

**8 Tips to Consider**

# **WHEN SWITCHING PARTS SUPPLIERS**

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**GEMSTAR**   
CUSTOM PART SOLUTIONS

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A good OEM supplier is hard to find. You want to work with a reliable and trustworthy supplier who prioritizes your part and gets it right every time—on time. You want to ensure you are working with a true partner, not simply a vendor.

If you're less-than-satisfied with your current parts supplier and thinking about making the switch, or you're thinking about adding an additional supplier for capacity, keep these eight things in mind as you embark on your search:

## **1 SEARCH FOR A MANUFACTURER WHO PROVIDES YOU WITH DESIGN ENGINEER SUPPORT.**

Choose a manufacturer who fosters a collaborative design and development process. Make sure they allow you to work alongside their design engineers and production teams in the early stages of development to create parts that meet your exact specifications. Confirm that the design engineers will thoroughly test your prototypes before they move them into production so you get consistent, quality parts every time



**search for design  
engineer support**



## **2 CHOOSE A SUPPLIER WHO COMMITS TO ON-TIME DELIVERY...BECAUSE YOUR SUPPLY CHAIN DEPENDS ON IT!**

When your supplier is committed to [delivering your order on time](#), production stays on schedule. This keeps costs down for you and your customers and helps you maintain your outstanding industry reputation.

Consistent deliveries also help you maintain a consistent inventory, reducing the risk of overstocking or out-of-stocks. Ultimately, working with a supplier you can count on facilitates a reliable long-term partnership that allows you to scale and expand without fear of supply chain bottlenecks.

## **3 SEEK OUT QUALITY AND EXPERIENCE**

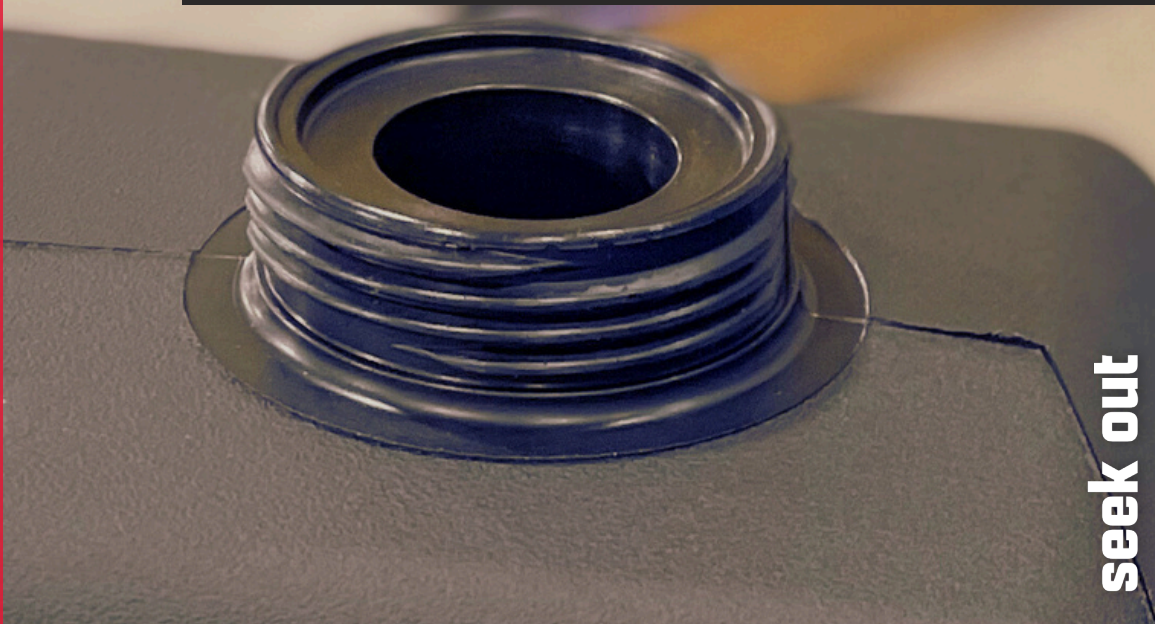
Expertise is built through experience. While a new-to-the-industry supplier may seem appealing, they may not deliver the same quality and service as an established one. Be sure to research how long the manufacturer has been in business and the variety of parts they've produced over the years. Partnering with an established manufacturer lays the foundation for a smooth process and a premium end product.

## **4 ASSESS THE SUPPLIER'S CAPACITY**

Switching suppliers can be costly and stressful, so you want to make sure your next supplier will be with you for the long haul. Look for signs of a thriving supplier by evaluating their production environment. Do they have a large space that can accommodate an influx of orders? Have they expanded their production capacity in recent years to meet a growing demand?



**And don't just rely on website photos or a video tour. You're making an important investment, so take time to tour any facility you're seriously considering.**



**seek out  
quality & experience**

## 5 LOOK FOR A MANUFACTURER WHO'S INVESTING IN THE LATEST TECHNOLOGY

Forward-thinking manufacturers continually invest in cutting-edge technology to maintain superior quality and consistency in their parts. Whether they're adopting new manufacturing techniques such as Robomold®—a state-of-the-art robotic rotational molding system—or implementing other process-enhancing technologies, they strive to deliver the best product for each customer every time.

**> If your manufacturer isn't embracing innovative technology, you'll struggle to create industry-leading products and gain a competitive advantage.**

## 6 FIND A SUPPLIER WHO TAKES TOOLING MAINTENANCE SERIOUSLY

Your tools are hefty investments in your business. If they start to deteriorate, it will impact the quality and consistency of your parts and lead to premature tool replacement. If your tools run to failure, you will experience costly production delays.

Extend the useful life of your tools—which increases your ROI—and maintain your reputation for producing top-of-the-line products by partnering with a supplier who prioritizes tooling maintenance.

## 7 FIND A SUPPLIER WHO MANUFACTURES ALL THEIR PARTS IN AMERICA

Purchasing parts from a domestic supplier reduces supply chain uncertainty and instability. You can trust that your parts will arrive on time, ensuring your timeline—and production—stay on track.



find parts that are

**American-made**



## **8 FIND PARTNERSHIP-DRIVEN SUPPLIERS**

As you research potential suppliers, eliminate any who aren't partnership-driven and relationship-oriented. Hands-off operations mean you'll lack strategic support and be left scrambling if issues arise.

Partnership-driven suppliers, on the other hand, will go above and beyond basic expectations to produce the best possible product for every customer every time. They'll offer discovery calls where you can discuss your project and determine if their company is the best fit for your needs. They'll invite you to collaborate with their design engineers, customer experience team, and sales manager for a comprehensive and effective process from start to finish. These industry partners will eagerly invite you to tour their facility and meet their team before you sign a contract.

Whether you're looking to replace your current supplier or add a secondary supplier for capacity, these tips will ensure you make the best choice for your business.

**SET UP A DISCOVERY CALL TODAY TO SEE IF  
GEMSTAR IS THE RIGHT SUPPLIER FOR YOUR NEEDS!**

**SCHEDULE A CALL**

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