



# PORTFOLIO of our services



TaylorMadeDesigns

Made with care. Since 1993



# Hello and welcome to Taylor Made Designs...

Since 1993 we have Made with Care uniforms and accessories for amazing businesses and brands.

We believe that controlling as many of the processes in-house as possible allows us to offer the very best products and services, and drives us forward in our commitment of being Caringly Responsible. Our approach is simple, we spend time getting to know our customers by listening, discussing, and learning.

Combining what we learn from those conversations with considerations for design, sustainability, brand image and value for money ensures we deliver the very best possible outcome every time.

## OUR MISSION

To make with care the very best quality branded uniform and accessories, always offering the most sustainable options, always acting as brand guardians of our customers image, and always adding value.

## OUR VISION

To shape the future of sustainable uniform by learning from the past and embracing innovation.

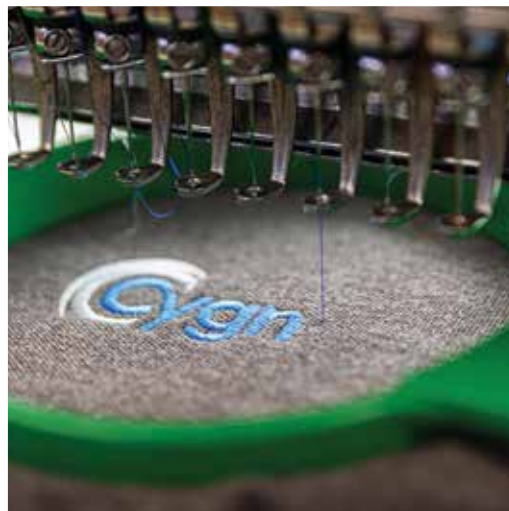
## OUR VALUES

- **Be honest.** At all times.
- **Care.** About what we do, and who we work with, and for.
- **Be accountable.** We are up-front, genuine, and strive to be, and do, the very best we can.
- **Innovate.** We are constantly looking for ways to innovate for the greater good.
- **Put family first.** At home, at work, always.



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# History and USP's...

A family owned business established in 1993, making with care uniforms and accessories for amazing businesses and brands.

## UNIFORM MANAGEMENT AND ACCOUNT MANAGEMENT

- Maintaining relationships
- Present in many sectors, spreading the risk away from periodic demands and economic downturns

## SINGLE SOURCE PROVIDER

- Consultancy service
- All brands, sourcing from 100's of suppliers and factories to reduce supply chain for our clients
- Diversity - reducing your supplier base increasing cost saving in administration and time
- Proactive solutions provider - cost or supply chain issues quickly identified, solutions proposed and implemented
- Bespoke manufacture - over 20 years worldwide manufacture and import experience
- Environmental, ethical and sustainable Sourcing

## FREE STORAGE & FULFILMENT ON SITE

- **2 Floors, 8,500sqft**, of dedicated client areas. We have also taken on a second unit for more valuable storage facilities.
- **Stock Management**  
We will monitor & manage suppliers and stock rotation
- **Managing Lead times**
- **Managing Trigger Levels**  
Confirmation before re-order
- **Reporting & Budgeting**  
New reports, bespoke reporting to suit your requirements

## EMBROIDERY AND PRINTING IN-HOUSE

- 15 hours per day 5 days a week and 9 hours per day at the weekends!

## ISO 9001

- Quality control in-house
- Operational systems and procedures
- Environmental, ethical and sustainable sourcing



TMD adheres to procedures set out by the ISO9001 accreditation. We ensure every order flows through production quickly and efficiently with a high level of quality control.



# Benefits of working with Taylor Made Designs...

We believe that controlling as many of the processes in-house as possible allows us to offer the very best products and services.

