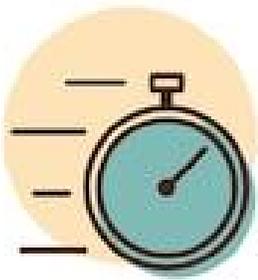




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Shorter Lead Times Make Happier Customers



Customer satisfaction and loyalty can be closely tied to how quickly customers receive their orders. In terms of supply chain, lead time is a big part of any successful business. Reducing lead times as much as possible is vital to a company's success.

Manufacturing lead time is the total time required to manufacture an item. From an operational standpoint, One should be aware that there are many different types of lead times:

- ◆ **Material lead time** is the amount of time it takes a customer to place an order with a supplier and receive it; from when the order was confirmed to when they have it on hand.
- ◆ **Pre-production lead time** is the amount of time required for the supplier to create a work order. This is sometimes called planning time. It primarily takes the form of paperwork.
- ◆ **Production or Factory lead time** is the actual amount of time the supplier needs to manufacture the product.
- ◆ **Post-production lead time** is the time required for a customer to receive an item from dock to inventory. Depending on the product, it could entail anything from inspection to quarantine time.
- ◆ **Fixed lead time** refers to a part of production or factory lead time that is *not dependent* on the order quantity.
- ◆ **Variable lead time**, is the part of production or factory lead time that *is dependent* on the order quantity.
- ◆ **Cumulative lead time** is the term used to describe the entire amount of time required, from order confirmation to the delivery of the product. It is the aggregate of material lead time and production or factory lead time

Accurately forecasting and reducing lead time is a vital element of any manufacturing operation. The need for a timely and accurate response to inquiries, on-time order completion, and the ability to respond quickly in an emergency must be at the core of a manufacturer's ideals. They are keys to maintaining customer satisfaction, a competitive advantage, and a definitive reputation in the marketplace.

Duro-Sense has spent years researching, analyzing and implementing methods and procedures to continually improve our ability to work efficiently in pre-production and production, and to enable us to respond quickly and seamlessly to a customer's requirements and unexpected emergencies.

Strategies including:

- ◆ Supply chain re-evaluation
- ◆ Domestic material sourcing
- ◆ Warehouse reorganization
- ◆ Creative inventory control
- ◆ Re-training and cross-training personnel
- ◆ Improved information flow and accuracy

This approach, has given us the ability to have more efficient and streamlined production and customer interaction, which leads to faster response time and shorter lead times. Duro-Sense has moved to the forefront of on-time delivery and the ability to seamlessly adapt to any urgent customer need.

Customers don't like waiting. Production lead time can be the critical component in the success of your business. Like a bad movie, or a dull and tedious speech, shorter is always better. Choosing the right manufacturer is essential when trying to calculate lead time. After over four decades in manufacturing, Duro-Sense has developed valuable strategies regarding the most effective ways to reduce lead times without compromising quality. Let us prove it to you.

Duro-Sense Corporation –Premium Quality. Guaranteed.

When you're ready to learn more about how **Duro-Sense can help you solve your unique temperature sensing challenges and discover how much time, energy, and money we can save you,**

call us at (310)533-6877

or

email us at sales@duro-sense.com

