



# DIY & Pre-packed Fasteners Suppliers

**M**any fastener suppliers and manufacturers cooperate with clients with high-volume orders. Under long-term global economic depression, instead of hiring renovators to help make house decoration, customers choose to save costs by doing it themselves. The DIY trend is gaining its popularity. Despite the current economic depression, DIY market still moves against the tide, experiencing growing sales with quite a good performance in recent years. According to GIA's market research, the size of DIY and home improvement market has reached 7,000 billion USD in 2015. Technavio estimates that the CAGR of the global DIY market will increase by 3% in the near future.

In addition to the increasing demand for personalized selection and the rising popularity of DIY trend, the appearance of retailers like hypermarkets and supermarkets is also one of the main reasons why DIY market catches on. These stores allow their customers to search for information, choose various kinds of styles by themselves and compare prices and different designs, so that they can easily make decisions. The fasteners sold in retailer stores are not for large orders. What they sell are fasteners ready-to-use in small packages. Those large orders are the main stream for fastener suppliers and manufacturers, with the thriving DIY market, some companies start to provide low-volume pre-packed fasteners to end users, which has been another sales channel nowadays.



## In the Making of a Highly Value Added Fastener Company

# Your Choice Fasteners & Tools Co., Ltd.

by Michelle Hsieh, Fastener World

Your Choice Fasteners has a stable monthly output and its primary products are self-drilling screws and window screws, which both account for over 80% of its revenue. In addition to accepting orders from the European and North American markets, over the past few years it has also accepted a few orders from 3 emerging markets—South America, Northern Europe and the Oceania. As of 2016 the sales value has reached 10% of the company's total revenue. Through market diversification, Your Choice could reduce the influence from low seasons.

Its delivery of pre-packed products has increased from 28% in 2011 to 48% in 2016, and these products are mainly sold to Eastern Europe and the Oceania. In response to the annually increasing demand for low-volume pre-packed products, it has purchased some packaging machines and has started to assess and consider purchasing the new-generation fully automatic packaging machine that is fast, easy to operate and economical. Your Choice's biggest advantage in the field of packaging is its high flexibility. It is backed by the strong technical support of packaging machine suppliers to solve problems in manufacturing and develop new packaging equipment.

### Improving Software/Hardware & Strengthening Overall Growth

In order to achieve sustainability and enhance corporate features and strengths, Your Choice Fasteners stays alert at all times to the changes in the business environment, and stays as flexible as possible to all aspects. Ever since the publishing of ISO 9001:2015, the Company has preceded the industry and completed the update of the corporate system in a very short time, and has passed the 2016 audit and acquired the new certificate, showing that the Company remains at the forefront pursuing quality and that it can immediately comply with the needs of international clients. Furthermore, it invests in required equipment at the right time to cope with required capacity and satisfy clients' requirement on quality. In the first half of this year it invested nearly NTD 10 million in manufacturing and automatic measuring equipment to enhance its capacity and

quality. As for the software, its IT technicians continue to encode and revise the internal management system to adjust orientation through flexible measures and continuously improve and innovate software/hardware by using suitable management and programs (e.g., material source tracking program, staff productivity efficiency program, production progress tracking program). Not only does the Company want to improve the overall efficiency and monitor quality for clients, it also expects to exceed clients' demand. Additionally, it takes the required social responsibility to buy eco-friendly electricity from Taiwan Power Company and installs roof solar power systems. It has also improved the old electricity devices to save energy.

Your Choice Fasteners does all the best to research and develop products to improve technical ability. After decades of accumulating technique and experience in the fastener industry, it acquired a patent numbered I555920 last November, continuously providing new

technologies to create diverse options for clients. Practically, it is familiar with all processing procedures and material properties, and therefore, it is open to clients' demand for developing and designing customized products besides its most popular self-drilling screws. Most of its clients demand for small batches, diverse product types, and short lead times. Besides continuing further on the current product line and satisfying client demand, Your Choice Fasteners has chosen a few new materials with market potential for product R&D after a lot of study. It expects to roll out new product lines soon and provide clients with more selection of products. This will help it develop new applications and clients as well. Moreover, it is actively collaborating with the academia to spot problems in use for clients, use new technology to develop solutions, expand business in special-purpose markets, get out of price competition with domestic and overseas peers, and increase revenue and profit.

Due to the emergence of ASEAN and EU's repeal of anti-dumping taxes on China, the fastener price is subject to the competition and challenges from ASEAN and China. Fastener companies based in Taiwan mostly choose to go for orders for fasteners with high added value. Your Choice Fasteners is also geared toward niche products to reduce the impact of business fluctuations on clients' orders, so technical upgrade is vitally important. Currently one of the biggest problems with the industry is talent gap. Your Choice Fasteners faces the same problem, so it provides long-term training programs and extra rewards to help cultivate talents and pass on experience.



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100% All-in-one Service &amp; Sales

# Master United Corp.

by Michelle Hsieh, Fastener World



Master United has 80% of its fasteners made in plant, and outsources all fields of other fasteners for the remaining 20% to achieve 100% all-in-one precise service. It has been sticking to this business philosophy since the very beginning. Now it not only expands capacity to keep supplying customized fasteners to clients, but also joins forces with collaborative and good quality factories to supply different types of products, offering clients more comprehensive and complete purchasing service.

To maintain its quality level, Master United has applied for CE certificate besides retaining the current fundamental ISO9001 quality structure to ensure stable quality of supply for clients. Regarding management, it introduces the new ERP to enable higher efficiency in production control. Furthermore, with labor awareness gradually emerging, it has passed BSCI audit to enable employees to maintain their rights under the protection of the law. Additionally, this will increase employee stability and cohesion so that they will do the best of their jobs.

