

MONTHLY NEWSLETTER

YOUR GUIDE TO MANUFACTURED THREADED PRODUCTS, STAMPINGS, FORGING, & PLASTIC FASTENERS.

SUPPLIER SHOWCASE

AZ Lifting Hardware

AZ Lifting Hardware Announces the release of their 2018 product catalogue. This Sourcing Guide has been *completely revamped* adding several new items and **combining their stainless steel products right alongside the carbon parts** making it much easier to find what you need quickly.

They have also added several new stock items to their product line:

- **Stainless Steel Crimp Sleeves**
- **Galvanized and Zinc Plated Machinery Eye Bolts**
- And a Major Expansion of the **Should Pattern Nut Eye Bolts**



“If you would like a new catalog just give us a call. We appreciate your business.”

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THE MKH SALES COMMITMENT TO CUSTOMER SERVICE



The other night I was driving home in a snow storm after making a special delivery to a customer. This delivery required one of my principals to hustle the parts through their plant as well as their outside processors.

I met the Des Moines customer in the Quad Cities. He had just braved the same snow storm to meet me. Parts in hand, he could now rush to get them plated and delivered to his new customer.

This made me think... *what is excellent customer service?* I believe that while customer service starts with the vendor; utilizing the old adage: “*Say what you want, and do what you say*”, I also believe that the customer has a role in this relationship by not placing

unachievable requests. If both parties look at their business relationship like a marriage, then neither will feel they are being taken advantage of. Working together, making compromises, and achieving a common goal.

While I was not home that night with my wife and my customer wasn't home with his family; we felt good knowing that we were doing what needed to be done to provide excellent customer service. **And ultimately, we were in it together.**

In closing, I just want to say thanks to all my principals for doing their best at providing excellent customer service. And to all the customers who also work with my principals during the good times... and the very seldom bad.

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