



## ***Case Study: Quick Response, Low Production Quantities***

### ***The Customer***

The customer is a large OEM construction manufacturer. They produce off-road trucks and earth moving equipment.

A large engine/transmission transition component failed in the field. The part was under warranty. The warranty agreement with the end-user included escalating penalties for delays. This would cost our customer thousands of dollars a day if they didn't find a ready solution. They had the capability of manufacturing the parts themselves, but did not have the available time or resources to do this. Fortunately for them, they were highly familiar with us, our capabilities, and capacity to act quickly.

### ***The Challenge***

They needed a supplier to act as quickly as possible to eliminate downtime to their customer and minimize any loss due to penalties. Additionally, the parts needed had very low replacement quantities. They sent us a part drawing and we went into immediate action.

### ***The Solution***

Our production team quickly located the raw material and then created a CNC program per the specifications. The quick action of our production team, not only allowed us to ship the parts needed the next day, but it minimized any further production loss to their customer's operation and eliminated the possibility of late fees.