2019 Products Finishing Top Shops:
Liquid, Powder & Electrocoating

Welcome to Top Shops

Thank you for participating in the *Products Finishing* Top Shops benchmarking survey for liquid, powder and electrocoating, which highlights the attributes shared by leading North American finishing operations. This survey pertains to liquid, powder and electrocoating, in particular. There is a separate survey for shops that perform plating and anodizing. Please proceed only if your shop does liquid, powder or electrocoating.

Be assured that all responses are confidential to the staff of* Products Finishing *and will not be shared by any outside agency or organization.

This survey must be completed by May 31, 2019. You may close and re-enter the survey as many times as you like until you select 'Submit Responses' on the final page. If you have questions, please contact Jan Schafer, Director of Market Research, JSchafer@gardnerweb.com.

If you want to keep a record of your responses, we suggest you print a copy of each page with your responses before selecting 'next' to advance to the next page/question.

Click here if you'd like to download a pdf of the survey to review. You can revisit this site to enter your answers or return a completed survey pdf print out to us via mail or fax (instructions on how to do so are found at the end of the survey.)

* 1. Does your shop currently perform liquid, powder and/or electrocoating on your premises?

- ◯ Yes
- ◯ No

2019 Products Finishing Top Shops:
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Company Information

2. Please provide the following information in order to receive your report:

Your Name:

Title:

Company Name:

Address:

City:

State: -- select state --

Zip:

Country:

Website

Company phone number:

3. Please provide your email address:

Finishing Practices

Many of the survey questions refer to 'your shop' or 'your business,' and here's how we'd like you to think about it...

If your company has more than one location, please answer all survey questions in terms of the scope for which you have the most access to operations and performance data. In some cases, that is multiple locations combined. In other cases, it is just one location, often the location where the person completing the survey works. Either is acceptable since questions are asked in ways that make data from all size businesses comparable.

If, however, you have equal access to site-specific operations and performance data for more than one location, please answer the survey based on the one location that is most representative of your business overall. In other words, provide answers based on a 'typical' location rather than one that is particularly strong or particularly weak.

Most important is that you be consistent throughout the survey as far as the location(s) to which your responses apply.

Finishing Practices

This section of the survey includes questions pertaining to product quality, shop efficiency, and practices directly involved in finishing processes. You may need to refer to company data to answer the following questions. Please take the time to do so in order to receive your custom report.

Please read the instructions at each question for the accepted format for entering your data. If you receive an error message, please check for the correct format. It is also possible your response is considered outside the reasonable range for that question.

Please be thinking of 2018 as you answer each question unless indicated otherwise.

4. Which of the following practices and improvement methodologies did your business utilize in 2018? *(Select ALL that apply)*

- ☐ 5S workplace organization
- ☐ Benchmarking
- ☐ Continuous improvement program
- ☐ Customer Surveys
- ☐ Just-in-Time movement of materials
- ☐ Kaizen events/blitzes
- ☐ Kanban and pull systems
- ☐ Overall Equipment Effectiveness (OEE)
- ☐ PCI Certification
- ☐ Quality certs (i.e. ISO, NADCAP, etc.)
- ☐ Six Sigma
- ☐ Total quality management
- ☐ Value-stream mapping
- ☐ None of the above

Finishing Practices

5. What was your facility's average order lead time in 2018, defined as the average number of days from receipt of order to delivery to customer.
Example: for 6 days, you would enter 6. For 6 1/2 days you would enter 6.5

6. What was your facility's on-time delivery rate in 2018, defined as the percentage of goods delivered on the timing committed. Enter your number without a % sign.
Example: for 80%, you would enter 80 without a decimal or % sign. For 80.5%, you would enter 80.5 without the %.

7. What was your facility's finished product first-pass quality yield in 2018, defined as the percentage of products passing inspection on the first attempt; i.e. no re-work was required. Enter your number without a % sign.
Example: for 80%, you would enter 80 without a decimal or % sign. For 80.5%, you would enter 80.5 without the %.

8. What was your facility's finishing usage in 2018, defined as the average number of hours finishing equipment is in production in a 24 hour day. Your answer should be between 1 and 24.
Example: for 8 hours, you would enter 8. For 8 1/2 hours, you would enter 8.5

Finishing Practices

9. Please estimate the average number of labor-hours your shop as a whole spent in total each week on each of the following tasks in 2018.

Please round to the nearest whole number. Enter '0' if your shop does not perform the task.

