

The 5 things you are losing when sourcing "hassle" components



THE
SPRAY NOZZLE
PEOPLE

1) Reputation for technical competence

Engineering firms trade on their image of competence. Having problems sourcing components makes you look less competent in the eyes of your clients.

2) Reputation for delivering

Delays cost money either in direct penalties or the delays associated with panic buying and reworking. Hassle products like nozzles can be more complex than expected which mean you can't deliver as promised.

3) Repeat business

A project that is delayed or which was a hassle creates a bad impression meaning customers are less likely to give your firm repeat business.

4) Confidence in your ability to bid

If you know hassle products will be part of a project you may portray a lack of confidence to potential customers. Or you may not bid for business because you are not confident you have sufficient expertise.

5) Time/Money

Inevitably, the above all cost you time and money. Additionally, however, sourcing hassle products like spray nozzles takes time. As the product is complex hours can be lost researching options and solutions.

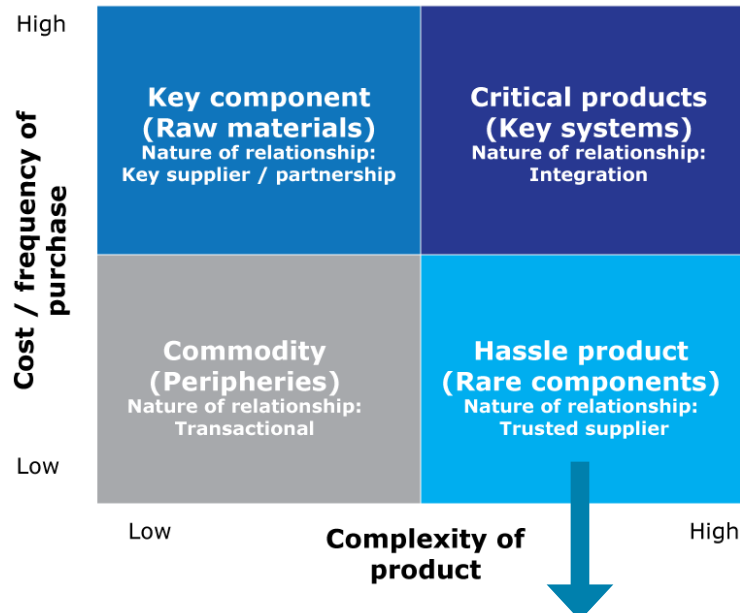
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THE GO-TO PEOPLE FOR SPRAY SOLUTIONS



Hassle components & the components mix

The Components Matrix



Key component

- Have a relationship with multiple vendors.
- Some in-house product knowledge is required but as the product is non-complex this is straightforward to achieve
- Regular price reviews
- Continuity of supply & price are key

Commodity

- Have on file multiple vendors
- No expertise in-house is required as it is fairly straightforward to purchase
- Little attention required
- Ease of purchase is key

Critical component

- Have main vendor with backup
- Have in-house specialist expertise in the products
- Close contact with the supplier – key business relationship
- Integration of knowledge & continuity of supply are key

There is a solution

Mitigate the losses cause by hassle components with:

- Reliable suppliers on file that deliver on time
- Smart suppliers that can offer expertise/guidance/challenge when needed
- Responsive suppliers - available when required
- Suppliers that you trust - advice is proven to be spot on