

## Recent Contract Wins and Further Extensions

**4<sup>th</sup> February 2003**

Dawson Books is proud to announce that during the first quarter of 2003 the Higher Education Purchasing Consortium, Wales (HEPCW) has awarded its academic book supply contract until February 2006 to Dawson Books, and The North East & Yorkshire Academic Libraries (NEYAL) Consortium has bestowed 'Preferred Supplier' status on Dawson Books.

This vote of confidence in the Dawson service from two of the largest UK consortia illustrates that the historic Dawson commitment to a 'customer first' approach continues to develop and bear fruit. The HEPCW contract, first awarded in 1998 for an initial 3 years, saw two further 12-month extensions taking the contract to a full 5-year term. A 'first' in academic library book supply! The re-tendering and award of the new HEPCW contract demonstrates the benefits of true partnership within a quality service framework. It also confirms Dawson's place as the leading academic library supplier.

Norman Coulbeck, the Regional Co-ordinator of HEPCW was asked to comment on the reasons for Dawson Books' success in gaining the contract award. "Dawson Books achieved the standards set down in the tender specification as part of a comprehensive and competitive package. The company has consistently demonstrated in their service a total commitment to our book sourcing needs". Adding that "I have been very impressed with the prompt order fulfilment, the attention to detail from the Dawson Books' Customer Service Team and the all round 'can do' attitude that personifies the Dawson Books' quality. For me these have been the defining factors in awarding the new 3-year contract."

Several other major customers and University consortia have also awarded new and extended existing book supply contracts during this period:

The Southern Universities Purchasing Consortium (SUPC)  
The Scottish Consortium for Academic Book Supply (SCABS)

The SCABS and SUPC consortia have both awarded further extensions to their existing contracts. Other customers, including several Scandinavian universities and UK Government institutions, have also chosen to renew their contract links with Dawson Books.

This series of contract extensions reflects well on the policy of on-going investment in service quality at Dawson. Initial concrete steps of this investment began in earnest three years ago culminating in relocation 18 months ago to Foxhills House - the purpose built 40,000-sq. ft. European Head Office and distribution centre. Improvements to the Dawson service include faster supply efficiency and the daily growth of enterBooks.com, which now exceeds 6.9 million book records. Coupled to the all-embracing Dawson Total Book Management programme, customers can enjoy the enhancements made to the whole range of Dawson services.

Diane Kerr, Managing Director of Dawson Books commented, "I am very pleased that Dawson Books has won the HEPCW contract again – a significant success that illustrates the exciting advances being made at Dawson. A series of recent Contract renewals has vindicated our policy of developing partnerships based on exceeding service expectation. Our investment in the Total Book Management concept together with Foxhills House, its facilities and infrastructure will continue".