

Monthly Messenger

DECEMBER | 2017



Helping Our Customers Overcome Their Core Challenges in 2018

A recent study published by PMMI shows producers are still facing 3 interrelated challenges.

- Changing consumer demands are shifting the retail distribution landscape.
- These changes are affecting internal production operations for producers.
- Operational challenges are altering how producers collaborate with OEMs.

Improved collaboration between producers and OEMs is on the rise, but almost half of them reported that their partnerships with OEMs have stayed the same or gotten worse. To improve these statistics, Spee-Dee created Listen, SET, Go; a customer-centric manufacturing strategy that brings collaboration to the forefront of the sales process. Creating personal customer connections helps Spee-Dee better identify each customer's individual needs and help solve their unique challenges.

Producers report that they are getting a better handle on the consumer demands they face, but as complexity in the supply chain goes up, efficiency takes a hit and costs begin to rise. Whether its solving a packaging challenge or complying with new food safety rules, at Spee-Dee, our engineers have the experience necessary to help you find a trouble-free, money-saving solution for your next filling project.

Almost half of producers report they still struggle with improving their production operations. Fortunately, Spee-Dee continues to help customers find different ways to reduce downtime, increase line speeds and improve product fill accuracy. Products like the new Evolution checkweigher, and our vacuum tooling have helped our customers make significant improvements to their line efficiency.

[Happy Holidays from Your Friends at Spee-Dee Packaging](#)

One of the great joys of the holiday season is having the opportunity to say "thank you" to the customers, colleagues and friends who shared in our accomplishments and helped shape our success. From all of us to all of you... may your holidays be FILLED with plenty of happiness, health and good cheer.

10+ THINGS WE'LL ALWAYS DO FOR YOU IN 2018...

You'll always get a machine that's perfect for your specific application. We don't sell stock products out of catalogs and call them "solutions."

We'll save you time and money by maintaining critical focus on the key details of your project. Your input is crucial to your machine's success and we're trained in the art of active listening.

We'll always give you direct access to a live, experienced person when you call us... no foreign call center, and no automated phone purgatory.

Tell us what you want your machine to do, and we'll always deliver a filler that's made-to-order. We won't waste your time with a one-size-fits-all sales pitch.

If you have a problem, we'll do whatever we can to help you fix it. We understand how helpless you can feel when a supplier says, "that's not our problem."

We'll always take the time to help you figure it out. Our after-sales service staff is dedicated to helping you run at your highest level.

We'll always respect your point of view. No business has ever "won" an argument with a valued customer.

We'll keep our promises and honor our commitments. We build long-lasting relationships by keeping our word.

You'll always get a timely, personal response. We don't hide behind e-mail excuses and voice-mail cop-outs.

We'll remember common courtesy and basic politeness. Please, thank you and sorry are still part of our daily vocabulary.

Lastly, here's one thing we'll NEVER do...when you need our service and support, we'll NEVER give up!