

# Gold Service Program

American Roller Company has developed the Gold Service Program to improve customer service, communication, processing time, and order turn around. The program is a Lean Customer Relationship process that centers around 3 basic principles; economic & productivity value to our customers, development of a technical master specification file, and formal documentation of communication and implementation procedures.

## **Solutions**

- Highest level service program – available to customers with annual spend of \$100,000 or more and customers who leverage 80% of their roller and coatings supply with American Roller Company
- Pricing protection program
- Advanced stocking and forecasting
- Weekly status and usage reports
- Bi-Annual productivity improvement review
- Ten hours of annual lab utilization
- On-site productivity services discounted up to 50%
- No expedite fees
- Dedicated National, Account, and Customer Service Personnel

## **Results**

- Productivity Improvements
  - Increased machine speeds
  - Reduced scrap, sheet breaks, and lost production time
- Improved Lead-times and Customer Service
  - Advanced stocking of standard and custom materials
- Reduced Costs
  - Price protection
  - Special programs for complete scope of supply

For more information contact:  
American Roller Company or Plasma Coatings  
262.878.2445 / 800-519-3064  
[www.americanroller.com](http://www.americanroller.com) / [www.plasmacoatings.com](http://www.plasmacoatings.com)

