

Press Release
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Bifold business Origin Frames shortlisted for prestigious national award

Origin Frames Ltd, a leading manufacturer of bi-folding doors, has been shortlisted in the Customer Focus category of the National Business Awards. The award acknowledges that the company is among the best in the country for the exemplary service it offers to customers.

Neil Ginger, CEO of Origin Frames (pictured), said: "We are delighted to be shortlisted for the National Business Awards, as recognition for the service we offer to our customers. It is our customer service that sets us apart from the competition. Our unique 'Your Lead Time, Not Ours' promise, which puts the customer in charge of our manufacturing schedules, is testament to our commitment to putting the customer right at the heart of what we do. By eliminating lead times on our bespoke product, our customers can have Origin doors made and delivered when they need them – whether in one day, one week or a month's time."



The judges have no doubt been impressed by Origin's inventive approach to manufacturing, which has seen the company build its entire business model around the needs of its customers. Origin has slashed lead times on the production of a bespoke door, a service the company has labelled 'Your Lead time, Not Ours'. In an industry first, the initiative [allows customers to dictate when they want their bifolding doors delivered](#), eliminating standard 6-8 week industry lead times. This capability means Origin manufacture and deliver high quality bespoke bifolding doors more quickly and efficiently than anyone else, offering a multitude of benefits to the trade and ultimately the end user. This has been a phenomenal success, resulting in a 40 per cent growth in sales compared to last year.

"To our knowledge, we are the only company in the world with the capability to manufacture a bespoke product on zero lead time. It has given us a clear edge over competitors and helped our business go from strength to strength," said Neil Ginger.

The National Business Awards are open to all UK business showing enterprise excellence. The Customer Focus Award celebrates businesses that constantly strive to exceed customer expectations, delivery industry leading standards of service and innovate to improve the customer experience. Origin has taken 'putting the needs of customers' to its extreme – the customers were demanding a quality bespoke product on shorter lead times. By introducing a number of innovative factory processes, the company can offer a zero lead time service on its most popular coloured aluminium doors, as well as an industry-leading 3 week lead time on any RAL colour. This year, Origin was also awarded the prestigious ISO 9001 certification for excelling in its operations. The globally-recognised accreditation is achieved only by businesses that meet the highest management standards and is a stamp of exemplary product and service quality within the industry.

Dame Helen Alexander, Chair of judges for the National Business Awards, said: "These organisations and leaders represent exceptional success over the past year. The environment has been tough; these are the firms leading the way to growth. There's a broad spectrum of sectors represented, as well as organisations of very different sizes, reflecting the diversity of British business and the vitality of our economy. Congratulations to all our finalists."



Alex Evans, Programme Director of the National Business Awards said: "The quality of finalists is outstanding every year – with Britain's most promising new businesses and most impactful social enterprises recognised alongside top performing SMEs and the most sustainable mid market and large cap firms."

Representatives from the company will now be expected to give a live presentation and answer questions from the judging panel at the Crowne Plaza in London this September. The team from Origin will then join Britain's most influential business leaders at the final awards ceremony at Grosvenor House in London on Tuesday 12 November, when the winners across all 17 categories will be revealed. Competing against Origin for the prestigious Customer Focus award are 4Com, Chess Telecom, DPD UK, Fleet Alliance Ltd, LV, Mulalley & Co Ltd., Squaretrade, UKFast and XLN Business Services.

"We are now looking forward to presenting to the panel of judges and representing our industry at the National Business Awards at the end of the year," concluded Neil Ginger.

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