

Mr Simon Davies - Managing Director/Owner

World Leading Manufacturer and Supplier to the Audio Industry

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What made you decide to work with Elbmar? Was there an obvious advantage or anything specific that made us stand out in some way?

Initially the relationship between Elbmar & Rycote came about from a very well timed cold call. We were receptive to dealing with a local supplier with a tool room capability, without aggressive minimum order quantity policies.

From the very start, it was obvious that our core values were exactly the same with Kevin & everyone we dealt with at Elbmar. In short, concise open and honest dialogue in all situations, and complete respect between all parties. That hasn't changed since we started, and if anything has steadily grown over the past few years, to the point that Kevin and Steve are now involved very early with our product development process.

Most people are confronted with some kind of challenge (or opportunity) when they decide to work with a moulder. Did we help you overcome a challenge?

We've not faced any challenges beyond the normal expected occasional blips. Those blips were dealt with so efficiently, that they barely rate as challenges.

What's your opinion of the service & products you've received?

Exceptionally good in all respects.

What stands out about working with Elbmar?

Their ability to listen and understand our needs, and then respond so efficiently, with excellent quality & service. Plus they're really nice people.

What is it that we do as a moulder that you find most valuable?

When we need something urgently, we know Elbmar will do everything to help us. When we need advice on the tooling, we know Kevin or Steve will be there to help us. There's absolute 100% trust between my engineers & designers & Elbmar and that is priceless.

Is there any one thing about our personnel, product or service that you would recommend to other users?

Tricky question, as there are far more than just one thing. But if I was to say just one thing, I'd say it'd have to be as follows:

We have complete 100% trust that Elbmar will deliver parts within budget, on time and with exceptional quality every time, and for that we are extremely grateful.

Kind regards,
Simon