- **30 years of knowledge and experience**
- **Open Monday to Friday 8am-5pm**
- **Design and manufacturing**
- **Dedicated account manager** to look after and over see your account, answer any questions staff may have and do site visits when required.  
Your account manager will be in contact you with to discuss any product updates or any new products that may be of interest.  
Always at the end of the phone or available via email.
- **Full support** of our sales/customer service team
- **In house branding** and logos set ups
- **Access to our automated online ordering portals.** These are design based on your uniform requirements
- **Monthly stock reporting**
- **Bespoke uniform manufacturing**
- **Production, storage and fulfilment services**
- **Recycled textile programme**
- **Tracked next day DPD delivery** from order dispatch
- **One stop shop**
- **30 day payment terms available**
- Can supply **name badges, lanyards and promotional merchandise**
- Can supply **safety footwear** Non slip and more
- **Global sourcing**



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## What else can TMD bring to the table...

- **Category knowledge and expertise**
- **Cost, quality and efficiencies** through standardising uniform and brand consistency - possibly one core professional uniform throughout all sites with supplementary ranges to compliment specialist areas/ attractions
- **Manage unlimited number of ranges** and styles across all sites
- **Buying power**
- **Quicker and more reliable lead times** through holding stock (free of storage costs) if required

### **SERVICE LEVEL AGREEMENTS, QUALITY SYSTEMS & PROCEDURES**

We currently have 40 staff covering:

- Purchasing
- Operations support
- Account managers
- Design and marketing
- eStore management
- Production, despatch
- Quality control
- Twilight, nights and weekend embroidery team
- Accounts
- Directors - James and Ed Taylor

We have agreed SLA's with all of our contract clients These vary from client to client depending on your specific requirements and demands.

We are accredited with ISO 9001 Quality Systems Procedures.

We have stringent procedures which are followed by all staff from sales, production and despatch, to quality control, operations and accounts.



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# Branded promotional products & merchandise...

Perfect for driving awareness and company recognition

## PROMOTIONAL MERCHANDISE

Branded promotional products provide a fantastic way to promote your business to customers, with promotional items offering a brilliant opportunity to drive awareness and company recognition long after your event or product launch.

Depending on your requirements, we source from the UK and the Far East. Initially, we arrange samples for your approval before creating proofs to show you what your items will look like once they are branded, then we commence with production.

If you need a lower quantity then we would source from the UK for delivery within a few days (subject to artwork)

## BESPOKE PROMOTIONAL PRODUCTS

If you have a more specific requirement that needs to be matched to your corporate branding, then we would source your order from the Far East.

Although there would be a minimum order quantity, you will maximise the cost savings significantly. Lead times are typically between 8-12 weeks for overseas orders, so we will need to factor that in. We can use air freight if there is an urgent requirement.

## YOUR SINGLE SOURCE PROVIDER

From branded pens, power banks, bags, bath robes, coffee mugs, water bottles or sunglasses, we have it all from budget to high-end tech.

Our wide product range includes tried and tested favourites along with innovative new gift ideas designed to get your logo noticed.

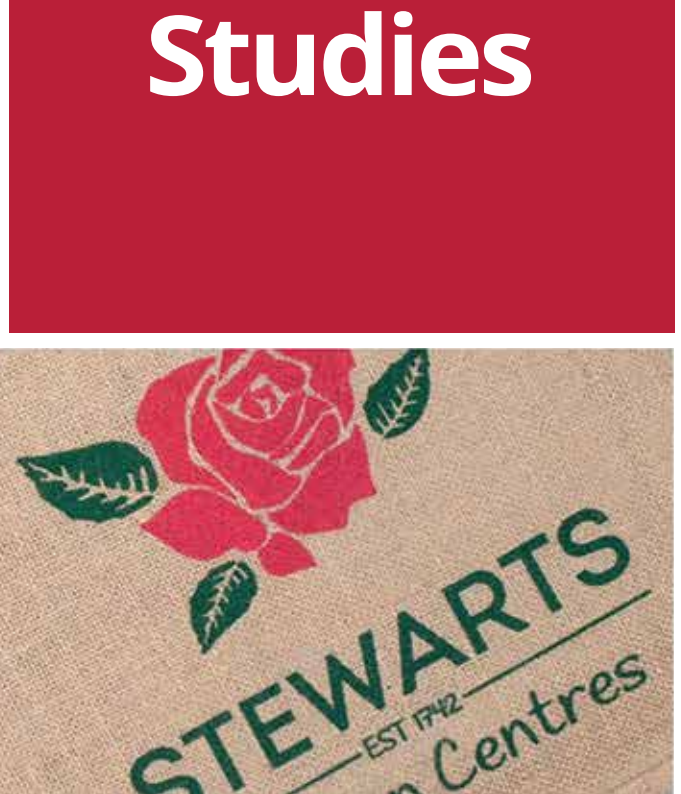


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# Case Studies







# Case study 1

TMD were tasked with upgrading the Smyths uniform range.

