

Corporate clothing review 2012

Issues	Responses
Keela staff not responding to calls or advising FC staff on status of items on order	The situation arose during a heavier than expected sales period and new system installation. <ul style="list-style-type: none"> • Taken on additional staff to cope with additional work • Key account manager now in place
Problems with fit compared to other garments leading to returns. Particular issues with ladies garments	Agreed to keep existing sizing ,as many staff now know which size to order. Also agreed to introduce a shorter trouser length and make staff more aware that larger sizes can be ordered and tailored to a specific fit. Information to be added to catalogue on special measurement options.
Invoices being sent prior to goods being received	Invoices are issued on dispatch of goods.
GPC	Staff can use GPC to order clothing. Keela/procurement will provide a simple order form to accompany GPC.
Items being returned with no paperwork	FC will issue reminder to return items with paperwork.
Require additional pocket in the fleece	Additional pocket to be added to Genesis fleece.
Polo shirt too short	Mens polo shirt has been lengthened.
Concern regarding body odour with polo shirt	Polo shirt is designed to be an active outdoor wicking garment and can lead to increased body odour. Recommend staff also have a blouse or shirt, which are made from a different fabric.
Orders delivered in small quantities	If items are not in stock it can take up to several months to receive new stock, due to the production cycles associated with having a bespoke colour. Orders could be held until all items are available, but this is likely to lead to long delays. Cost Centres can place advance orders which will allow for new stock deliveries and help Keela batch orders.
Fleece smock	Fleece smock will be replaced by lighter weight primaloft smock.
Cycle clothing	Cycle range with tax tag will be piloted in 2013.
Buff/neck tube	A simple neck tube will be added to the range.
Heavy weight trousers	A heavier weight trouser will be added to the range.
Zip off trousers/shorts	Health safety and environment have advised that due to Lymes disease risk we should not issue shorts or zip off trousers in future, so these will be withdrawn from the range.
Clothing allocation	We propose to extend the clothing range to all staff, including administration and office teams, who have occasional contact with the public.
Old clothing recycling	All old garments should be returned to Keela for recycling and not remain in use.