



10 Must-Ask Questions When Choosing a Spring Supplier

At Vulcan Spring, we understand you probably have many questions that you need answers to when choosing one spring supplier over another. We also understand that our business is not about just selling you spring solutions but rather educating you at the same time.

We hope you find the Q & A that follows very informative. If you still have questions, just give us a call – we'll answer the phone!

The 10 Must-Ask Questions – feel free to click on them individually to jump ahead or, better yet, read them all!



- 1 Do they listen to and understand my unique needs and wants? >
- 2 Is their staff knowledgeable and experienced in design and engineering? >
- 3 Do they have the flexibility and capacity to handle short runs as well as medium- and high-volume production? >
- 4 Is their pricing competitive, even when compared to offshore suppliers? >
- 5 Can they design and produce custom tooling? >
- 6 What certifications do they have and why is this important to me? >
- 7 Is the company experienced in solving problems in a diverse mix of industries? >
- 8 How long has the company been in business and how does this help me? >
- 9 What value-added services does the company offer? >
- 10 What sets this company apart from other spring manufacturers? >

QUESTION 1

Do they listen to and understand my unique needs and wants?

Springs are a unique, yet critical component of every end product into which they are assembled. A leading spring supplier will understand that you rely on in-house expertise to aid in designing a spring that will optimize the function of your application.

Some of the questions your spring supplier should be asking include:

- What is your product's target market?
- What is the overall budget for the spring?
- Location of production? Does the supply chain line up?
- What design flexibility is there around the spring assembly?

At Vulcan Spring, our promise to go Beyond the Spring™ means we take the necessary steps to learn about your individual project, application, budget, product environment, and any quality aspects that need to be considered.

This understanding allows our team to provide timely and accurate feedback, help predict and overcome obstacles, share and learn insights about the market the product is destined for and open lines of communication with your entire team. This may also lead to the use of other value-added services Vulcan Spring offers, such as assembly, tooling and vendor-managed inventory.



QUESTION 2

Is their staff knowledgeable and experienced in design and engineering?

When looking at your overall project, it's important for your spring supplier to understand "HOW to arrive at the right solution" and "WHY it's important". This will lay the groundwork for a positive partnership and successful end product. At Vulcan Spring, our ability to think Beyond the Spring™ enables us to understand and develop a plan that incorporates these concepts into your design.

Working within this framework provides several benefits, including the ability to address unique requirements. Spring suppliers that work with a diverse mix of industries are typically well-positioned to leverage creative thinking on your project.

Questions you will need to be ready to answer are:

- What is the primary function of the spring?
- What efforts have been made to date in prototyping?
- Do you have drawings and specifications to share?
- Is there an estimate on production volumes?
- Is there a desired timeline for production?

It is recommended that you reach out to Vulcan Spring to discuss your needs early on. Working with the industry leader in flat steel springs and related products will help to develop the right solution for YOUR application.



QUESTION 3

Do they have the flexibility and capacity to handle short runs as well as medium- and high-volume production?

Although most manufacturers' objectives are focused on high-volume production, it's understandable that you need to work through the developmental phases. Typically, designs start with prototypes or "short runs" to prove our concepts. These are then fine-tuned to arrive at the final product design. A spring supplier that offers "stock" as well as custom solutions can, therefore, be valuable during this early project phase.

If a product is designed properly, prototypes and short runs can be minimal. However, flexibility by the spring manufacturer to adjust and react is crucial for keeping your project on track. Once prototypes have been approved, it's much easier to transition into high-volume production using the same supplier.

If the process runs properly, you should get a good feel for the supplier's quality, application knowledge, capabilities and reaction time. Vulcan Spring is the spring industry's proven leader and our business is driven by these fundamentals.



QUESTION 4

Is their pricing competitive, even when compared to offshore suppliers?

One of the most important things to consider when choosing a spring provider for your project is TOTAL cost. We all know that cost is a function of price and value, and many can agree that while price is easily calculated, value is not.

Of course, the price is important, but it's what you get with that price that determines the overall success of your design and project. Before choosing a supplier based upon price alone, ask yourself:

- Has sufficient effort gone into engineering the best solution for my application?
- What is the lead time, and will it fit the timeline of my project?
- Was the manufacturer easy to do business with? Did their customer service meet and exceed my expectations? Are they committed to my success?
- If a low price comes from an overseas spring provider, will I feel confident that I'll consistently receive a quality product, with good lead-times, engineering and after-sale support?
- What is the risk of supply interruptions occurring due to tariffs or global pandemics?

Vulcan Spring is a partner that analyzes Cost-of-Ownership and recognizes that while price is important, per-piece price doesn't tell the whole story. Vulcan Spring is constantly educating our clients on what they're paying for and the value that their custom-engineered spring design delivers. For a great combination of price, quality, lead time and outstanding customer service, choose Vulcan Spring to supply springs, assemblies and tooling for your next project.



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QUESTION 5

Can they design and produce custom tooling?

Working with a spring manufacturer that has in-house tool and die capabilities has several advantages. In the early stages of development, refinements in design can be made to give you exactly what you want. Oftentimes the housing or sub-assembly has already been designed and prototyped, so it's important that the spring fits just right to avoid investing a great deal of money on redesigning the larger component.

Vulcan Spring is fortunate to have in-house experienced toolmakers with state-of-the-art tool and die capabilities and equipment that deliver time and time again. While there has been significant investment in automation, we also know that it takes a keen eye and good hands to “get it right” with the highest level of quality and durability. When you purchase tooling from Vulcan Spring, we take responsibility for maintaining that tooling throughout the life of the project.

