

NEWSLETTER

**Volume VII
Issue #1**

**S&S takes
Customer Service
one step further
with Quotes on
the Internet**

**S&S standardizes
on Fadal to
maintain high
quality**

**President is Top
Fisherman**



S&S Tool, Inc.

President's Message



If you're looking for a new precision machine shop, we know that your previous supplier didn't offer competitive pricing, didn't take the initiative to find a better way to run your job so that it would save money on your parts and tooling order, didn't deliver in the time you expected or the quality you expected. Our present customers know that S&S Tool works hard to avoid exactly those disappointments. From its inception, S&S Tool has kept its eyes and ears open

for any technological or business-related advances that would benefit its customers. We have never shied from putting in additional effort to see what can improve the tool and machine-part making business. I have been persistent in instilling this attitude in my staff and they are constantly on the look-out for any operation that has room for improvement so that S&S can serve its customers better in all respects—be it raising quality-control measures, employing time-saving tactics or utilizing cost-cutting methods.

At S&S Tool, we recognize that customers no longer associate quality products with long waiting periods. While S&S has been well known for its customer service and its ability to fulfill every delivery that it promises, it has now established itself as a company which seeks out cutting-edge technology to manufacture its customer's parts. Our excellent workmanship has always been our biggest strength; by adding technical know-how to this strength, we have created a formidable combination. We have reduced our turnaround times considerably while retaining our commitment towards producing flawless tools.

The skilled employees at S&S are adept in CAD/CAM software which helps them accurately design tools to customer specifications. And with the changing trend of our clients sending us their files electronically instead of faxing us drawings, it is clear that our interactive website has been a success. Our customers have already started taking advantage of our unfailing expertise and we look forward to long and valuable partnerships in the future.

The essence of S&S is knowing how and when to integrate our industrial skills with newfound technology to influence the tooling business in a positive way. We invite you in our mission to create products that will help drive marketplace results.

A handwritten signature in black ink, appearing to read 'Tom Sichler'. The signature is fluid and cursive, written over a white background.

**Tom Sichler
President**



S&S take Customer Service one step further with Quotes on the Internet

S&S has exceptional and dedicated customer service which has been integral in retaining core customers for more than twenty years. We gained fame mostly by word-of-mouth and we were recommended to many of our new customers by our older customers.

S&S has not allowed the web to distance our clients from us but instead, we have used the Internet to reinforce our tradition of prompt response and personable and knowledgeable representatives. We'll give you a competitive estimate on your machining or tooling needs. The online quote includes the material specified, delivery time required and your preferred carrier. You won't be saddled with surprises or extra costs at the last minute. This virtual quotation is hastened by fast file transfer technology and you can expect your quote within a couple of days. In addition, our advanced CAD/CAM processes provide us with tools to accurately model your designs rendering them ready for manufacturing.

Mechanical Testing Systems sent us .pdf files which allowed us to provide an estimate for their machine parts and tooling in 24 hours. P&P Tools and Excel Machines sent us AutoCAD drawings (.dwg files) which showed us the kind of mold parts and gates they needed.

Similar files from HED helped us not only quote a figure for their carbon fiber molds but also design and manufacture them. Our eagerness to work towards meeting our customers' proposed delivery times is so valuable and our prices are so competitive that 9 out of 10 quotes, including the ones above, were converted into orders which we successfully fulfilled. This electronic system works efficiently to eliminate time spent in back-and-forth communication between our experts and clients, removes mailing and blueprint costs and leaves no detail to chance.

S&S still values personal contact and we will speak with you to confirm your order and make any changes that you may wish. Why not try this great service and see how it can benefit you!



S&S standardizes on Fadal to maintain high quality

S&S Tool has been investing in Fadal tool changers and vertical machining centers for more than fifteen years. Fadal introduced its first machining tool 20 years ago. It is now regarded as the leading producer of VMCs or vertical machining centers in the US. The company began as a job shop serving the aerospace industry in Southern California. Fadal entered the machining industry by producing tool changers for manual mills. The secret to their success has been their in-depth practical knowledge gained by the many years of experience as a machine shop themselves.

S&S's customers have reaped numerous benefits from our insistence on using Fadal VMCs. Fadal has concentrated all of its energies on CNC machining centers which were developed for high performance cutting. Fadal understands the needs of S&S customers, and our quest to fulfill their requirements for tight tolerances on high-precision parts and tools.

Fadal's Advanced Feed Forward (AFF) feature in its VMCs allows machines to achieve optimum speeds at full power. With AFF, speeds are automatically changed with changing loads while the power remains constant at all times. Employing the AFF feature was a huge step forward for S&S customers who realized per part savings in addition to shortened delivery times.

Just as Fadal has partnered with S&S to consistently provide us with technologically advanced machinery, our customers partner with us to supply them with tools of outstanding quality. Sequa has been in a longtime partnership with S&S with its regular purchases of copper tooling and precision remachined bodymaker rams for its can making industry. Our stringent quality control measures enable us to not just guarantee but to certify that each and every one of our tools and machine parts exceed our clients' OEM standards.

It gives S&S great pride to help our valued customers meet their standards of perfection.



There's something fishy about our President!

Early in the morning, a convoy of cars drove towards beautiful Lake Mille Lacs, sometimes called the "Walleye Factory," a suitable nickname for a lake in which walleyes deposit more than 11 billion eggs each year. It was that Friday of the year when employees take off to go on the annual S&S Tool fishing trip.

Employees, families and friends drove to the lake, looking like typical anglers anywhere - with fishing gear, picnic baskets and crates of beer and soda. In short order, baits were hooked, lines cast and cans popped. Then came the big debate— how to pick the champion fisherman of the day. After some spirited discussion (some might say argument), it was decided that the one who caught the most fish would be declared the winner.

The boat anchored, each angler picked his lucky spot in the sun and got down to serious fishing. Soon enough, employees began to swap colorful stories about previous fishing trips- some were true. If there were a prize for the best story of the day, every employee would have won something!

Tom Sichler caught 5 walleyes, one after the other. "After all, I'm the President, I have to set an example," says Tom. Picnic lunches were eaten, beers and sodas guzzled, excuses made and photos snapped. Everybody gathered round to congratulate the winner.

As darkness fell, tired anglers began to enjoy a delicious cookout on the boat. Mille Lacs is a catch-and-release lake, so most fish made their way back into the water and escaped the barbecue. But nobody complained as mouth-watering bratwurst, burgers and chicken wings were gobbled with gusto.

Congratulations to all our fishermen on the day's catch – and tales told.

S&S Tool, Inc.
830 Lund Boulevard
Anoka, Minnesota 55303

Toll Free: **888-707-9377**

Telephone: **612-427-0411**

Telefax: **612-427-0439**

e-mail: jsichler@sstoolusa.com

