



REPLACING A NON-RESPONSIVE SUPPLIER

CHALLENGE:

A domestic medical device manufacturer specializing in life saving ventilators needed to ramp up production in order to meet demand generated by the COVID-19 pandemic. Their existing touchscreen manufacturer failed to respond to their increased production requirements, stating raw material supply challenges as the reason for the inability to ramp up production.

SOLUTION:

Customer approached TPI on Monday 6-15-2020. Requirements were reviewed with the customer's engineering team and consensus was reached the same day on two custom designs. Quotation was provided on 6-16-2020. Purchase orders were placed on 6-19-2020. Prototypes were shipped on 6-29-2020. Production commenced two weeks after that.

To accomplish this aggressive schedule, TPI leveraged its long lasting relationships with its suppliers to provide the needed raw materials, in addition to relying on its own inventory of raw materials and components to produce prototypes quickly. TPI engineering completed these designs in record time and TPI production personnel manufactured the prototypes in less than two days. The prototypes were done right the first time and the attention was shifted to production parts immediately.

RESULTS:

These projects were completed in record time and well within the customer's budgetary requirements.

BENEFITS:

TPI's actions rescued the customer from a non-responsive supplier enabling them to keep their commitments to their customers.