

# A Full-Service Approach To Customer Relationships



KMC takes a proactive approach to working with customers, developing full-service relationships in the process.

First and foremost, KMC is a manufacturer. We have made and continue to make significant investments in our multiple production facilities, in a broad range of metal stamping, cutting and forming technology, and in our skilled and talented work force. Yet the total value that KMC offers customers goes well beyond our core manufacturing competency.

## SHARING KNOWLEDGE

Design and prototype expertise, application know-how, personalized project management and reporting, after-sale support – these are just some of the avenues through which KMC consistently shares knowledge with our customers. By keeping day-to-day communication lines open, we stay current about our customers' needs and wants, and we're therefore in a position to offer ideas that are consistently on-target.

Beyond this, KMC takes a proactive approach to educating customers on critical aspects of our business – metal stamping and forming. KMC's Customer-Focused Engineering Seminars are a perfect example. Our top engineers provide customer teams in-depth explanations of part design, tooling, manufacturing processes and material characteristics, among other topics. Discussion sessions then apply this knowledge to real-life needs. In fact, it's not uncommon for our Engineering Seminars to take on a workshop atmosphere that leads directly to better, more cost-effective solutions.

## SECONDARY PROCESSES

Using internal capabilities or trusted, pre-qualified outside suppliers, KMC offers a range of secondary services including:

- Deburring and edge finishing
- Drilling and tapping
- Sand blasting
- Plating
- Painting
- Light assembly
- Spot, MIG and TIG welding
- Heat treating

## VALUE-ADDED SERVICES



Logistics management is just one of the ways KMC serves as a supply chain partner.



Special-purpose packaging helps protect parts, and makes them easier to use for our customers.

In addition, KMC is a specialist in high-speed, dip-applied vinyl coating of clamps and brackets. Plus, we have developed in-house processes for integrating extruded cushions into clamps.

### **YOUR SUPPLY CHAIN PARTNER**

The bulk of KMC's work involves products for OEMs, most of whom operate within a just-in-time environment. As a result, KMC's staff and systems have been honed to provide on-time deliveries.

Our ERP system and manufacturing facilities are tailored for flexibility and quick response to changing requirements for custom-manufactured parts. Our skills in packaging and logistics management, coupled with our knowledge of paperless ordering and supplier-managed replenishment systems, shorten the supply chain. And our well-stocked distributors, with locations close to major manufacturing hubs, ensure a ready source of clamps, clips, brackets and other standard products.

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### **OUR QUALITY COMMITMENT**

*The KMC quality system ensures adherence to customer specifications through contract review, advanced quality planning, production part approval processes, and a comprehensive inspection and test program. An active continuous improvement philosophy drives refinement of our products and processes, and improves service to our customers.*

*Evidence of KMC's commitment to quality is our certification to ISO/TS 16949 and ISO 9001:2000 quality standards. While ISO/TS is specific to customers in the automotive industry, this certification signifies to all customers that KMC is committed to the highest quality in product, engineering and manufacturing processes, and customer service.*

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