

# Vendor Challenges

## 2017 National Technical Conference

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A 'behind the curtain' look  
at how contract  
manufacturers avoid  
unintended consequences.

# Agenda

- Introductions
- Planning
- Development
- Launch
- Problem Resolution
- Partnership
- Conclusions
- Questions

# Planning

- Send detailed information to obtain an accurate quote.
  - Complete print, Specification (if available), oils used, handling and packaging requirements
- Discuss opportunities face to face with your vendor to understand each others process
  - This is key to successful relationships
- Determine lines of communication
  - Engineering, Production, Quality, Purchasing

# Development

- Part requirement understanding
  - Process specifications
    - Thickness, Hardness, Color, Surface finish
  - Visual characteristics
  - Handling requirements
  - Incoming part conditions
  - Part configuration
  - Base Materials
  - Annual volume and releases

# Development

- Heat Treat Concerns – As Prepared Surfaces
  - Material
    - Grade of Material
    - Selection of Type of Heat Treatment Process
  - Heat Treating
    - Thermal Stresses from Heat Treatment
    - Internal Part Stresses and Strains from fabrication
    - Surface Condition going to Heat Treatment
    - Distortion

# Development

- Heat Treat Concerns – Continued
  - Part Issues
    - Stamping
    - Machining
    - Cleanliness
    - Distortion
  - Processing Issues
    - Grain Size
    - Surface Hardness
    - Core Hardness
    - Ductility Requirements
    - Tempering

# Development

- Plating Concerns - As Machined Surfaces
  - Incomplete operations
  - Lubricants
    - Oil / Cutting Fluids
    - Corrosion Inhibitors
    - Foam Suppressants
    - Emulsifiers
    - Dispersants
    - Biocides
    - Silicones
    - Paraffin
    - Blasting / tumbling residue

# Development

- Plating Concerns – As Heat Treated Surfaces
  - Welding / Brazing
    - Porous
    - Heavy Oxides
    - Fluxes
    - Rust Preventers
  - Heat Treating
    - Segregated Micro Constituents
    - Oxide Scale
    - Quench oil
    - Smut



# Development

- Anodizing Concerns
  - Dissimilar/Mixed Alloys
  - Non-Aluminum Inserts
  - Dimensional allowances
  - Blasting residue and inconsistency
  - Buffing/Polishing residue
  - Racking/Fixturing points
  - Color Matching

# Development

- Process Trials
  - Sample size
  - Tooling
  - Production intent process
  - Performance testing
  - Assembly testing
  - Inspection criteria
  - Sample approval

# Launch

- Confirm volume and releases
- Start up and production timing
- Confirm process lead times
- Capacity constraints identified
- Verify lines of communication
  - Customer service representative/program manager

# Problem Resolution

- Review established inspection criteria
- Review requirements on print or specification
- Work together on finding root cause
- Continuous improvement of process/part
- Quick response to concerns

# Partnership

- Work together to add value for the end user
- Improve technology and performance
- Price is only a part of vendor selection
- Seamless supply chain
- Unlimited industry knowledge-lessons learned
- Competitive advantages
- Pricing models for standard size parts
- Shorter lead times

# Conclusion

- Communication is the key to a successful partnership with your vendor
- Adding value for the end user is the goal
- Together, there is more value than just processing alone.

# Questions??

- Please let us know of a questions or concern with your vendor recently.

# Contact

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