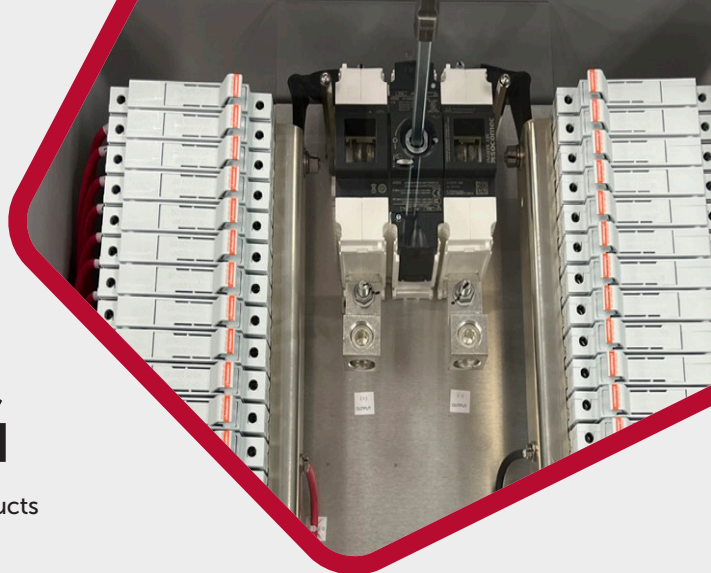


CASE STUDY

RAND MANUFACTURING

Stahlin Enclosures empowers Rand Manufacturing by providing quality products on-time at a competitive cost.



THE SITUATION

Rand Manufacturing, located near Chicago since 1996, specializes in the precision machining of plastics and the custom production of a full spectrum of metal machined parts. The ISO 9001:2015 certified company serves a diverse customer base in industries such as renewable energy, transportation, agriculture, lighting, personal protection, and medical. According to Rand Manufacturing president and co-founder, Neal Katz,

"Our ability to succeed is based on exceeding customer needs. We do this by providing a wide range of machining and milling services. Everything we do must be supported by delivering unrivaled quality parts to our customers on-time and on-budget."



For More Information:

Rand Manufacturing Network
randmfg.com

THE CHALLENGE

In meeting product and service goals, Rand Manufacturing is dependent on long-term partnerships with reliable suppliers. Examples of this include resources specific to the solar industry for which the company builds combiner boxes; and the water sector where Rand contributes to the development and manufacturing of water filtration devices. In those instances, the quick accessibility of high quality, fairly priced, non-metallic enclosures is essential. Concerning this, Katz states,

"We found ourselves faced with a real challenge when our existing enclosures manufacturer began to have price increases along with manufacturing bottlenecks. We finally chose to move away from them because we needed a supplier that offered better support."

THE SOLUTION

After evaluating their previous suppliers, Rand Manufacturing made the decision to switch to Stahlin's non-metallic enclosures. The move was driven by the need for higher-quality products, better customer support, and more reliable solutions to meet their expanding needs. This transition has proven to be a game-changer for the company, allowing them to enhance their capabilities and provide more robust offerings to their customers. Katz continues,

"I talked with the national sales manager of Stahlin Enclosures who worked very closely with me and helped us bring our product opportunities to life. I really appreciate their candor and the quality of their products. Everything was there, and moving my business to Stahlin was a very worthwhile move for us."

As a result, Rand Manufacturing has built a strong relationship with Stahlin, leveraging their diverse range of fiberglass enclosures to optimize their operations.

"We use a bit of everything from Stahlin to support our capabilities and also to distribute to other OEMs. We purchase a wide variety of enclosures, sizes, and styles – pretty much the full fiberglass line."

When asked how Stahlin helps Rand Manufacturing meet its goals for success, Katz highlighted four core benefits: quality, availability, price, and customer service.

According to Neal Katz, the quality Stahlin provides is vital in building customer trust, while their efficient production and reliable on-time deliveries have eliminated bottlenecks and shortened lead times. In addition, Stahlin's pricing structure allowed Rand Manufacturing to save money and avoid increasing costs for their customers, which was a major win for both the company and its clients. Katz emphasizes the exceptional customer service Stahlin provides:

"I want to state and then reiterate that Stahlin takes care of customers the way customers deserve to be treated. Anyone thinking about using Stahlin should know that you'll be treated like people and not like numbers. Stahlin's customer service people understand the ethics that their company wants to portray, and they are doing the right job emulating the values of the company. With some other companies, you, as a customer, are not allowed to talk to anyone. They take away the human-to-human contact and there is no communication. At Stahlin they get things done. You get answers within an extremely short period of time. Stahlin is probably one of the most organized customer relation focused companies I have ever done business with."