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## **Everything was on schedule...and then the customer called**

Kinsman, Ohio, October 23, 2006—Mid-August, 2006. Our Kinsman facility engineers had begun designing two tools for a new job awarded to us just days earlier. No doubt we would meet the PPAP deadline and have the pre-production order of 10,000 pieces completed nine weeks hence. And then the customer called. They had a problem...

Could we make 500 pieces from one tool and 1,000 from the other *and deliver them to their plant in Germany in four weeks?* We took a moment for a collective deep breath, then said, "Yes."

Everyone shifted into overdrive. Our engineers gave up weekends. Work assignments were re-prioritized. Die makers worked 12-hour shifts. Suppliers were coaxed into delivering components in record time. The plant manager juggled production to make press time available for both new tools. And four weeks later—right on time—the required parts were delivered to Germany.

Extraordinary? Maybe, but it's not unusual. It's the kind of service our customers have come to expect from us. They know that when they award a job to Bayloff Stamped Products, they get not only a quality product competitively priced, but also a partner willing to go the extra mile to make them successful. Our customer said it best after the parts arrived: "Thank you for pulling off the short timing on these parts. We couldn't have done this anywhere else!"