



Meet the Team:

Julian Negus, Driver



We'd like to introduce you to our new delivery driver Julian; replacing Rex who recently retired after eight years' service. Whilst Julian is new to the Victoire team, he's certainly not new to driving or the print industry, having previously worked for over 30 years as a warehouse driver for a publishing company.

We pride ourselves on the quality of our printed material. Having our own drivers and vans means that we can personally deliver print to all our local and regional customers, with the confidence that it will arrive with you in exactly the same way as it leaves us here at Victoire – in perfect condition. Collectively, our vans have driven over 30,000 miles this year – so over 100 miles every day in and around Cambridge. We are pleased to welcome Julian to the team, working alongside our second driver Derek, and we're sure he'll see many of you soon with a very special print delivery!

Would you or do you know anyone who would like to join our delivery team for a couple of days a week? Get in touch with us.

Hello and welcome to the last Victoire newsletter of the year, designed to communicate news and highlight our activities; compiled specifically for our valuable customer network

In this issue, we shine a spotlight on a vital Victoire department that you may not be familiar with and share some amazing facts and figures from across our work. We also introduce you to a new member of the team and a key external partner – both of whom are invaluable to our success. With Christmas nearly upon us, there's a mention or two of the upcoming festivities and we start to take a closer look at your potential needs for next year too.

We hope you'll agree that our winter newsletter is full of interesting features but it's hard to share everything – there's so much more we could tell you too! Any questions or comments on our range of services, please do get in touch – your Account Manager would love to talk to you and as a team we are active on Twitter, Facebook and email. We'd be delighted to hear from you!

Promoting our promotional pieces!

Giving presents doesn't just have to be limited to Christmas – with a huge range of promotional items available for personalisation, Victoire can source and print onto corporate gifts all year round. Would you like to say thanks to some of your key customers or use popular merchandise items to promote your brand more widely? Our expertise isn't just limited to print on paper, we've been offering promotional merchandise for many years so speak to our team about the benefits of promotional materials and find out more about the hundreds of options available. With so many possibilities, it can be hard to choose so if you're not sure what to order, we can help too – using our knowledge to advise on what might work most effectively for your business.

Contact Lyn on 01954 781919 to request a new Victoire merchandise catalogue and see the range on offer for yourself.



The festive season is nearly upon us:

In just a few short weeks, we'll be celebrating Christmas festivities and a new year is soon to begin. We'd like to thank each and every one of you for your support over the last year and look forward to producing your print in 2015. If you need us during the festive period, our team is on hand as usual apart from closure days on the **25th and 26th of December 2014**, as well as **1st and 2nd January 2015**.

Our thanks to a key partner:

As announced in our summer newsletter, our Director Tony Elliott joined a new networking group earlier this year, to get out and talk about what we do on a regular basis and to meet some valuable business contacts. BNI provides a structured, supportive, business environment for local business people to network, learn valuable new skills and develop strong personal relationships. Establishing strong relationships with suppliers and partners that we can trust and rely on is important to us here at Victoire and the structure of BNI allows us to expand upon this important principle.

Through our networking, we were introduced to Cambridgeshire based Phil Smith Electrical and they are now our valued electrical partner, giving us peace of mind that our electrical systems are safe and working effectively. Our contact Alyn Thompson is always on hand to help us out and we really appreciate his top quality electrical service and workmanship; working as part of the extended team to keep Victoire running smoothly. Phil Smith Electrical offer services to domestic, industrial and commercial clients throughout East Anglia and they certainly have our recommendation. You can say hello to Alyn on alyn@philsmithelectrical.com or call 07727 191535.

Shedding light:

Spotlight on Production planning

Production planning is a behind the scenes part of our service here at Victoire – not something you see but a fundamental component of each and every piece of print that we produce. The process is at the very heart of our company and our investment in a new MIS system this year is testament to the value we place on the production process. Our focus is on minimising production time and costs, efficiently organising the use of resources and maximising efficiency – all for the good of the customers we serve, to produce the print you need and by the deadline you set.

As each customer order gets booked into the system and sent to production, it's our Production Manager's job to ensure we get it completed on time. Sound simple? Add in an average of 23 new orders every day, and the need to juggle these new orders with the ones already in progress, and it gets a little tricky. Consider also that each job is bespoke with different specifications and different needs and it becomes even more complicated! Plus, we need to prepare for the occasional rush job, and our Account Managers vying for first position on the press adds to the challenge too!

Despite all this, service remains key. We monitor our work outputs each and every month and can confidently say that we have a first-class delivery record – with over 98% of our print delivered on time, for over 6000 print jobs in 2014. We're ready and waiting to add your next print job into the mix...

Giving a little extra:

We like to think we go the extra mile for you as customers, but we also give a little extra further afield too. This year, we have supported a number of good causes, including running our second Macmillan Coffee morning in September, supporting Wear It Pink in October, and we also supported a worldwide mathematics scheme, The MegaMenger Project, donating a massive 48,000 business cards to help the project in its aim to raise public engagement with maths.

Ethical print is important to us too – from Jan–Jun 14 we created 242m² of new native woodland in the UK, and removed 9,570kg of CO₂. Charitable support and ethical working is incredibly important to us.



Victoire
think print

Don't forget to visit our website to find out more about the entire range of printing products and services we provide – you might be surprised by what else we could help you with!

Take a look at www.victoirepress.com

