

**A few takeaways from the survey results:**

- Order lead time for this year’s survey was an average of five days for all shops, which is a 28 percent improvement from the seven-day average from last year. Top Shops averaged 3.5 days, which was down from five days.
- On-time delivery was at 90.1 percent for all shops this year, down from 92.1 from a year ago. Top Shops were also down from 99 percent a year ago to 98.1 percent in this year’s survey.
- First pass yield quality was at 95.3 for all shops in this year’s survey, which is a slight improvement from last year’s 94.0 success rate. Top Shops were slightly down to 97.8 percent from last year’s 99.0 percent.
- The amount of hours shops spent each week on parts inspection rose, from 193.8 hours for all shops to 204.1 hours in this year’s survey. Top Shops’ hours improved by more than 25 percent, from 270.0 last year to 344.9 hours per week this year.
- The number of hours that shops spent finishing parts rose only slightly, from an average of 15.2 hours per day last year to 15.4 in this year’s survey. The Top Shops dropped to 18.9 hours per week from 22.1 hours from a year ago.

Data from the survey is used to determine which shops are the 2019 Top Shops. The survey also provides participants with insight into the best practices of shops throughout North America. Shops that complete a substantial portion of the

survey will receive a customized report illustrating how their responses directly compare to all surveyed shops and to the Top Shops (those whose total survey scores placed them at the top of each question). The customized reports were compiled with the help of Gardner Intelligence, which is part of Gardner Business Media, the parent company of *Products Finishing*.

The report includes data and statistics that will help shops formulate a plan for improvements in finishing technology, performance and practices, business strategy and human resources.

The 2019 Top Shops will be honored at the SUR/FIN Conference on June 4 in Chicago. In addition, this year’s Finishing Hall of Fame class will be honored, as well as the upcoming *Products Finishing* 40-Under-40 class. ■



# ELITE Metal Finishing

*“Quality Never Compromised”*



**Best Finishing Practices:  
Elite Metal Finishing**



From left, Dan Rose, president; Gary Jacobson, director of quality and systems; Frank Bautista, production manager; Suzan Russo, general manager; and Rose Bautista, customer service manager.

Employees at Elite Metal Finishing in Oceanside, California, know their motto by heart.

“Quality never compromised,” says Dan Rose, president. “Quality and on-time delivery are at the forefront. Our team members know that our customers sign their paychecks.”

Elite was singled out for Best Practices in the *Products Finishing* Top Shops Benchmarking Survey because of attention to quality and customer communication.

“Our customers are our business partners,” says Rose, whose shop had a low order lead time of 2-5 days, and an on-time delivery rate of 99 percent.

“Two of our core values are continuous improvement and workmanship,” he says. “Great turn time without quality is nonproductive.”

Elite also had an extremely high first-pass quality yield of 99 percent, which Rose says is a culmination of extensive contract review, strict tank maintenance, inspection throughout the job, and operator training.

The shop has several improvement methods to ensure high quality workmanship, including preventive maintenance programs to alleviate downtime and committing to cross-training to ensure staff gaps can be filled.

Being selected to the *Products Finishing* Top Shops list is proof that the management and staff methods are working and that, in essence, quality is not being compromised.

“It’s great to receive an honor from a respected publication, and it makes for great advertising,” Rose says. “But, more importantly, it’s confirmation to our team members that, collectively, they are being rewarded for the pride they have in their work and a job well done.”