

Duncan Industrial Solutions Once Again Singled Out as Industry Leader

—Firm receives second American Eagle award since 2006—

OKLAHOMA CITY, Okla. — Duncan Industrial Solutions received its second American Eagle award since 2006 in recognition of its project creativity, cost savings database and process improvements recommended by the Customer Value team. The Industrial Supply Association (ISA) singled out Duncan Industrial for its second award in recognition of more than \$800,000 in cost savings in 2008 to a world-leading manufacturer for the oil service industry.



Pictured from left: Chuck Lipinski, Cheryl Lawson, Mark Pittman and Ed Raymond

The ISA presents the prestigious Value Added Distributor award once a year to recognize the efforts of a distributor who provided exceptional documented cost savings or productivity improvements for a single end-use customer. Duncan Industrial achieved the cost savings by increasing productivity and revenue while reducing overall expenditures.

Duncan Industrial is the first to receive two of ISA's American Eagle awards in a four-year period. Duncan Industrial previously took the Value Added Partner Award in 2006 for its partnership with a global manufacturer of carbide-inserted cutting tools.

The competitive edge ...

Duncan Industrial pulled away from the competition by deploying a Customer Value (CV) team for the client's site in order to target, deliver and document cost savings to the production and supply chain. Team members worked hand-in-hand with the company's IT department to develop a database that would use a customer ID to summarize cost savings for specified time frames. The database allowed the client to track cost savings for each innovation on the floor, from reducing ejector drill bottlenecks to carbide tool recycling.

No solution too small...

Thanks to Duncan Industrial's CV team innovations, the client realized savings in eight key areas ranging from \$28,000 to more than \$300,000. More than half of the \$800,000 was realized from two projects. The team reduced ejector drill bottlenecks by improving the cutting data and replacing cutting inserts with new coating and chip breaker geometries. After retraining the operators, productivity increased by 20 percent for an annual cost savings of \$317,000. New products and procedures to clean CNC machine coolant systems resulted in an additional \$175,000 savings.

Further cost savings were realized by leveraging supplier contracts for discounts that were passed on to the client, using recycled and reconditioned tools and parts, increasing the number of tool cutting edges, and reducing the scrap rate with better precision tooling. Not only did recycling and repair reduce replacement costs, it reduced lead time for delivering important machine parts. The manufacturer's total savings for 2008 added to \$805,491.

About Duncan Industrial Solutions

Founded in 1948, Duncan Industrial is an independently-owned company that holds certification as a woman-owned business from the Women's Business Enterprise National Council. In addition to being a one-stop supplier of name-brand industrial equipment and MRO supplies, Duncan Industrial offers a specialized, integrated services unit that delivers tailored solutions for inventory management, point of use, product issuance, product application, technical support and other services within the client's operations. Headquartered in Oklahoma City, Oklahoma, Duncan Industrial has more than 200 employees working in offices and client facilities across North America. In 2008, the company celebrated its 60th anniversary of providing customized solutions that reduce manufacturing supply chain costs.