



## OUR EXPERTISE. YOUR ADVANTAGE.

To Our Valued Customers,

In these days of leaner workforces, tighter resources and tougher competition, manufacturers are counting on their suppliers' help more than ever.

At Dickten Masch Plastics, we're working hard to fill that need. We've been focusing over the last year on how we can support our customers as much as possible in these challenging times. And today, I'm proud to say that our team's broad array of powerful expertise can be applied to your advantage in many ways.

I invite you to explore the possibilities of partnering with our team by visiting our new website.

### The way we work with customers

Let me explain what partnering with Dickten Masch Plastics can mean for your company, by way of a recent customer example.

Recently, we worked with a medical device manufacturer, applying our broader perspective to address quality and responsiveness issues that were offsetting the price advantages of working with an Asian supplier.

Leveraging Moldflow analysis, part design and two-shot processing expertise, our engineers were able to eliminate cosmetic problems and reduce turnaround times. We also recommended a variety of value-added manufacturing services to eliminate steps from the value stream, resulting in a consolidation of the manufacturer's supply chain.

As a result, the customer moved their business from the Asian supplier to Dickten Masch Plastics, and they're now enjoying a competitively-priced, comprehensive, highly responsive local support model—just the kind of help customers need in tough, competitive times.

### So, what kind of challenges do you have?

Go to our new website to learn more about how Dickten Masch Plastics can help. You'll find an engaging site that's organized to help you quickly find what's relevant to your unique needs and toughest problems.

The new [www.dicktenplastics.com](http://www.dicktenplastics.com)—it's the latest manifestation of our commitment to serving you better. Check it out, and discover how we can turn our expertise into your advantage today.

Sincerely,

Steven A. Dyer  
President & CEO

