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SALES MANAGER



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“ We Exceed Your Expectations ”

What does 2M Service do?

2M Services is a one stop solution of services to the chemical industry. We provide customers with flexible solutions for all their outsourcing needs. Customers can outsource their entire supply chain to 2M Services and generate business in a simple way. Toll Blending and Contract Packing of IBCs & drums, and Sample Packing and Worldwide delivery are just a few of our extensive services.

Tell us about you..

I've worked at SampleRite for 14 years. I started in stock control and have worked my way up to Sales Manager, a role I have been doing for the last 5 years.

Who are your customers?

We work across the whole chemical industry from Personal Care & Cosmetic, Household, Industrial, Pharma, Coatings, Agrochemical. Our customer base is very diverse.

What do you bring to Surfex?

Toll blending, contract filling, sample management, worldwide delivery. We can really help in the growth of your business. Our knowledgeable team can provide expert guidance and consultancy with confidentiality being a top priority.

What do you excel at?

I think that would be our flexibility and customer service skills. We work very closely to ensure our customers' requirements are fulfilled and that we exceed their expectations. 2M and SampleRite, our long established companies in the industry, allow our customers to have the confidence in our abilities.

What considerations do you have when developing a new product or service?

Our services are very much designed around our customers' needs and requirements to ensure we are giving them the most flexible but cost-effective

solutions. They are always at the forefront of our mind when creating anything new.

What is the most common feedback you hear?

We are very open to customer feedback and always use this as the driving force for improvement. It is always great to receive positive feedback but if we don't, we see this as an opportunity for implementing change to help our customers have the best experience possible.

How do you make sure you are exceeding expectations?

Creating a good working relationship with customers is key to getting honest and open feedback and this has always worked well for us. We are in the process of implementing a more innovative method of recording feedback at different stages in our service process. This will help to target key areas for improving our service even further.



How have you helped your customers during the lockdown?

Supporting our customers to continue doing business as best as possible. We have continued to operate sites across the group and 2M Services are a big part of this which ensures customers' orders are being fulfilled. Regularly updating customers and suppliers of any changes to the business so they are kept in the loop at all times.

What challenges are you and your customers facing during this time and going forward?

The big challenge for us is maintaining customer relationships and expectations. These have been done with face to face meeting to really cement the relationships we have, but under current circumstances this is not possible. Keeping in regular contact with our customers means we can react and help to any changes in their business.

Bearing in mind the challenges of today, what do you think will be motivating society in 2 – 5 years' time?

Business digitalisation and remote working for staff. Being prepared for any major disruptions to 'normal' working practices.

What are yours and/or your company's greatest achievements in the last 5 years?

Building up our diverse customer base and wealth of knowledge

What are the objectives for the next 2-5 years?

grow from strength to strength along with our customers (old and new). Make sure we are the 1st thought to prospective and existing customers when they require a diverse range of chemical services like we offer.

What has been your greatest hurdle and how have you overcome it?

The result of the current crisis is by far the most challenging situation by far. The implementation of remote working, and shift patterns within the business to enable continuity of service enabling our key customers to continue in their business.

What do you think are the key health & safety considerations that our industry can address?

A focused and unified approach across the chemical industry

What are your strategies regarding export markets?

With our 2 UK based sites, site in China and site in Germany then our export markets are strong. We will continue to look for future opportunities to expand on this.

Should 'British Reach' be introduced would you expect regulations to enhance or restrict business opportunities

I am sure with Brexit taking place it will be a consideration for the British Chemical Industry. If one is introduced, then it must/will allow free and easy trade between counties and not hamper the growth of British chemical companies. I would expect it to be a very similar model to the EU Reach Regulations.

How do you consider that regulations are affecting the industry?

As long as the regulations are fit for purpose then they shouldn't hamper the industry.



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