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BUILDING SYSTEMS
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CASE STUDY #4

Fab Weld Keeps Commitment

Alabama-based Fab Weld Steel needed 130 tons of steel joists to help build a new Stein Lumber in Natchez, Mississippi. Project Manager Tommy Jackson had originally ordered through another joist supplier, but when the drawings came back from approval, there was a problem: the joist supplier was not able to deliver in three weeks as originally promised. They wanted six weeks for fabrication because they were busier than anticipated and were coming up on their July shutdown.



"Our customer wasn't able to live with the joist supplier taking that much time," the Alabama-based Jackson explained. "And the joist supplier wouldn't live up to the original agreement. They weren't willing to budge even an inch. At that moment I didn't know what to do. So I called New Millennium just to see if by chance there was anything they could do to help, as we didn't want to lose a good customer."

He connected with Rich Madden, sales manager for the New Millennium plant

in Lake City, Florida. Using the other joist supplier's drawings that had been approved, New Millennium was able to get the job completed and delivered in about two weeks.

"We were very pleased," Jackson said. "It got us off the hot seat with our customer. At one point they probably would have not considered working with us again."

Looking back on the experience, Tommy now observes, "We try to live up to

what we say we can do. We try to do whatever it takes to make things happen and through experience we know that New Millennium does the same. Without New Millennium, we could have lost the job and a good customer."

Tommy added this final assessment:

"I speak not only for myself but also the other PM's in our office when I say that we really appreciate all the hard-working people at New Millennium and their efforts to take care of customers to the best of their abilities. Thanks for helping make this a successful project."

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