



Getting a Running Start with the Help of MFG.com

Steve Salazar located his new business near the intersection of Interstates 70 and 75, just North of Dayton, Ohio and West of Columbus, "Right in the middle of everything," he says. The location is characteristic of everything about Expedited CNC Machining – designed to be convenient for the customer. In fact, it was Salazar's experiences as a customer that led to the birth of Expedited CNC Machining. "I was running a shop," Salazar explains, "and having a lot of trouble getting precision work done in a timely manner."

At one time or another, most of us have said "I could do a better job myself." That's exactly how Salazar felt. In this case, however, it wasn't just idle thoughts. Salazar spent several years carefully researching the business, and figuring out just what it would take to make it happen. Then he "jumped in with both feet," as he says, secured the equipment and space, hired some first-class machinists and opened the doors – "with zero customers".

During the research period, Salazar discovered MFG.com and "experimented with it" to become familiar with how it works and how it could help his business start-up plans. As soon as he opened for business, he went right to MFG.com and started quoting on jobs he found available through the online manufacturing community. In the first year-and-a-half of Expedited's existence, about 80% of its business can be traced directly to MFG.com.

"We have established strong relationships with our customers"

-Steve Salazar

Expedited specializes in precision machining, with all new Haas equipment and six highly-skilled machinists turning out everything from single prototypes to lot sizes in the thousands, from pieces smaller than a dime to some that are 'bigger than your leg'. Major markets served include aerospace, medical and fixturing. Expedited works with a variety of materials including plastic, aluminum, and super alloys. "We have the technology to compete worldwide," says Salazar. "We do hard-turning and hand-milling. We turn carbide – and not a lot of people can do that."

Expedited focuses on quality, price and on-time (and quick) delivery to keep customers happy and coming back for more. "This is the combination of qualities that I found so hard to find as a buyer," Salazar says. "So I think this is our competitive edge."

Right now, the shop is running day and night – there's ample work to keep the shop busy 24 hours a day, 5 to 6 days a week. "We're exploring how we can increase capacity with our current resources," Salazar says, "by improving efficiency and throughput." He is confident that there is "plenty of business" out there to consume any additional capability they can generate. "Our customers all want us to do more and more work for them." And that's a sure sign of success – repeat business and good references are the key to long term growth and health of the business.

Lately, Salazar has had to reluctantly say 'no' to some customers who want more but Expedited just doesn't have