



Introducing Our Made To Order Service



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## Faithful **MADE TO ORDER** Service

*A bespoke service that delivers exactly what you are looking for*

“You can have any colour you want as long as it’s black”, those were the words coined by Henry Ford at the beginning of the 20th century.

Up until a few years ago the same sentiment applied to workwear. Times have certainly changed considerably and not only do Faithful supply a vast range of garments to suit many work applications, we also provide a truly flexible approach to the creation of bespoke workwear.

With over 100 years experience in the design and manufacture of workwear, Faithful has the knowledge and skills to create garments to suit your needs perfectly, whether that is a simple colour change or the creation of a brand new garment.

Welcome to Faithful’s **Made To Order** Service



### The Made To Order Benefits:

- Perfect solution for your needs
- Vast library of features to choose from
- Wide range of fabrics from leading suppliers
- Expert advice from an experienced team
- Support from beginning to end
- Fast, reliable service

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### True Flexibility

**M**any of our customers wish to have their own individuality built into their garments. To provide this capability Faithful offers a comprehensive Made to Order service, providing designs that reflect customer’s specific needs.

There are **four elements** to the Faithful Made to Order service - fit, image, feature and design, providing our customers with a truly flexible approach to bespoke workwear design.

No challenge is a problem! With a skilled and experienced design team we can quickly assess your design feasibility and work closely with you on a suitable solution.

The Faithful Made To Order service is backed up by first class technical support and customer service. Our experienced team will support you all the way, providing advice and assistance throughout the process.

### Focus on Quality

**F**aithful has a quality assurance management system that complies with the BS EN ISO 9001:2000 standard. We operate a fully integrated quality system from design through to garment supply in order to achieve a consistent best in class performance in terms of the quality of product supplied.

At Faithful we work closely with suppliers to ensure that our products remain up to date in terms of style and materials; and that the best fabrics are selected for each application.

We have a continuous improvement philosophy and constantly undertake quality benchmarking in partnership with our suppliers and customers.

Our inspection team ensures that all goods received and manufactured are of the highest quality and are checked against approved specifications and sealed samples.

# The Four Elements of the Faithful Made to Order Service

*From simple colour choice to a rich mix of features...the choice is yours!*

## Perfect Fit

Sometimes, getting just what you want can be as simple as altering the fit. Of course a comfortable fit is important to your workforce and Faithful offers a "made to measure" service to fit all shapes and sizes.



Our easy to follow measuring guides will ensure an accurate fit every time.

## Perfect Image

At Faithful we use our unique designBase software to allow you to experiment with colour ways in order to find a scheme that suits your company image.



There are many colours to choose from, but rest assured if you can't find what you are looking for, Faithful has the flexibility to work with you to define the exact image to meet your needs.

With in house personalisation skills we can also add company logos and wearer's name to each item.

## Perfect Features

Faithful has been designing and manufacturing workwear for over 100 years and as you might imagine we have a vast library of features that can be incorporated into your garment.

We are confident that we can provide you with exactly what you require for your application. From zips and buttons to tool pockets and pads, the Faithful library has it all.

ideas and designs or by working closely with one of our designers.

Our designers are experienced at creating bespoke designs ranging from bullet-proof vests and designer chefwear to wheelchair covers and music bags - so we are confident that we can meet your specific needs.

## Perfect Design

If you cannot source an item from stock then you can rely on Faithful's design skills to create items from scratch, from the ground up, either from your own



## A Unique Design

*Modification of one of our standard models or a unique product just for your company...the process is the same.*

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**F**ollowing consultation with our customers Faithful will assess feasibility and then produce a set of visuals for your approval. The production of visuals and concept drawings is a well established practice at Faithful. This gives our customers confidence in knowing exactly what they will receive and what has been quoted for.



The design team can produce visuals within days of receiving your instructions.

The next stage involves producing working samples for you to evaluate and approve. Our turnaround is an unprecedented 10 days (or less), and your team can then test the product and make any changes instantly.

Faithful realise the importance of fast turnaround of orders and the need to reduce the time taken to get garments in circulation. As part of our service, we offer a badging and embroidery service enabling you to despatch to your customers more efficiently. Badges can be sourced either by Faithful or supplied along with the order. In addition to customer logos we are also able to attach bar code and wearer details.

Following this review process we can put your new design into production. The knowledge that your garments are being manufactured by a market leader in controlled Worldwide facilities gives you the confidence to expect the best result possible.

## The Faithful Design Approach

**T**his is researched at every stage of the development process to ensure that each new garment matches the objectives for design in the working environment and those of your end users.



First and foremost it is vital that your new design is fit for purpose and ease of manufacture and we will work with you to refine this and propose a robust design. This not only speeds up the process but ensures a more cost efficient process.

In association with leading fabric manufacturers the Faithful design department will research, rigorously test and utilise the latest advances in fabric technology to ensure the performance criteria of each garment is met.

You can be sure that the end product you receive is robust and perfectly fit for purpose.

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Working with their  
'Partner of choice'

**faithful** 

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