Environmental management	
Parts inspection	
Analytical testing	
Hazardous waste management	
Training	

10. Please select the rating that best describes your 2018 business practice in each of the areas listed below. *(Select ONE rating per row)*

	Do not have written procedures	Have written procedures, but need updating	Have written procedures and they are current
Application Procedures (Liquid and/or Powder Coating)	○	○	○
Washer Quality/Performance	○	○	○
Testing Procedures	○	○	○

Finishing Practices

11. What percentage of your total process was applied to each of these substrates in 2018?

Please round each percentage to a whole number and enter without a % sign. Your percentages must sum to 100.

Aluminum surfaces	
Steel surfaces	
Wood or MDF surfaces	
Plastic surfaces	
Other surface(s)	

Finishing Practices

12. Which additional types of finishing operations did your shop perform in 2018? *(Select ALL that apply)*

- [ ] Abrasive Blasting
- [ ] Mass Finishing
- [ ] Plating
- [ ] Polishing or Buffing
- [ ] Printed Circuit Boards
- [ ] Spray Painting
- [ ] Vacuum Coating
- [ ] None of the above

13. Which types of inspection processes did your shop perform in 2018? *(Select ALL that apply)*

- [ ] Adhesion
- [ ] Appearance
- [ ] Coating Thickness
- [ ] Color and Gloss
- [ ] Corrosion Resistance
- [ ] Cure
- [ ] Customer Specific
- [ ] Dimensional
- [ ] Filters
- [ ] Hydrogen Embrittlement
- [ ] Non-Destructive Testing
- [ ] Salt Spray
- [ ] Torque Tension
- [ ] Water Immersion
- [ ] Wet Analysis
- [ ] Viscosity
- [ ] None of the above

14. Which types of automation did your shop use in 2018? *(Select ALL that apply)*

- [ ] Automated process lines
- [ ] Process monitoring
- [ ] Process tank sensors
- [ ] Track product quality and defects
- [ ] None of the above

Business Strategy

The next section of the survey includes questions pertaining to financial, operational and customer information. You may need to refer to company data to answer the following questions. Please take the time to do so in order to receive your custom report.

Note these measures are designed to allow comparisons across shops without having to disclose specific financials. Be assured that all responses are confidential to the staff of *Products Finishing* and will not be shared by any outside agency or organization.

Please read the instructions at each question for the accepted format for entering your data. If you receive an error message, please check for the correct format. It is also possible your response is considered outside the reasonable range for that question.

Business Strategy

15. Please provide your shop's 2018 gross sales per finishing line in dollars.
Example: if your gross sales were $5000 and you have 2 lines, you would enter 2500. Please round to the nearest whole number and enter without any signs or symbols.

16. Please provide your shop's 2018 gross sales per employee in dollars.
Example: if your gross sales were $5000 and you have 20 employees, you would enter 250. Please round to the nearest whole number and enter without any signs or symbols.

17. Were any capital investments made in your shop in 2018?*(Select ONE only)*

- ◯ Yes
- ◯ No
- ◯ Not sure

Business Strategy

18. Please provide your shop's 2018 capital equipment expenditure as a percentage of gross sales. Round to the nearest whole number and enter without a % sign.

Formula = [(2018 cap equip exp / 2018 gross sales) * 100]

Example: *if your capital equipment expenditure was $500 and your gross sales were $5000, you would enter 10.*

19. Please provide your shop's percent change in annual sales from 2017 to 2018 using the following formula. Round to the nearest whole number, using a minus sign if necessary.

Formula = [(2018 gross sales - 2017 gross sales) / 2017 gross sales] * 100

Example: if your 2018 sales were $5000 and your 2017 sales were $4000, you would enter 25

20. Please *estimate* your shop's percent change in annual sales from 2018 to 2019 Round to the nearest whole number, using a minus sign if necessary.

*Formula = [(2019 estimated sales - 2018 gross sales) / 2018 gross sales] * 100*

Example: if your estimated 2019 sales are $4000 and your 2018 sales were $5000, you would enter -20

Business Strategy

21. Please provide your shop's 2018 net income relative to gross sales, rounded to the nearest whole number. Include a minus sign if your number is negative.

Formula = [(2018 net income / 2018 gross sales) * 100]

Example: if your 2018 net income was negative $300 and your gross sales were $5000, you would enter -6

22. Please provide your shop's 2018 net income relative to total assets, rounded to the nearest whole number. This is ROA on your shop's balance sheet. Include a minus sign if your number is negative.

Formula = [(2018 net income / 2018 total assets) * 100]

Example: if your 2018 net income was negative $300 and your total assets were $10,000, you would enter -3

23. Please provide your shop's average capacity utilization percentage for 2018. Enter your number without a % sign.

You may enter decimals but no other signs or symbols.

