



INDUSTRIALMAINTENANCEGROUP

COMPANY PROFILE

HISTORY

Originally established as a specialist building company, the company expanded its knowledge and personnel in both the engineering and cleaning industries and in 1988 the Industrial Maintenance Group (IMG) was formed.

IMG is a family owned company, founded by Roger Gundry, and is currently run by the second generation of the Gundry family. Roger's two daughters, Louise Davies and Beatrice Gundry, spearhead all divisions of the business.

OUR MISSION

Since IMG's inception, it recognised that the problems for the builder, maintenance person, engineer and cleaner were ever changing and it rapidly became its mission to ensure that IMG provided the solutions they needed in an increasingly demanding and time-sensitive world. IMG strives to not only provide solutions to the problems faced by industrial workers, but also to ensure that they can be solved efficiently and effectively.

LOCATION AND THE TEAM

IMG's head office and warehouse is based in Tamworth, Staffordshire in the UK, with three telesales offices based in Liverpool, Nantwich and Birmingham.

With dedicated Sales and Warehouse teams, as well as an in-house Chemist, IMG's focus is on the highest standards of product quality, innovation and customer service, supplying the highest quality products to businesses all over the UK and beyond.

QUALITY

The Industrial Maintenance Group has been BS EN ISO 9001 certified by NQA since October 2013, adopting a Quality Management System (QMS) to ensure that the products supplied consistently satisfy customer needs. IMG are quality driven and strive to offer the best products on the market, whilst also being committed to continually improving internal processes to ensure customer satisfaction.

IMG has an in-house Quality Leader who conducts monthly internal audits to ensure that all processes are followed and to review the efficiency of the quality management system. The Quality Leader also works closely with suppliers to ensure that the products produced are of the highest possible quality.

CUSTOMER SERVICE

Over the years IMG has grown an experienced sales team who understand their customers, whether they are the small contractor or a national provider of a service. The sales team consider their relationship with the people they deal with to be of utmost importance – every customer has a dedicated sales team consultant to help them. IMG is proud to say that new products and ideas are developed through the demands of its customers and their close relationship with its sales team.

An annual Customer Satisfaction Survey is conducted by the Quality Leader and examines the trends and improvements that could be made to the QMS and to customer service. The Management team also review this and action any improvements that have been suggested.

PRODUCT RANGE

The Industrial Maintenance Group specialises in industrial building, maintenance and cleaning products. It has number of different ranges, developed through research and development initiatives and trend analysis that include:

Bad Weather Company

A range of salt and de-icing products.

Clearly Drainworks

A range of biological and chemical drain openers and cleaners.

IMG Earth

A range of eco-friendly cleaning products.

Tero Tech

A range of building maintenance products such as mortars, sealants, paints, roof repair products and epoxy resins.

Red Rag

A range of specialised cleaning products and wipes.

Metalyte

A range of equipment maintenance products.

Defenceworks

A range of specialised sanitising products to aid halting the spread of Coronavirus

Handiworks

A range of specialised sanitising products for the hands.

A principal focus of the Company during the last 12 months has been helping its customers to be Covid-safe and introducing products that aid in combating the Coronavirus pandemic. The Company's in-house Chemist has worked closely with suppliers to introduce new and unique sanitising products, whilst also developing a unique fragranced alcohol-based hand sanitiser.

CUSTOMERS

IMG sells a wide range of products to customers including well-known brands such as Svitzer, Liverpool John Lennon Airport, Champneys Spas, Warburtons and Swizzels Matlow.