

Investing in the Customer

By Stephen Hannemann

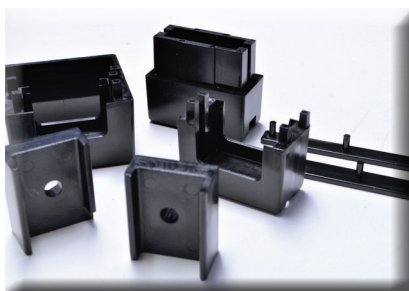
along the way. And they invest in high quality molding machines and scheduled maintenance to minimize equipment downtime to ensure product is delivered on time.



The molding machine or press is the backbone of any injection molding endeavor. They are not a cheap date! With any large capital expense, as in a new press, you want to get quality, reliability, the latest technology, and great service from the supplier – in other words,

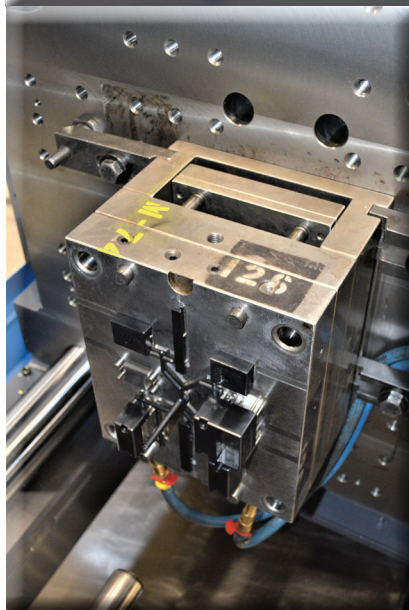
The brothers Dundas, Lee and Kelly, owners of 3D Plastics in Newberg, OR have just taken delivery of another new Sumitomo molding machine. There is a reason for this shout out – they invest in their customers.

you want to get the best bang for your buck to keep pace with your customer's growing demand. This takes us back to relationships. The new 180 ton Sumitomo is 3D's third Sumitomo delivered in the past four years by Jim Shaw of Shaw and Christler Equipment Technologies – great equipment and great support service.



Building a successful manufacturing enterprise is a complicated challenge with many variables. Having critical relationships to form a rock solid supply chain is paramount. "Rock Solid" means reliable! Reliable, first and foremost means critical components are delivered to your customer's assembly lines right and on time! In this age, it doesn't matter what your end product is. If a supplier's parts do not arrive when needed, the line stops, and an empty pallet sits on the frustrated customer's shipping dock.

Additional ways 3D invests in their customers are ongoing discussions about the product function and end use. If its a subassembly, they offer secondary taping, post CNC machining, ultrasonic welding, metalizing, pad printing, assembly, and packaging. They are willing to help customers streamline their product, eliminate complexity and improve their bottom line margins. They invest!



Lee and Kelly Dundas understand the importance of the "Rock Solid" supplier partner relationship. They invest and build relationships. In these days of volatility in the raw materials market, they invest hours in creative negotiations to secure stable resin supplies. They invest in robotics to speed post molded parts

For more information or to receive a quote on your next molding program, contact either Lee Dundas Jr., leed@3d-plastics.com or Kelly Dundas, kellyd@3d-plastics.com. or call 503.537.0979. For customers in the state of Washington, contact Stephen Hannemann at SMH Inc., stephen@smhinc.com or call 425.501.7342.

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