

*'Quality'
not
just
another
cliche*



at Wainwright Industries

Wainwright Industries, Inc. a St. Peters, Missouri-based metal stamping company has an impressive list of awards to back up its commitment to total customer satisfaction.

Proud winners of the General Motors Mark of Excellence Award, Ford Motor Company's Q-1 Preferred Supplier Award, and the IBM Rochester Quality Award, Wainwright added the prestigious Malcolm Baldrige National Quality Award in 1994 — the only small company in the country to garner the honor.

Machine Manager Les Wendell said it's a matter of well-trained employees using high quality equipment.

Since 1991, Wainwright has committed up to 7 percent of its payroll to employee training, and 60 percent of the company's stamping is currently being done on Minster presses.

"The most critical parts for us don't always run on the same machine, but they always do run on a Minster," Wendell said.



"Minster is extremely reliable," said Stamping Machine Manager Greg Fields. "Any time we have problems, it's very, very seldom due to the press."

"They are without a doubt the finest machines we've ever had in this facility," Maintenance Supervisor Lee

Bender said, describing the

Minster presses. "The engineering support staff at Minster has always bent over backwards to help us if we've ever had a problem."

Founded in 1947, Wainwright Industries remains a family-owned company operating out of the



Wainwright Industries' line of Minster presses has grown steadily in the past few years, with yet another Minster currently on order.

110,000 square foot facility in St. Peters and a 190,000 square foot facility in Grand Prairie, Texas.

Producing mainly automotive parts, Wainwright has grown to 300 associates and \$30,000,000 in annual sales. Their customer base also includes Dana, Emerson Electric, IBM, McDonnell Douglas, Rubbermaid, along with companies in Germany and Japan.

"Reliability is a very important factor for us," Wendell said. "And that's where the reliability of Minster comes in. We just don't experience any downtime because of machine failure.

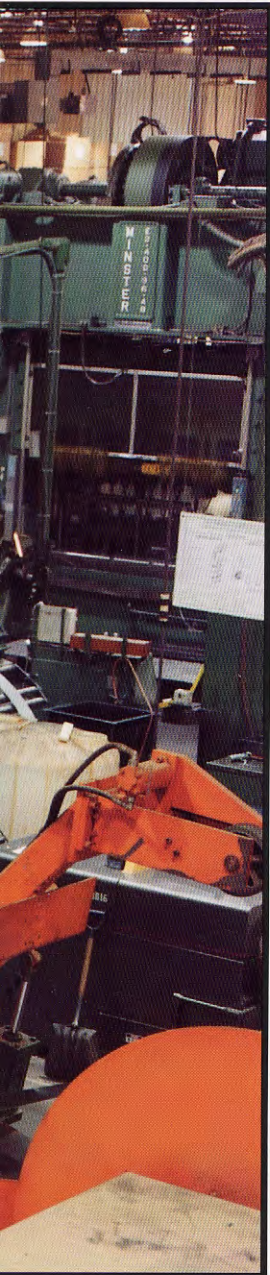
"You need a press you can rely on and count on to be rigid and repeatable," Wendell added. "And the experiences I've had with other presses so far is that Minster is right up there at the top."

Wendell said Minster's reliability stems from the durable construction of the presses.

"When I think of reliability, I think of Timex and Toyota, and Minster could be right there with them, because they take a licking and keep on ticking."

"They (Minster Presses) are without a doubt the finest machines we've ever had in this facility."

Lee Bender
Maintenance Supervisor
Wainwright Industries



Like most of Minster Machine's customers, representatives from Wainwright Industries have seen the Minster presses being constructed in person at Minster.

"I was impressed when we visited Minster with the fact that all the major components are done under one roof where Minster has total control over the end quality of the product they're generating — that press," Fields said.

"The process by which the presses are built is very impressive," Wendell said. "The way they're constructed, they don't transmit stamping noise. I've been around another brand of high speed press, and the noise that thing made while running was enough to drive you out of the press room."

"The most impressive thing from a maintenance standpoint is the heavy duty construction," Bender said. "It very apparent throughout the machine, especially with the oversized bearing surfaces compared to other press builders."

For Wainwright Industries reliability of a Minster press also means consistency.

"You know the machine is going to perform stroke after stroke so that in the end your quality checks are minimal because you don't have to check each and every part," Bender said. "You feel confident. There's a level of comfort that you achieve in running Minster that you can randomly check parts and know that in between point A and point Z the rest of the alphabet turned out just as good."

