

BUSINESS PROBLEM

A number of years ago, Med-Pac's founder, a veteran in the aviation industry, recognized an opportunity. When an aircraft was outfitted as an air ambulance, it could only be an air ambulance. He believed that a quick-change insert that allows the plane to be easily re-configured for other uses would be a good option, and he was right. More than a dozen years later, Med-Pac is a leading provider of quick-change air ambulance systems. Being in a niche market does have its drawbacks, however. When there are air ambulance orders in-house, the shop is happily busy. Between orders the challenge is to gainfully employ the people and the equipment.

SOLUTION

When Mike Braaten, son of the founder and an experienced CNC machinist, joined the company as fabrication foreman seven years ago, he quickly started to upgrade the company's manual tools to more modern CNC equipment. The four full-time and half-dozen or so part-time and available temp workers can now produce parts more efficiently and more quickly with higher quality.

When Braaten came on board, Med-Pac was already using the MFG.com online marketplace, and another online exchange, to find fill-in work to keep the shop busy between air ambulance insert orders. "(The other online market) was a nightmare,"

"MFG.com is a convenient and efficient source of work and revenue.."

Braaten says. "We would submit a quote and not hear anything for weeks. When I'd call to inquire, it was hard to get any information. Further investigation would sometimes reveal that the job was awarded before we even submitted our quote. It was a huge waste of our time and resources."

Med-Pac dropped the other exchange and focused on MFG.com for finding work to keep the shop busy between orders. "The number of jobs we were awarded immediately went up," he says. In addition to fill-in work, Med-Pac has established some long-term customer relationships through work first secured on MFG.com." That follow-on business really picked up," Braaten says. "We just got a new order for double the original quantity on an aluminum structure we made for a homeland security application."

Med-Pac is not limiting their search to the aviation industry or any particular target customers. They just look for request for

quotes that fit their skills and equipment and fall within the available capacity so as not to interfere with their mainline business. Generally, they are seeking relatively small jobs that they can complete rather quickly.

For Med-Pac, the MFG.com marketplace is a convenient and efficient source of work and revenue that helps keep the business balanced and profitable.

BENEFITS

- Easy-to-use marketplace for fabrication work to fill available capacity
- Good feedback on contract status, awards history, and customer and supplier ratings



ABOUT MED-PAC

Lake Park, MN-based Med-Pac manufactures Air Ambulance installations for fixed wing aircraft and helicopters, supplying medical staff with first-rate equipment enabling them to provide the quality services their patients deserve. Custom installations are readily available to fit any needs.

Med-Pac has specialized in medical manufacturing for more than 16 years, however, the skilled and knowledgeable staff, with more than 37 years of experience, excels in fabrication of a wide variety of parts for many other industries and uses.

