

The Brooksbank Philosophy

We know every order is unique, which is why we operate based on the following key processes and work closely with you and our sub-suppliers. This ensures that we execute and deliver your project to your complete satisfaction.



PRE ORDER

During the pre-order phases of the project, Brooksbank Valves provides technical, commercial and engineering support. This concludes with our team creating detailed quotations, technical clarification and making sure your voice is heard at bid clarification meetings.

RECEIPT OF ORDER

When we have received your quote, we immediately create a details profile of it. This includes order value, sub-order details, contact names, delivery schedules, documentation requirements as well as any key reference points. This helps our team identify any red flags from the outset and ensures you receive a swift response.

CONTRACT REVIEW

A detailed contract review of the purchase order will be carried out with you. The purpose of this is to confirm that the purchase order details exactly match those of the equipment quoted. Any clarifications, changes and corrections are noted at this point. Once all details are confirmed and understood we will proceed to order entry, order acknowledgement, sub-supplier processes and document management. This ensures that all the attributes of the order are actioned correctly within the agreed timeframe.

COMPLIANCE

A detailed review of all sub-order acknowledgements is undertaken to assure that they comply with our requests and therefore reflect your order.

DOCUMENT CONTROL

A detailed review of all sub-order acknowledgements is undertaken to assure that they comply with our requests and therefore reflect your order.

ORDER PROGRESSION

The nominated project engineers will maintain a close working relationship with all parties. This ensures that the necessary level of commitment to the project is maintained and concludes with the completion of your order on time and to your exact specifications.