

# SilcoTek Improves RMC Coating Lead Times with Kanban System



## A SILCOTEK® CASE STUDY

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Response Machining Company

*“SilcoTek coatings are requested by many of our customers for use with their products. The SilcoTek team worked with us to set up an ordering system that was streamlined and easy to implement to decrease turnaround time for our coating needs.”*

-Mark Eckley

## SUMMARY:

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Response Machining, a precision manufacturing company specializing in instrument components, found that SilcoTek® coatings met their customers' demands of improved inertness and instrument sensitivity but needed a fast and easy way to order and process coated parts. SilcoTek helped Response Machining establish a kanban system coupled with a streamlined order processing system to reduce process time and resources by 90%.

## CHALLENGES:

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Response Machining had the solution, a coating that rendered their instrument components inert; but adding that coating to their process flow added time to their process and increased resources needed to process orders.

## HOW SILCOTEK HELPED:

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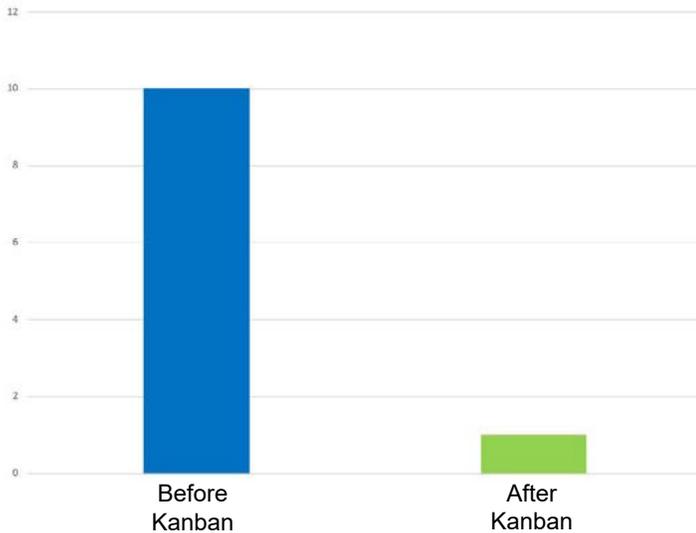
The SilcoTek team listened to Response Machining's needs and worked with order processing and production personnel to establish a kanban system at SilcoTek. Customer service established a streamlined order processing system to minimize time needed to place, monitor and process orders.

## GAME-CHANGING BENEFITS:

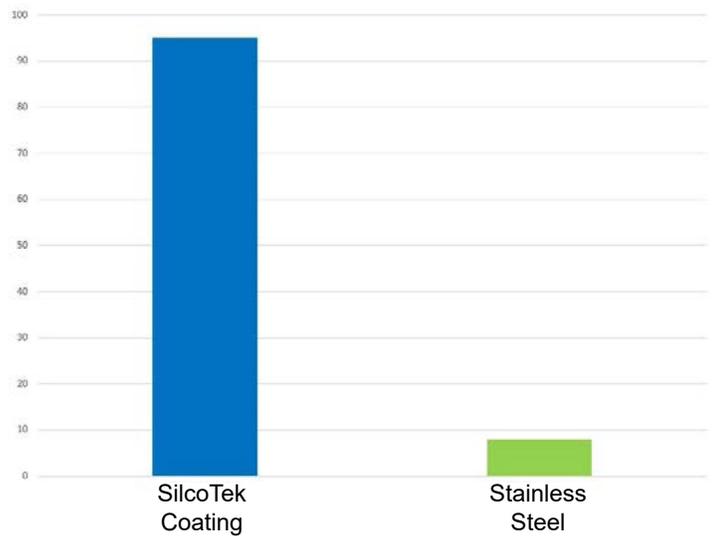
After implementing the kanban and order processing system, product lead time dropped from 10 working days to same day delivery. Order processing and request time dropped by 90%, allowing Response Machining to spend more time serving their customers. Today, Response Machining continues to grow. They recently built a new facility and sell SilcoTek coated products to several major precision instrument companies.

SilcoTek worked with the customer to find both technical coating and operational solutions. Together, SilcoTek and RMC improved lead time by 90% by listening to the customer and working to find a solution to meet their needs. SilcoTek offers unparalleled inertness allowing manufacturers to dramatically improve performance without changing material specifications or tolerances.

Leadtime Days



Inertness Response



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