

## Prospect Fastener Keeps the Industry Rolling With Outstanding Customer Service

In an industry that is continually changing, one thing remains constant. Prospect Fastener Corporation is committed to delivering fast, responsive and value-added customer service as a single source supplier of quality fasteners. According to Richard Pratt, President of Prospect Fastener, "To succeed in today's global market, a company must satisfy the demand for exceptional quality and service. And, value added service is the benchmark of every aspect of our business. For example, our packaging options provide enhanced productivity for our customers by bagging products to their exact specifications. Whether a customer needs products individually wrapped, packaged in given quantities, shrink wrapped or poly bagged, Prospect provides this service at no extra charge. Even a company's name and logo can be imprinted on the bags as part of our value added service. At Prospect, we consider our customers the basis of every decision."

A survey from Dunn & Bradstreet demonstrates how well they've succeeded. Prospect Fastener has earned higher-than-industry ratings in timeliness and performance, responsiveness to problems, actual versus estimated costs and overall customer satisfaction.

Pratt continued, "Prospect represents much more than just quality products. When we opened our doors in 1982, we believed in a concept that would make things easier for our customers. We trademarked the slogan, 'We Do Rings Around the Competition,' which represented our mission to be the best we can be."

Prospect is a national stocking warehouse distributor, boasting an impressive inventory of over 8,000 OEM and aftermarket components in both standard and metric sizes as well as a variety of related products from the nation's leading manufacturers. Among the companies Prospect represents are: Rotor Clip, Smalley, Ring Masters (formerly Eaton), Rotor Clamp, Spirol, KMC, Driv-Lok and others. Pratt added, "All of these manufacturers are American companies and because of our strong relationships with these factories, we are able to stock an extensive inventory. Most orders are shipped within 24 hours."

Prospect Fastener has partnered with Rotor Clip to provide Rotor Express service, 24-hour Retaining Ring Service for companies who do not meet the minimum quantity requirements for factory direct ordering. Some

of the benefits of Prospect's Rotor Express program include: 24-hour shipment, certification of all Rotor Clip products and Rotor Clip engineering support with private label packaging available. All Rotor Clip steel and stainless steel rings are made in the USA, available in both standard and metric sizes. Pratt commented, "This top quality, American made line is designed and manufactured for those who appreciate outstanding value. Rotor Clip products are competitively priced without compromising quality and offer a wide range of options in materials and finishes. Our relationship with Rotor Clip allows us to have the largest retaining ring inventory in the Midwest, so we can delivery what we promise."

Prospect Fastener's commitment to service is evident throughout their operation. From their expansive,



*Prospect Fasteners' 27,000 square foot warehouse*

custom-built 32,000 square-foot corporate facility including over 27,000 square feet of warehouse space to their Inspection Room with Digital Hardness Tester. Prospect Fastener Corporation is UL registered in full compliance with ISO 9002 standards. To assure product integrity and quality, Prospect further tests the products they sell. As another part of their value-added commitment, every lot is cleaned, de-greased and

wrapped prior to shipment, so it's ready for immediate installation. And, an automatic inventory system links customer's orders to inventory status, pricing, shipping and delivery information. They even record customer part numbers so companies can re-order on their terms.

Dedication to quality extends to all aspects of their organization. At Prospect, their strategic positioning encourages everyone on board to support their quality policy and be involved in the improvement process. By identifying responsibilities, procedures and practices, each individual in the company takes pride in delivering customer service that goes beyond expectations.

Pratt concluded, "The Prospect slogan, 'We Do Rings Around the Competition' truly defines who we are and continues to be a contributing factor in our success."

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