

Specialty Manufacturers

Shapes the Future

A Newsletter by Specialty Manufacturers, Inc.

Volume 04, Fall 2004

Price – Delivery – Quality...

Doing the right thing for our customers is what counts.

Ask any buyer what is important in a good supplier and you are likely to hear; Price, Delivery and Quality, first. But keep talking and listening to the buyer and you will hear what they are really saying about the important elements in a good customer/supplier relationship. Don't take this wrong, price, delivery, and quality are the cornerstone of good relationships and they are very important for assuring the financial success of both companies, but there are other elements in any customer/supplier relationship that make it even more successful.

At Specialty Manufacturers, we are constantly asking ourselves:

- What makes a good supplier?
- What do our customers really want?

From our customer's perspective, we want to know not only how they judge a good supplier, but also how we can surpass their expectations and be the best.

In interviews with buyers from different industries we found these common threads that they are looking for in a top-notch supplier.

ETHICS AND TRUST

When entering into a business relationship with a supplier, the customer wants to know they are doing business with someone they can trust. Trust is built not by companies, but by the people who work for those companies. At Specialty Manufacturers we have a commitment to integrity which encourages our employees to conduct themselves in an ethical and responsible way. It is this commitment to integrity in all business dealings that nourishes an environment of honesty, truthfulness, and accuracy.

COMPLIANCE

Whether it be Quality Management Systems or national and international regulations, compliance is an important cornerstone in a good customer/supplier relationship. Good suppliers develop an understanding of regulations and systems that are required by the markets their customers serve.

COMMUNICATION

Communication is a two way street and a good supplier should be well aware of how, when and what to communicate to the customer. Communication lines should be established early and used as often as necessary. A good relationship between a supplier and customer should be open and frequent. Customers may not like getting that occasional piece of bad news but the more information they have from their suppliers, the better they can manage their own business. Communication is the best way to establish and monitor collaboration for common goals between the supplier and customer.

PERFORMANCE GOALS

Specialty's internal performance goals are set to assure
(over)

VITAL STATISTICS

Date Founded: 1958

Locations: Indiana and Illinois, USA

Square Footage: 126,000

Annual Sales: \$25 million

Markets Served: Automotive, Consumer Electronics, Medical, Safety, Telecommunications, Appliance.

Parts Produced: 22 million per month.

Materials Processed: Most engineering grade thermoplastics.

No. of Employees: 220 in four locations

Shifts Worked: Three shifts, five days per week

Molding Machines: 79 injection molding machines ranging from 7 to 390 tons.

Secondary Operations: Painting, pad printing, hot stamping, silk screening, laser etching, assembly (high speed and manual), ultrasonic welding, machining.

CAD Capabilities: ProEngineer, SDRC I-DEAS, AutoCad, Cimatron 90 3D, MasterCam, Pro Mold, ProManufacturing, ProSurface, SDRC/Artisan, Prospector mold & path generator. File transfer capabilities include: FTP, modem, and e-mail.

Internal Moldmaking: 48 Metal Working Machines including 14 CNC Machines for Wire EDM, Carbon EDM, Milling and Turning

Quality Management Systems: QS 9000, ISO 9002, ISO 14001

we meet or exceed the customer's goals. The drive for continual improvement and cost reductions benefits both, our customers and our companies. We constantly measure our success with the reports we receive from our customers and through process monitoring in everything we produce.

INNOVATIVE IDEAS – *We don't wait to be asked*

At Specialty Manufacturers, we see ourselves as solution providers. If we see a better way to perform a task, build a mold, or mold a component, we take the initiative to contact our customers and make sure they are getting the full benefit of doing business with our experienced team. We don't wait to be asked.

We are constantly looking at new technologies and investing in new equipment. By acting in an opportunistic behavior we not only benefit our customers, but ourselves as well.

On a daily basis, being a good supplier has to be the most important thing we do in every part of our business. We strive to provide our customers with the highest quality and on-time delivery, paired with the best customer service in the industry. Our facilities have maintained certified Quality Management Systems for over ten years. These systems give us the bases from which to operate and to assure we are providing defect free components to our customers.

AWARDS

Ford 2003 Zero Defect Award – PRD

Methodé Preferred Supplier, 2004 – Apollo

PERFORMANCE NUMBERS

- In the past 12 month period, PRD supplied a 2nd tier

automotive supplier with over 19 million components, made up of 45 different part numbers, with a defect rate of 21 parts per million (PPM).

- In 2003, PRD supplied over 626,000 parts, to one customer, at four locations around the world, with zero defects. That's 0 PPM defectives.
- In the past 12 months PRD supplied more than 501,000 parts to a major automotive customer with 100% on time delivery. In the past six month period PRD had a defect rate of 6 PPM and in the past three months reached an outstanding achievement of 0 PPM.
- Due to their performance over the past 12 months Apollo was awarded "Preferred Supplier Status, 2004" by Methodé. This award is given for "Outstanding Quality, Service, and Cost" to the top 1% of Methodé's suppliers.
- Apollo shipped over 7 million decorative components to suppliers of automotive electronics in the past 12 months with Zero Defects and 100% on time delivery.

TAKE THE CHALLENGE

Are you losing orders because foreign molds take too long; or you cannot debug your molds quickly enough? Easy and economical mold making alternatives are only a phone call away; 812-279-8882.

If we cannot prove we have a solution for you, we will pay you \$1,000!

Using analytical skills based on experience, historical mold performance, maintenance requirements, and part defect data, we will determine the probable cause and corrective actions to take.

Divisions of Specialty Manufacturers, Inc.



MEDICAL PRODUCTS

Tom Copeland, President
2410 Executive Drive
Indianapolis, IN 46241
317.241.2457
tcopeland@spcmfg.com

Medical Products produces plastic and metal components for the medical industry. Medical Products assures compliance with applicable quality system regulations and standards such as cGMP and ISO/EN. Medical Products offers a class 100,000 Clean Room for molding and assembly and will provide modular clean room enclosures as needed for growth.



APOLLO PLASTICS

Alberto Silva, President
5333 N. Elston Avenue
Chicago, IL 60630
773.282.9222
asilva@apolloplastics.com

Apollo specializes in complicated thin wall molding and secondary operations including assembly, machining, painting, laser etching, silk screening, pad printing, and chemical & mechanical bonding. The company has expertise in building high-speed assembly equipment to reduce costs and improve quality. Apollo is certified to ISO 9002 and QS 9000.



PRD, INC.

Jeff Hamer, Engineering Mgr.
747 Washboard Road
Springville, IN 47462
812.279.8885
jhamer@prd-inc.com

PRD has for over 20 years been a manufacturer of high quality injection molded products. In addition to injection molding, PRD offers machining, assembly and test services to customers in North America, Asia and Europe. PRD is certified to ISO 9002, QS 9000 and ISO 14001.



D&M, TOOL CORP.

Bill Gilbert, President
699 Washboard Road
Springville, IN 47462
812.279.8882
dmtool@kiva.net

D&M Tool is Specialty's state-of-the-art facility for creating molds for plastic injection molding and die casting. D&M also machines tight tolerance metal and plastic components. D&M Tool Corporation's quality system is certified to ISO 9002 by ABS Quality Evaluation, Inc.