

## Better Service Boosts Supply Chain Efficiencies

PolyOne improves a top manufacturer's bottom line with faster delivery, smaller order quantities, and on-site technical support.

### Situation

A leading global manufacturer produces label printers to help companies identify, locate and track assets, transactions and people with on-demand specialty digital printing and automatic identification solutions in more than 100 countries around the world. Over 90 percent of Fortune 500 companies rely on these innovative and reliable printers, supplies, RFID products and software to increase productivity, improve quality, lower costs, and deliver better customer service. Printers range from tabletop and desktop models to portable units.

Like many global OEMs, this company employs molders in China who produce the many parts required to assemble finished printers. One such molder received original drawings specifying specialty compounds from two separate suppliers. The molder called PolyOne for help when its engineers found that it was taking roughly eight to ten weeks for material to be delivered after it was ordered from the other suppliers. In addition, the minimum order quantities were 500 kg, too large for small-volume mold trials. Lastly, the molder was not receiving adequate technical support from the other suppliers.

### The PolyOne Difference

The molder decided to try PolyOne materials for the manufacturer's existing and new printer applications, including a media guide bar, a handle component, gears and printer frames. PolyOne's sales and technical professionals worked closely with the molder in a timely and effective manner to gain a full understanding of the customer's needs, from the demanding requirements of the end-use applications to manufacturing and cost considerations.

PolyOne R&D resources in Singapore, Suzhou (China) and Shenzhen (China) assisted in developing materials that met customer needs and application specs. All three PolyOne locations provided compounds for the various applications, including:

- 10% Teflon-filled PC
- 10% glass-filled, 10% Teflon-filled PC
- 20% Teflon-filled PA
- 10% glass-filled PC/ABS
- 5% Teflon-filled PS



To implement the new materials, a PolyOne engineer provided on-site support during mold trials and production trials. The molder found that the PolyOne materials performed as well as, and in some cases better than, the original materials.

## Delivering a Value-Added Solution

The new portfolio of PolyOne materials provided value to the customer in several ways:

- 1. No minimum order quantity:** The molder was able to order the needed 25 kg sample quantity for each of the five compounds, compared to competitors' 500 kg minimum order quantity size, saving about \$19,000 in mold trial materials.
- 2. Local on-site technical support:** Five days of support during mold trials and production runs added roughly \$1,400 in economic consulting value for the processor.
- 3. Short lead time and fast response:** PolyOne's lead time is two to three weeks, a savings of about six weeks over competitors' lead times. In that time, the customer could potentially generate up to \$70,000 in sales.

Implementing materials and services from PolyOne not only improved the molder's bottom line, it also decreased time-to-market for a variety of parts. The OEM customer further benefitted from the faster production times, which helped to streamline assembly of the printers. PolyOne was clearly able to meet this customer's expectations of niche market production and just-in-time delivery.

**Product choices often vary by region due to differences in regulatory and agency requirements, availability and other key factors. Please contact your nearest sales office for assistance in choosing the right solution for your locale.**

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