## THE CHALLENGE

Smyths Toy Stores came to us with an idea of upgrading their uniform but were not quite sure what exactly they wanted.

We entered discussions with them to get an idea of what function the uniform would need to provide and if they had a budget in mind; we already had their distinctive blue, red, and yellow colours to work with and from these discussions we put together a brief to work from.

## OUR SOLUTION

We wanted to give Smyths a range of options so we created a portfolio of design visuals, each varying in style and colour placement.

From the visuals Smyths chose, we set about creating sample garments, carefully embroidering over 50 test uniforms which they could take away and put through their paces.

We created bespoke buttons for all the polo shirts and printed up reusable bags for life.





## Case study 2

Places Leisure operate over 120 leisure centres and employ over 7500 staff in partnership with local authorities all over the UK.

### THE CHALLENGE

In 2015 Places Leisure rebranded and the management team needed to find a supplier that could design and manufacture a range of garments that were on-brand, fit for purpose and at the right price.

### OUR SOLUTION

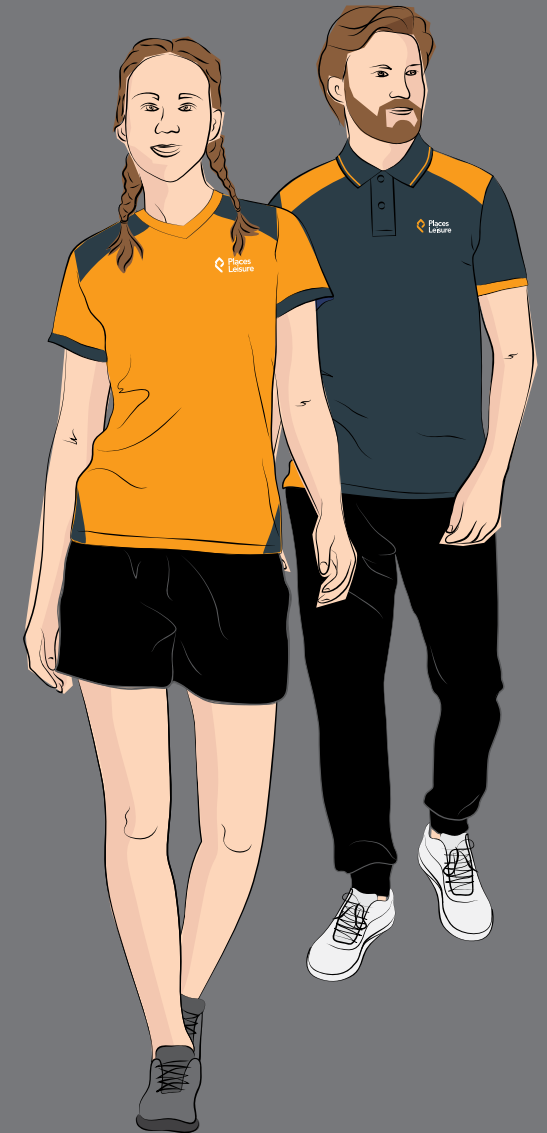
We submitted designs for all areas of the business and when they were approved, garment samples were produced.

We provide Places Leisure with our full 'uniform management' service. We hold stock of their uniforms which can be called off via their designated e-store. This frees the sites from holding stock and they can order what they need, when they need it.

This service reduces administration and minimises lead times. It also allows TMD to provide Places Leisure with valuable data for finance and delivery analysis.

### THE OUTCOME

Places Leisure now has a 'single source provider' for all their uniforms across all areas of their business. This means staff across all the sites are wearing the agreed quality garments, branded with the same approved logos which ensures complete 'uniformity' and brand consistency across their entire estate.