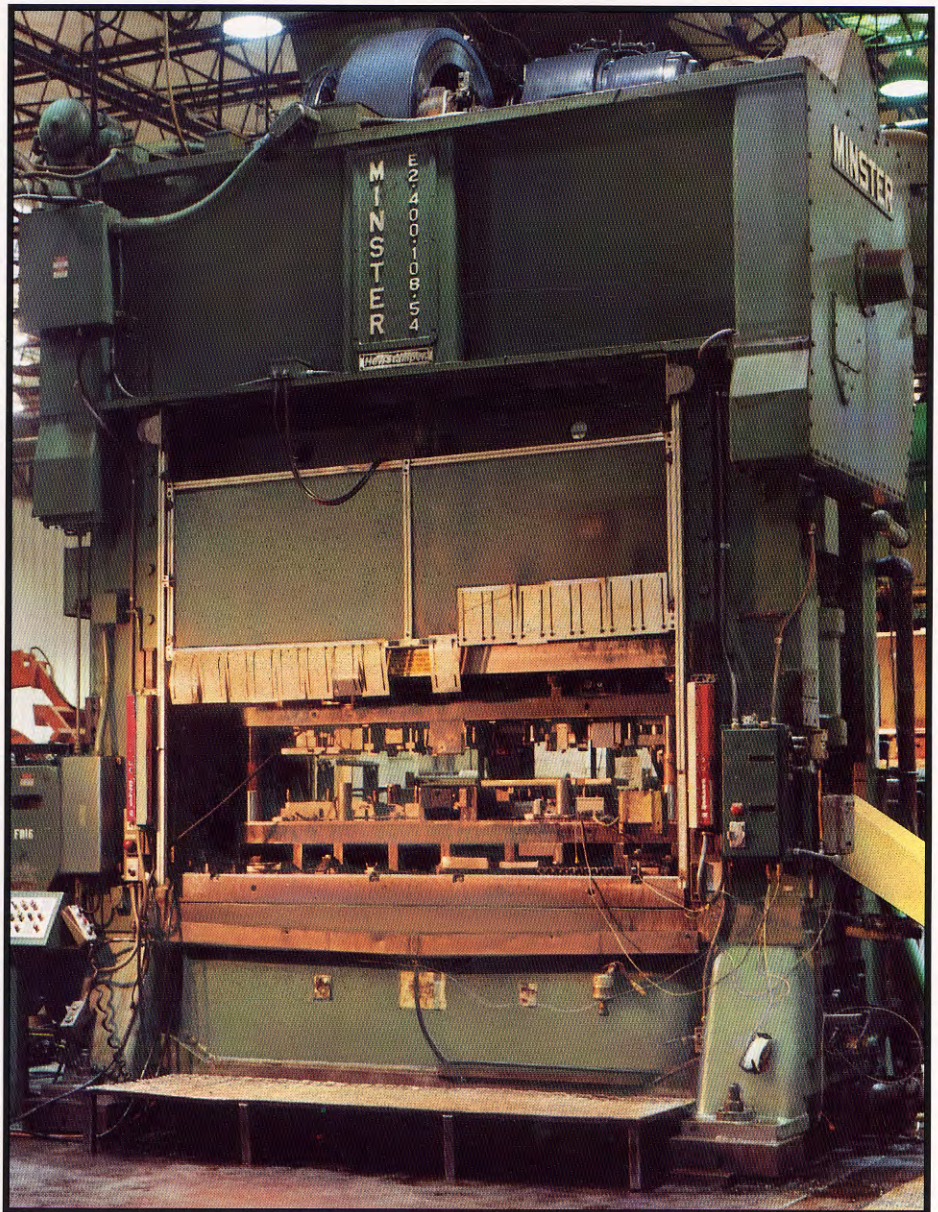
An important aspect of Wainwright's "total customer satisfaction" is just in time delivery, and with the help of

Minster presses the company has an on-time delivery rate of nearly 100 percent.

"We have to have a minimum amount of downtime," Bender said. "Because of our customer base and their changing requirements from one day to the next, we just can't accept any downtime."

Wainwright's commitment to quality has not only produced an impressive resume of awards, but has also increased its customer base, and the company shows no signs of letting up.

"You can't keep patting yourself on the back for awards if you're not partnering with your customer," Bender said. "Part of our goal is a continuing commitment to our customer's future, not just the present. We know if we satisfy him today as he grows, then we grow also."



Minster presses like this E2-400 HeviStamper are producing the lion's share of the parts at Wainwright Industries.