

# Change in Chemistry Provides Better Quality and Finish

“One might not judge a book by its cover, but in the shooting sports industry they will judge your product on how it looks,” says Rhonda E., Plating Manager for a leading manufacturer of shooting sports products. So, when production increased and it became more difficult to maintain a high level of quality and consistency, Rhonda looked for answers. One of her suppliers suggested she contact Hubbard-Hall for help.

## Identify the Issues

That call introduced Rhonda to a team of experts committed to helping her find solutions to her problems. As they toured the facility it became clear that this company had some issues which could be best described as growing pains and opportunities for process improvements.

## Start from the Beginning

One of the first initiatives that the Hubbard-Hall team undertook was to drain and thoroughly clean their process tanks out, explaining that the cleaner the tank is when you're starting out, the fresher the chemistry, the longer it's going to last, and the less contamination you're going to be dragging down the line. The reality is, as in any busy facility, the fundamentals sometimes get overlooked when the priority is to meet production demands.

## Analyze New Chemistry

The team also made improvements to their chemicals, especially their cleaners. As a result, products exiting the plating process were consistent in both quality and finish. They provided process training, including the development and implementation of process controls. They setup their pumps and supplied them with titration and control procedures to analyze the new chemistry.



## Outcome

The team suggested a number of process improvements and best practices based on their years of knowledge and experience. “We discovered that the more we share our experience with our customers, the fewer headaches they have. As a result: everyone involved is happier and more productive.”

The plating operator stated, “We’ve never experienced this level of service and support from our previous vendor. This has been a true collaboration, not simply a change in chemistry.”

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