**Places  
Leisure**

Part of Places for People



## Case study 3

With eight parks worldwide, Legoland needed one supplier that could communicate between sites & deliver a sustainable uniform solution.

### THE CHALLENGE

Consistency between sites was key as well as considering the working environment and elements to which they would be worn. Starting with Europe, they wanted to pool their purchasing power but each had different needs.

With the primary colours of Lego, their challenge was to ensure all core uniform followed brand guidelines and the colours Legoland is so famous for. All staff needed to be easily identified on which ever site they worked whilst considering the spectrum of uniform requirements for each site.

They needed a solution that made it easy for each site to place orders, know what other sites needed and to receive their uniform ahead of the season.

### OUR SOLUTION

After initial on-site consultations between all sites, TMD revised the materials of the existing core range to suit everyone. We examined the technical specification of all garments and, coupled with usage feedback, we designed and manufactured Pantone dyed garments to suit all three European parks. We now offer a buying solution that the parks are happy with.

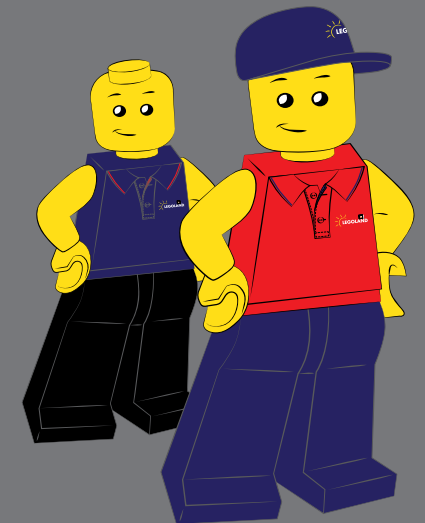
TMD act as the main communicator between the parks, visiting each to discuss requirements and future plans.

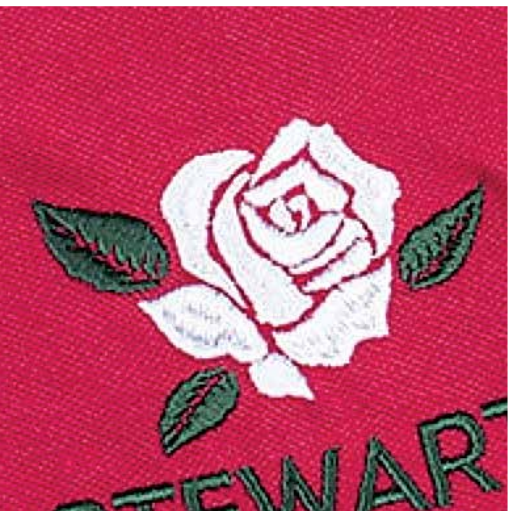
As always, a designated account manager is assigned to look after all the day to day queries and questions.

### THE OUTCOME

All three sites across Europe are wearing the same vibrant, consistent and sustainable uniform that meets all branding and identifiable requirements. Communication between the sites regarding their core uniform is now linked together by TMD.

Their dedicated TMD account manager ensures that orders are placed in good time for the expected delivery and will manage the process from manufacturing and import through to delivery on-site.





## Case study 4

Stewarts were re-branding across all of their sites and we were tasked with designing a brighter uniform.

### THE CHALLENGE

Among the garments required, they needed a range of polo shirts in their specific 'Stewarts raspberry' colour way.

### OUR SOLUTION

We Pantone matched the raspberry colour and manufactured completely new and bespoke polo shirts for Stewarts. We provided aprons, sweatshirts, fleeces, softshell jackets, scarves, beanies, gloves and corporate shirts for the management team, all fully branded. We have also supplied branded hessian shopping bags.

### THE OUTCOME

Stewarts loved their new uniform and to make life easier they take advantage of our fully managed service. We hold finished stock for them to call off as and when they need it and we deliver it to their sites as well. When they need to re-order they have a dedicated online website with all their garments listed – a great time-saving service.





# THANK YOU FOR READING

We look forward to being of service to you soon



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