

## Quality / Service / Dependability

Bohne Spring is known for dependability — an important characteristic considering the springs it manufactures play an integral role in many applications. The Toronto-based company specializes in custom solutions, including precision mechanical springs, wire forms, stampings and austempering. When manufacturing these critical components, customers trust Bohne Spring to achieve precise specifications and deliver them on time.

This trust has been earned over many years of serving Canadian industry — from automotive and aircraft to defence industries — and consistently delivering high-quality products. With a history dating back to 1891, Bohne Spring is Canada's oldest family owned and operated manufacturer of precision mechanical springs and wire forms.

The company's stated philosophy is "do it right the first time." To achieve this goal, Bohne Spring trains its personnel to work according to the TS16949:2009, ISO 9001:2008 standards. For product inspections, its skilled workers use computerized equipment for testing and measuring. The company also continually invests in process improvements with the goal of ensuring zero defects.

Besides quality control, another aspect to dependability is prompt delivery. Bohne Spring uses a number of measures to ensure its parts are always provided in a timely manner. First, the company employs teams of knowledgeable associates to assist customers. These staff members can help customers determine their requirements and expedite the process of placing orders. To make order entry and project tracking easy, the company utilizes a computerized system. Bohne Spring also uses a range of efficient, high-speed production equipment. This ensures it is able to offer short lead times, fast turnaround, and high volume runs.

The result of all these efforts is that Bohne Spring has become recognized as a dependable manufacturer. Drawing on the trust and confidence it has earned, the company strives to develop on-going "partnerships" with customers that lead to mutual success. That plan seems to be working, as many customers have honoured Bohne Spring with preferred supplier status.