Business Strategy

24. Which of the following supply chain practices did your business use in 2018? *(Select ALL that apply)*

- ☐ Certification of major suppliers
- ☐ Collaborative design with customers
- ☐ Collaborative design with suppliers
- ☐ Customer satisfaction surveys
- ☐ Just-in-time deliveries from suppliers
- ☐ Just-in-time deliveries to customers
- ☐ Utilizing customer forecasts
- ☐ Vendor-managed or -owned inventories
- ☐ Vendor-managed or -owned inventories for customers
- ☐ None of the above

25. Which of the following tools did your business use in 2018? *(Select ALL that apply)*

- ☐ Blogs
- ☐ Brochure/catalogs
- ☐ Customer tours of shop
- ☐ Email promotions
- ☐ Online - advertising
- ☐ Online - company website
- ☐ Print advertising (i.e. magazines)
- ☐ Sales personnel
- ☐ Social media (Facebook, Twitter, LinkedIn)
- ☐ Trade shows/events
- ☐ Trade associations
- ☐ YouTube
- ☐ None of the above

Business Strategy

You may need to refer to company data to answer the following questions. Please take the time to do so in order to receive your custom report. If you receive an error message, please check for the correct format. It is also possible your response is considered outside the reasonable range for that question.

26. How many active customers did your business have in 2018?

27. What was your customer retention rate for 2018? This is the number of customers in 2018 who were also customers in 2017, as a percentage of your 2017 total customer base. Enter your number without a % sign.
Example: If you had 50 customers in 2018 who were also customers in 2017, and a total of 60 customers in 2017, your customer retention rate would be 83%, and you would enter 83. You may enter decimals but no other signs or symbols.

28. What percentage of business quoted in 2018 was actually booked? Enter your number without a % sign.
Example: if you booked 50 jobs and quoted 100, you would enter 50. You may enter decimals but no other signs or symbols.

Business Strategy

29. How much do you estimate your shop will spend, in dollars, to make purchases in these categories in 2019?

Enter '0' if you expect to make no investment in a category in 2019. Please enter numbers only, rounding to the nearest whole number; decimals, symbols and words are not accepted.

Liquid Application Equipment	
Powder Application Equipment	
Racking Equipment	
Testing Equipment	
Spray Booths (liquid/powder)	
Washers	
Full Turnkey Systems	
Chemicals	
Coating Materials	
Ovens	
Other	

30. What coatings or services would you like to add to your shop?*(Select ALL that apply)*

- ☐ CARC
- ☐ Electrocoat
- ☐ Electroplating
- ☐ Liquid Coatings
- ☐ Physical Vapor Deposition
- ☐ Powder Coatings
- ☐ None of these

Shop Profile

This section of the survey includes questions pertaining to the general characteristics that help define your shop. You may need to refer to company data to answer some of the following questions. Please take the time to do so in order to receive your custom report.

31. Which category best describes your business' relation to its customer base?*(Select ONE only)*

- ◯ Captive shop (component of a larger company)
- ◯ Contract shop (independent shop with 50% or more contract work)
- ◯ Job shop (independent shop with less than 50% contract work)

32. Which of the following best describes your shop's business*(Select ONE only)*

- ◯ High mix/low volume
- ◯ High mix/high volume
- ◯ Low mix/low volume
- ◯ Low mix/high volume

33. Which statement best describes your shop's pricing strategy relative to competition? *(Select ONE only)*

- ◯ Among the highest priced
- ◯ Higher priced than average, but not among the highest
- ◯ Priced about average
- ◯ Lower priced than average, but not among the lowest
- ◯ Among the lowest priced

Shop Profile

34. As of the end of 2018, how many years has your company been in business?
Please round to the nearest whole number.

35. About how many total parts did your shop finish in 2018?
Enter a number without commas.

36. About how many different types of parts/SKU's did your shop finish in 2018?
Enter a number without commas.

Shop Profile

37. Switching gears a bit and now thinking about your shop's finishing lines, how many lines were in production for each coating process in 2018?

Liquid Coating	
Powder Coating	
Electrocoating	

Shop Profile

38. Which of the following industries does your shop serve?*(Select ALL that apply)*

- [ ] Aerospace
- [ ] Agriculture/construction equipment
- [ ] Appliances
- [ ] Automotive
- [ ] Building construction
- [ ] Electronics, computers
- [ ] Fasteners
- [ ] Furniture manufacturing
- [ ] Hardware/tools
- [ ] Machinery/industrial
- [ ] Medical
- [ ] Military/government
- [ ] Oil & gas mining
- [ ] Power generation (turbines, batteries)
- [ ] Pumps, valves & plumbing
- [ ] Wire goods/pipes
- [ ] Other (please specify)

