

# Total Project Accountability

From start to finish, The **Spencer** Company ensures a successful project by self-performing all the functions associated with the procurement and installation of your new furniture.

**Preliminary Review:** The examination of plans, specifications and the client's own ideas.

**Workstation/Office Standards:** The research and development of typical workstations/offices with layouts, product specifications and costs. This simplifies the planning process, manages costs and formulates a comprehensive corporate image. Services include plan drawings and isometric pictures of each workstation/office for ease of selection.

**Construction Alternatives:** We are specialists in movable walls, access flooring, plug & play technology, and lighting. Additionally, we offer Shaw Carpet and Armstrong Tile. This allows us to be a single source for many of your construction needs, shortening your construction time, costs, and increasing your efficiency.

**Computer Specifications:** This determination of products required for a project to Computer Aided Drawings which are converted into detailed specifications by the computer, providing catalog number, description and pricing.

**Purchasing:** Introducing the client to products which will best meet their particular application and budget. This assures the client that he or she is getting the best product for his or her needs. Our established national contracts give us negotiating power which allows us to pass on substantial savings to you, the customer.

**Procurement Management:** This administrative process includes purchase order creation and proofing, project files, acknowledgement verification, expediting, change orders, technical services, scheduling, regular project status reports, coordination of installation drawings and manuals, contingency storage plans, resolve of shortage and damage, post installation audit and invoice verification.

**Installation:** Furniture can be received in our 100,000 sq. ft. warehouse where it is thoroughly inspected before delivering it to the job site. Our Certified Haworth Installation Crews can meet the truck at the job site to check, unload and stage product before the actual installation begins. Installation entails the assembly of the furniture itself according to approved plans and specs, including the fine tuning and detailing, ready for client move-in.

**Furniture Maintenance:** The development of a service program to provide necessary cleaning, adjusting or treating of furniture to extend its life cycle and protect its value and utility. We can provide warehousing for extra furniture. Our menu of services includes fabric stain protection, re-upholstery, panel refurbishment and furniture refinishing.

**Global Presence:** The **Spencer** Company has the capability to handle and install projects of virtually any size in Texas, across the United States and beyond. This is accomplished through a powerful Haworth dealer network. Based on the scope and requirements, a Spencer project manager can be at the job site to ensure proper installation per client approved plans.

***The Spencer Company offers a simple approach that will transform your boundless expense into an efficient workplace. We will help you reach the full potential of your office space. Last but not least, we guarantee to make it fun along the way!***

- **Punch list:** The **Spencer** Company is extremely process-oriented. We are vigilant to develop concise punch lists, distribute them to our client contacts, set clear schedules for completion, and expedite product shipments with our manufacturers.
- **Long range strategic planning:** Our ultimate goal is to partner with your organization to create a mutually beneficial and long-term relationship. The **Spencer** Company develops tailored strategic alliances with our customers that incorporate the following key elements: