

How We Support You

As a contract manufacturer, we understand that our first priority is to deliver quality parts on time, every time. Our AS9100 / ISO 9001 quality management system is designed for this, and our Nadcap accreditation for Chemical Processing ensures tight control over our painting process. With our commitment to these systems, we routinely meet the product conformity expectations of our key aerospace customers while achieving an on-time delivery rating of over 99%. In today's business environment, however, more is often expected. Our customers need a business partner who can seamlessly integrate with their business systems. Here are some of the ways in which Prime Products has risen to this challenge:

Response time

Our policy is to respond to all customer enquiries within 24 hours. Our customers consistently rate us higher in this category than any other on our annual customer satisfaction survey.

Problem resolution

Our experienced staff is committed to helping customers resolve problems quickly and effectively. This is another area where our customer approval ratings are extremely high.

Document customization

We have the system flexibility and expertise to customize many of the documents we provide, such as packing slips, certifications of compliance and shipping labels, to meet the various needs of our customers.

Blanket orders

We accommodate annual blanket orders for parts that are purchased regularly by our top customers. Delivery quantities and dates can be set throughout the year, within predetermined guidelines, based on customer demand.

Long term agreements

Our top customers benefit from multi-year fixed pricing on most of their frequently ordered products.

Scheduling agreements

We use online portals to manage customer order delivery pull-in and push-out requests for contract parts.

Consignment inventory

Our top customers use consignment inventory programs to keep their inventory levels as low as possible. The title transfers when the customer pulls the parts for use in production, not when the parts are shipped, within agreed limits.

Information systems

We are committed to cutting edge information systems technology to enable and enhance everything that we do. Key elements to this include:

- ECi M1 ERP software is used to manage nearly all aspects of our business
- All documents and records are stored digitally
- All key personnel have 24 hour access to our system
- We partner with a local IT firm for remote data backup and system monitoring

For more information regarding our contract manufacturing services, or for a quote on your next project, [contact us](#) or call 616-531-8970.

