SUGGISH LACKADAISICAL LAZY

Words that describe tubing makers who DON'T have a 99% on-time delivery rate.

We got here by focusing on Lean

Last year we achieved a 98% on-time delivery rate. You might think that was good enough but we took it on as a challenge. It's a year later and now we're clipping along at a verifiable 99% on-time delivery rate!

The 99% on-time rate means several things. Of course it means that your tubing will arrive when you expect it. It's also our measuring stick for all of our efforts at continuous improvement.

We've been heads-down focused on lean manufacturing. Lean helps our on-time rate and also saves you money. Just like everyone else, our cost of raw materials, transportation and energy have been skyrocketing. Our improved efficiency though, means that unlike our competitors, we are not going to increase our catalog prices for the remainder of 2008.

That's right. No increase the rest of the year.

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