully select and market the products from our portfolio of agencies best suited to New Zealand requirements.



## Product Development Programme

As part of our continual revision of our product offering we strive to keep ahead of international trends and inform the New Zealand marketplace of new technological advances. Our procurement team sources samples which we evaluate in local conditions before releasing them to market.



# SERVICE PERFORMANCE

## Rapid Response and Order Turnaround

At Bamford we understand how important delivery time can be. We are committed to a level of responsiveness that ensures a rapid and efficient order turnaround.

## Dedicated Customer Service

We have a range of 0800 numbers and direct dial numbers to improve our customer service. These connect directly to our dedicated customer service team, sales team and order processing team. Discuss your requirements and our team will ensure you receive the information you require as quickly and as efficiently as possible.



## Extensive New Zealand Stockholding

Bamford has always had a commitment to an extensive New Zealand stockholding, which doesn't always make us popular with the accountants, but it does with our customers.



## New Online Services

Our vision of service excellence and professionalism demands that we keep pace with the changing nature of the health sector. In response to the increasing use of online services within the New Zealand health sector, we are putting in place a programme to provide online solutions to meet the specific needs of customers.

## Commitment to Excellence

At Bamford we are passionate about the health sector. We are 100% committed to delivering excellent standards of flexible customer service. You will find Bamford people, from the CEO to the warehouse staff, go the extra mile to meet your needs.



# PROFESSIONALISM

## Ethical Philosophy

Strong ethics are a hallmark of Bamford professional philosophy. We believe health industry best practice demands we do the right thing by customers without focus on self gain.

It is our conviction that in the long run this ethical approach serves everyone's interests. To that end all products offered by Bamford are sourced from certified companies committed to meeting current and ongoing international and New Zealand standards.

We also believe our obligations don't end with the sale of a product. Our after sales support for customers includes training and technological information designed to make the most of the products we provide.

## Organisational and Industry Knowledge

The Bamford team of professionals include people with practical clinical experience and extensive industry knowledge. Our goal is to harness this knowledge to better serve our customers. To that end we have active in-house and international training programmes for our staff. These programmes aim to make our knowledge an organisational asset available for customers to draw from.



## Environmental Awareness

At Bamford we seek to find ways to meet the needs of the present, without compromising future generations. We are striving for continuous improvement in our environmental performance by integrating environmental principles, programmes and practices into our business. We also sponsor recognised New Zealand organisations in their drive for a better environment for the well being of us all in New Zealand and as a commitment to global sustainability.





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