Shop Profile

39. Which of the industries served do you consider THE PRIMARY contributors to your shop's business? *(Select up to 5)*

- [ ] Aerospace
- [ ] Agriculture/construction equipment
- [ ] Appliances
- [ ] Automotive
- [ ] Building construction
- [ ] Electronics, computers
- [ ] Fasteners
- [ ] Furniture manufacturing
- [ ] Hardware/tools
- [ ] Machinery/industrial
- [ ] Medical
- [ ] Military/government
- [ ] Oil & gas mining
- [ ] Power generation (turbines, batteries)
- [ ] Pumps, valves & plumbing
- [ ] Wire goods/pipes
- [ ] [Insert text from Other]

Shop Profile

40. Which certifications did your finishing shop hold in 2018?*(Select ALL that apply)*

- [ ] AAMA 2603
- [ ] AAMA 2604
- [ ] AAMA 2505
- [ ] API Q1
- [ ] ISO9901
- [ ] NADCAP
- [ ] PCI 3000/4000
- [ ] None of the above

41. Which approvals did your finishing shop hold in 2018?*(Select ALL that apply)*

- [ ] Aerojet
- [ ] BAE Systems
- [ ] Bell Helicopter
- [ ] BMW
- [ ] Boeing
- [ ] Caterpillar
- [ ] Cessna Aircraft
- [ ] Chrysler
- [ ] Eaton Aerospace
- [ ] Ford
- [ ] GE
- [ ] General Dynamics
- [ ] GM
- [ ] Goddard Space Flight (NASA)
- [ ] Goodrich Aerospace
- [ ] Honda
- [ ] Honeywell
- [ ] IBM
- [ ] John Deere
- [ ] Lockheed Martin
- [ ] Lycoming/Textron
- [ ] Martin Marietta
- [ ] McDonnell Douglas
- [ ] MD Helicopters
- [ ] Mercury Marine
- [ ] MOOG
- [ ] Motorola
- [ ] Nissan
- [ ] Northrop Grumman
- [ ] Pratt and Whitney
- [ ] Raytheon
- [ ] Rockwell-Collins
- [ ] Rolls Royce Corp.
- [ ] Sikorsky Aircraft
- [ ] Tacom
- [ ] Toyota
- [ ] United Technologies
- [ ] None of the above

Training and Human Resources

This section of the survey pertains to employees, training, and shop safety. You may need to refer to company data to answer the following questions. Please take the time to do so in order to receive your custom report.

42. How many people did your shop employ in 2018 at the location(s) you're answering for?

43. How many employees at this location were shop floor employees in 2018?

44. Do you plan to increase, decrease or keep the same the number of employees in 2019? *(Select ONE response)*

- ◯ Increase
- ◯ Decrease
- ◯ Keep the same

45. What was your **shop's** annual **labor turnover rate of employees** in 2018? This is the number of voluntary plus involuntary separations of employees as a **percentage** of the total usual number of shop floor staff. Enter your number between 0 and 100 without a % sign.
You may enter decimals but no other signs or symbols.
Example: If 6 shop floor employees left in 2018 and your usual shop floor staff totals 30, you would enter 20.

46. Did your shop have any **accident incidents** in 2018?

- ◯ Yes
- ◯ No
- ◯ Not sure

Training and Human Resources

47. What was your shop's annual **accident incident rate for shop floor employees** in 2018? This is the number of shop floor accident incidents as a **percentage** of the total usual number of shop floor staff. Please enter your number without a % sign.
Example: if you had 2 accident incidents in 2018 and your usual staff totals 30, you would enter 6.67.You may enter decimals but no % sign. For numbers less than 1, please round to 1

Training and Human Resources

48. What was the **average hourly wage rate for hourly paid, non-management shop floor personnel** in 2018, excluding overtime?

Please enter a number. You may enter decimals but no other signs or symbols.

49. Which human resource practices/programs did your business use in 2018? *(Select ALL that apply)*

- ☐ Annual review and raise program
- ☐ Apprenticeship program
- ☐ Bonus plan
- ☐ Education reimbursements
- ☐ Employee ownership options
- ☐ Formal employee training programs
- ☐ Formal safety/health program
- ☐ Leader/supervisor development
- ☐ Paid medical benefits
- ☐ Profit- or revenue-sharing plan
- ☐ Teaming/team-building practices
- ☐ None of the above

This is the final page of the survey. Once you click **Submit Responses** on this page, you will be taken to the *Products Finishing* website. Your survey will be locked and submitted and you will not be able to change any of your answers. Before you click **Submit Responses**, you may close and return to the survey on this device to make changes as many times as you like until the deadline on May 31, 2019.

Please complete the survey by May 31, 2019. If you downloaded a pdf of the survey and completed it on paper, fax it to **513-527-8801** or mail it to:

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