



CASE STUDY: TRANSFORMING CHALLENGES INTO OPPORTUNITIES-A DECADE OF EXCELLENCE

THE CHALLENGE: An Inefficient Assembly Process

When HPS first approached a leading manufacturer of hose reels through a cold call, the initial opportunity seemed modest: supplying two O-rings and two PTFE backups for a brass swivel assembly. The customer was sourcing the brass components from a sub-contractor and managing a complex, time-intensive process of aggregation, staging, and assembly. This cumbersome workflow presented inefficiencies that increased costs and consumed valuable resources.

THE OPPORTUNITY: Streamlining and Adding Value

Our experienced sales team recognized the potential to provide greater value beyond merely supplying seals. We proposed taking on the installation of the seals into the brass swivels and delivering fully assembled, ready-to-use components. A detailed cost analysis demonstrated significant savings and operational improvements for the customer, who eagerly embraced the idea.

To ensure seamless execution, HPS engineers designed specialized tooling for precise seal installation and developed rigorous testing procedures to verify the quality of each assembly.

GOING FURTHER: Upstream Integration

While the initial solution addressed assembly challenges, we identified another opportunity to enhance efficiency: sourcing the brass components ourselves. After another comprehensive cost analysis revealed additional savings, the customer trusted HPS to take over this aspect as well.

Leveraging our robust supply chain network, we partnered with top-tier brass manufacturers. To guarantee flawless quality, our engineering and quality control teams collaborated closely with suppliers to implement poke-yoke processes, minimizing defects. Our efforts focused on three key objectives:

Preventing non-conforming products from entering our supply chain.

Eliminating defects during assembly through advanced process controls.

Delivering flawless, high-performing products to the customer.

THE RESULTS: A Resounding Success

Our comprehensive approach revolutionized the customer's operations. What began as a modest seal supply relationship transformed into a fully integrated partnership. HPS became the **sole supplier** for all swivel assemblies, expanding to include brass, stainless steel, and plated steel components.

Over the years, we've further solidified this partnership by offering **proactive engineering support**, identifying design enhancements to improve product performance and durability. The customer has consistently recognized our value, culminating in their prestigious **Best Supplier Award** – a testament to our reliability, innovation, and dedication to their success.

WHY HPS:

When timelines are tight and failure isn't an option, HPS delivers. Our ability to innovate and tailor solutions to meet unique customer challenges makes us the go-to partner for critical sealing applications. Whether facing a new challenge or simply needing a reliable partner, HPS is ready to help you succeed.

Let us solve your toughest sealing problems and ensure your operations keep running smoothly.