Producing quality tooling is a challenging task and one that requires a strong knowledge base. Providing that tooling with short lead times so that production can begin as quickly as possible, saves you time and money in the short- and long-run. Vulcan Spring understands this!



QUESTION 6

What certifications do they have and why is this important to me?

A company looking to partner with a supplier on any critical component should ensure that the supplier has an exemplary quality management system, follows best practices, values lean principles, demonstrates continuous improvement and ensures safety and sustainability. ISO 9001 is the international standard for a quality management system and assures that the manufacturer consistently provides products and services that meet client and regulatory requirements.

If you're in the medical device industry, a supplier with ISO 13485 will stand out among the rest. Recently, it has been found that lower-tier suppliers that are ISO 13485-certified are more attractive to device makers and contract manufacturers as they utilize quality systems and ensure metrics are met. It makes for a much easier approval process, both from the FDA and CE (UK).

An additional endorsement that puts Vulcan Spring in an elite class of spring suppliers is the OSHA SHARP certification. This program recognizes small business employers who have used OSHA's On-Site Consultation Program services and operate exemplary safety and health programs. Acceptance of your worksite into SHARP from OSHA is an achievement that singles Vulcan Spring out among its business peers as a model for worksite safety and health.



QUESTION 7

Is the company experienced in solving problems in a diverse mix of industries?

If you're working on projects that span different industries, it's crucial that you work with a company that has a wide range of experience. Make sure they can offer insight relative to that broad spectrum of knowledge.

Be honest with yourself and ask:

- What is standing in the way of us achieving our goal(s)?
- What questions have we not asked yet and who can help me find the answers?
- What problems have not been addressed or solved yet?

Knowing that a manufacturer has experience in diverse markets can offer reassurance that they will speak your language. From consumer product pusher trays, to surgical staplers, to auto components, to nail guns, to the Mars Rover and the SpaceX reusable rocket – Vulcan Spring partners with a diverse mix of industries. These industries include Medical & Healthcare, Point-of-Purchase (POP), Aerospace & Defense, Automotive, Industrial Tools and Fire Dampers, just to name a few.



Aerospace
& Defense



Automotive &
Transportation



Industrial
Applications



Medical Device
& Healthcare



Point-of-Purchase
& Retail Displays



Window &
Window Shades



Firearms



Fire Dampers

QUESTION 8

How long has the company been in business and how does this help me?

Experience and quality products are just a few important attributes to consider when choosing a spring manufacturing partner. Financial stability, attention to detail, a proven track record of innovation and the ability to adapt to ever-changing business conditions need strong consideration, as well.

Consider these characteristics when selecting a spring manufacturer:

- Years of experience in both manufacturing and support functions
- Management longevity and stability
- Quality certifications achieved
- Investments being made in training and resources
- Value-added services such as the ability to provide tooling and sub-assemblies

Vulcan Spring, established in 1967, checks off all the boxes, helping you deliver reliable, high-performing products to your marketplace.



QUESTION 9

What value-added services does the company offer?

Obviously, spring companies produce springs. Yet, value-added services tend to be overlooked and, frankly, many companies simply do not offer them. These services will enable your team to have full confidence that every phase of the project will be skillfully and effectively met:

- Custom Engineering
- Custom Tooling
- Rapid Prototyping
- Blanket Orders and Just-In-Time Delivery
- Product Assembly

Vulcan Spring consistently provides these services, in addition to springs and security solutions, for more than 50 years. We are a great example of a company that keeps our clients' success in mind. We mitigate the stress that comes from having to manage a multitude of vendors in order to deliver the required solution. Choosing Vulcan Spring will help your company stand out from your competition!



QUESTION 10

What sets this company apart from other spring manufacturers?

Companies ask this question of potential suppliers and partners all the time. Typically, you'll hear the following: our people, our quality, our lead times, our low prices and so forth.

Are you yawning yet? Tired of the same old canned responses? While those attributes are important, they're what you should expect, as the bare minimum, from any supplier.

The way people do business has changed dramatically over the years, and that rate of change will only increase exponentially in the coming years. So, what are suppliers, especially manufacturers, doing to stay ahead of the curve?

Yes, Vulcan Spring is investing in people and automation.

Yes, Vulcan Spring is utilizing the latest digital marketing techniques.

Yes, Vulcan Spring is constantly innovating and improving its processes through R&D.

But there's more!

Vulcan Spring is a big-small company. What does that mean? It means Vulcan Spring can do BIG things while supporting you with great attention to, and care for, your needs. Beyond the Spring™ is not just a tagline, it's a commitment to helping you increase your efficiencies, improve your bottom line, and have a positive experience. The team members at Vulcan Spring care about each other, care about the quality of their work, and share a deep commitment to **making your partnership with us, from concept to production, as easy as possible.**

We've been in business for more than 50 years and have garnered a multitude of accolades for delivering on our promises. **But we're not in business to be the hero, we're in business to make YOU the hero!**



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OUR COMMITMENT TO YOU

Since 1967, we have been the preferred partner for the manufacture of custom springs and assemblies, from design to production and beyond, driven by an unrelenting passion for your success.

By taking a collaborative, transparent approach to design for manufacturing, we engineer solutions that optimize your product's function, drive out unnecessary costs and align with your overarching goals. With over 50 years of serving diverse industrial and retail markets, our customers know they can rely on our engineering proficiency and exceptional customer support. Tier 1 OEMs, contract manufacturers and design firms can count on USA-based, ISO-certified Vulcan Spring to deliver consistent, quality products on-time with a superb experience.



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