

Press Release
September 8th 2014

Origin introduces product training to get installers fighting fit

Origin Frames Ltd, award winning UK manufacturer of aluminium bi-folding doors, has introduced an installation training programme, to further support its trade partners and improve the quality of service offered to end users.

The 'Fitter Fitter' training programme benefits installers by demonstrating the most efficient and technically accurate way to install Origin's bi-folding doors and results in attendees receiving Origin accreditation.

The full day course, free to Origin's trade agents, is designed to cover all elements of bi-folding door and blind installation and gives installers the chance to ask questions directly to Origin's technical team. The training includes a demonstration of how to install a basic 3 doors set on a dedicated training rig, full product information and troubleshooting on service issues such as fork, hinge and lock replacement.

David Ginger, Technical Manager at Origin, comments: "As a British manufacturer, we are dedicated to supporting our trade agents up and down the country. The Fitter Fitter training has been introduced to provide in-depth product information and installation advice to our trade partners, to ensure end users have a high quality of installation to match the doors.

"Since launching the Fitter Fitter training in late 2013, we have already seen a 23 per cent reduction in technical installation queries, which is a great result."

The 'Fitter Fitter' training days are held at Origin's headquarters in High Wycombe, Buckinghamshire, and include a tour of Origin's factory to show trade partners how the bi-folding doors are made from start to finish. Passing the Fitter Fitter course results in certification from Origin as an approved installer, as well as a certificate of attendance, a small service kit and an Origin Accredited Fitter sticker for vehicles.

"It is vital that we work alongside our trade agents to achieve the best possible customer service for the end user. The Fitter Fitter days are just one of the ways that we support our trade agents; to maintain high levels of service and performance. We also hold Sales Training days to help them achieve a higher lead conversion rate to grow their businesses," concluded David.

In addition to the Fitter Fitter training days, Origin has created an online [bi-folding door installation video guide](#) giving step by step instructions to all its trade partners.

Ends

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