



Challenge

- ▼ Too many cooks
- ▼ Loss of control and quality

Solution

- ▼ A comprehensive, one-stop-solution
- ▼ All in one facility, check and re-check

Outcome

- ▼ Rejects drop to zero
- ▼ Costs drop and finger-pointing stops

TURNKEY TECHNOLOGY



The Challenge

Control of quality and manufacturing schedules became a serious problem for a Global Battery Supplier using an outside vendor to source their battery racks. The vendor cut their own metal for the racks, but control of manufacturing quickly got out of direct control when the vendor used two additional sub-contractors for both welding and powder coating. This left the Battery Supplier dealing with some finger pointing and a manufacturing process two steps removed from their management.

The Solution

Serco Manufacturing stepped in to show the Battery Supplier it could provide a comprehensive manufacturing process all under one roof. Now, taking place completely inside the Serco plant, tubing and sheet stock is cut, bent to spec, and welded. The racks then move to an architecturally-rated cleaning and iron phosphate plating department, and finally to Serco's state of the art paint room, where welds are re-checked, before paint is applied. Never leaving the Serco facility, the paint finish on the racks is checked again, under specific T5 lights, to easily reveal blemishes or imperfections.

The Outcome

Because of Serco's one-stop-shop approach, the customer's quality rejects went to zero, and they eliminated the headaches and spiraling costs of re-work and blame between and among multiple vendors. The customer's savings were exponential, because they were no longer paying freight for re-worked product between vendors, and lead times dropped as well, because the production was controlled within Serco's facility.

About Serco Manufacturing

Since 1983, Serco Manufacturing Company has provided quality products and service solutions in the precision sheet metal fabrication and machining industry. Call today to find out how our ingenuity and creative solutions can benefit your business.