

## TORSION SPRINGS OR MIRACLES?

TAKING RESPONSIVENESS AND ENGINEERING SUPPORT TO A NEW LEVEL.

- PROJECT** *On Thursday, August 19, 2004, a customer called Spiros asking for a miracle. The customer's engineering staff needed four torsion springs. By Friday.*
- DEADLINE** *The engineering staff needed 250 samples for each of the springs immediately for a major client presentation that was scheduled for Monday.*
- CHALLENGE** *Not only was the deadline tight, but each spring was different and each required a brand-new design.*
- ACTION STEPS** *First we verified the designs to ensure that the forces would meet their requirements. Then we shuffled the machine schedule, reassigned technicians and started making the springs.*
- RESULT** *On Friday morning, August 20, all four sets of springs were handed over to the customer, and they were able to proceed with their presentation as scheduled, thanks to Spiros.*



*Spiros was able to design and manufacture 250 samples for each of these four different springs in less than 24 hours.*



no. 048H

CASE STUDY

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INDUSTRIES