



THE PRIMARY LIAISON BETWEEN OUR CUSTOMER AND OUR OPERATIONS

Or, better known as, our Shipping and Customer Service Department. Yes, you read it correctly, "Our primary liaison".



Dave Hesselton, left, with Technical Estimator, Richard Hassinger

Most companies do not view either of these departments on the same level as, for example, their I.T. Department. At Long Stanton, we do. And, so do our customers. In fact, they rank on-time delivery and customer service as a priority when they review their vendor's performance.

What makes the combination of Customer Service and Shipping Departments different from others? We have made it more. For instance, when an order comes into our plant, Dave Hesselton begins managing it. He tracks the part by providing a daily Work Order Summary and serves as the customer advocate while providing communication support inside and outside of the plant when necessary.

The responsibilities also include managing inventory control, maintaining proper stock levels in order to meet timely shipments, providing the correct paper work for shipping the part and then shipping it. His job is not complete until he receives a confirmation of delivery and finally communicates to the customer of the parts status.

Dave and his department are also responsible for providing our management team with daily company metrics for total orders, on-time deliveries, etc. So, as you can see, Shipping and Customer Service combined is more customer-focused than two separate departments.

Tom Kachovec Long Stanton's COO and Dave Hesselton instituted the "Customer Liasion" concept. Dave commented "Our Shipping and Customer Service Department follows every part from the moment it enters our system to confirmation of delivery. It is critical for our customers to be able to get the status of their part in real-time whenever they need it." Tom added, "Companies are no longer keeping large inventories, so when they order a part, we inherently understand that they need it right away. Dave makes that happen every day. In fact, in 2009, Long Stanton had 2,366 shipments with 2,326 (98.3%) arriving on time to our customers dock."



Dave Hesselton, left with Tom Kachovec, right.

Dave sums up the success of the "Customer Liasion" concept with this, "Making the phone call to our customer that their part is delivered on time is the fun part of my job. It is very satisfying to know that our company, and what we provide for our customer, can be a small part of their success."

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