## All-in-one Service Enhanced by One-stop Service

The current market deployment of Master United is 30% for the U.S., 30% for Europe, 20% for Canada, and 20% for other countries. In addition to its all-in-one service, its one-stop production exerts a huge advantage in quality and cost control. Meanwhile, it has factories in Taiwan, China and Vietnam, so clients can choose from those production sites depending on their needs.

## The Vietnam Plant Makes Products in Small Packages Marketed Worldwide

Take the Vietnam plant for example, Master United's export volume in Vietnam has increased to 60 containers per month, among which 80% are mostly products in small packages. Its small-package orders are mainly sold to overseas D.I.Y. building material retailers, hardware stores and furniture accessory plants. As there is no tariff among the ASEAN countries, Master United expects to set the Vietnam plant as a benchmark point for future emerging markets development, and start to develop in the neighboring 9 ASEAN countries to fully exert the advantage of manufacturing in Vietnam.

The small packaging of Master United includes various types: plastic bag, blister, barrel, etc. Clients may need different types of packaging depending on different market demands. In response to these needs, Master United continuously seeks new ways of packaging just to offer clients the best-suited service. Meanwhile, small packages or combinations still require a large amount of labor to package, but the company has the advantage of lower labor cost that will return the saved cost to client service.

The world condition is unclear and the industry may be subject to



unexpected contingencies that will drive down the market. In times of adversity, Master United focuses on small packages; In good times, it expects to produce more OEM products and head for customized parts. Looking ahead, Master United hopes to follow the approaches of HON HAI, the top company in Taiwan to manufacture in the U.S. and directly supply the American market, enabling Master United to genuinely sell to the whole world.

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# Customers Deserve the Best- Jeng Yuh Co., Ltd.

by Michelle Hsieh, Fastener World

Having been established for nearly 30 years, Jeng Yuh is certified to ISO 9001 and is specialized in the design, manufacture and distribution of plastic injection molding parts. Its manufacturing plant located in Rende Dist., Tainan is installed with various types of 100T-350T injection machines. Jeng Yuh's average monthly capacity is up to 200 tons and its products are not only sold to Taiwan, but also sold to other countries in Europe and America.



The main products of Jeng Yuh are plastic packaging boxes for fasteners, screws, food, etc. Jeng Yuh has material sources that offer stable quality and lead times. In addition, short lead times, the vertically integrated procedure from R&D, production, to packaging, and complete aftersales service all demonstrate the deliberation of Jeng Yuh on all aspects.

Most of Jeng Yuh's packaging boxes are supplied to the fastener industry, so Jeng Yuh with years of experience can help customers realize their ideas of new product functions or any other requirement regarding the appearance and can work with them to design and develop new types of boxes with innovative functions based on customers' required strength, design and capacity. If customers have the demand for direct export, it can also satisfy their logistics demand.



Quality is not only the most valuable payback to customers, but also a major business philosophy of Jeng Yuh. Strict quality management is why Jeng Yuh's products could always reach customers' requirements or even exceed their expectations. Jeng Yuh uses plastic materials certified by SGS and compliant to RoHS, REACH, SVHC, and FDA standards. Environmental protection and compliance with regulations are both Jeng Yuh's social responsibilities, as a company can only achieve sustainable operation by good reputation.

High efficiency is the basic requirement of Jeng Yuh's management. From the administrative work in offices to on-site production management, Jeng Yuh can always complete its work quickly and precisely. Jeng Yuh saves time and cost for customers and creates a win-win situation for both sides. Honesty, quality and efficiency have been always the business philosophy of Jeng Yuh and in order to achieve sustainable operation it aims at manufacturing highly efficient and high quality products for customers.

In addition to maintaining good quality of existing products, Jeng Yuh is also very active in planning new approaches to expanding its business to the global market (not only to the fastener industry but also to the food, toy, or stationery industries). Jeng Yuh will not put all eggs in just one basket and will go further to seek more diversified development.



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Not just a simple screw. Screws are just like diamonds. The point, the angle and the cut all affect the function.

## Fastening & Securing Customers' Success - Din Ling Corp.

by Michelle Hsieh, Fastener World

**D**in Ling Corp. is a professional screw manufacturer founded in 1989. Starting from trading business in the very beginning, now the company owns not only the resources to supply marketable production but also the advanced technique to produce high performance screws.

Din Ling's headquarters is based in Taipei, Taiwan and its two main factories are located in Kaohsiung, Taiwan and Ho Chi Minh City, Vietnam. Due to the ever-increasing demand, Din Ling is also planning to expand its Taiwan factory within two years. (See Table 1 for a brief introduction of the factories.)

Din Ling has a set of inspection equipment, even including "universal torsion testing machine" and "withdrawal/head pull-through parameter testing machine" to test the characteristics required by EN14592. The production process must follow a strict production control plan and the products have to pass the QA procedures. Furthermore, the sites are audited by third parties every two or three years to make sure Din Ling meets the EHS system and Ethical system. Besides, on time delivery is also attached with great importance. Din Ling implements process monitoring to ensure that customers receive goods on time.

With Din ling's 29-year experience, they are thoroughly familiar with the European market which accounts for 90% of the business. The product ranges from all kinds of wood screws, self-drilling screws to fasteners for automobiles and industrial usage.



Among this, 30% of the containers are small/DIY packages. The packaging brings the first impression to end users and the delicate quality package also upgrades products. Therefore, the variety of packaging material source is important since it guarantees the customers get what they design and plan for. With sufficient sources of packaging materials, Din Ling can provide paper/plastic boxes, plastic tubs/buckets, blister and whatever types of packages the customers require.

Din Ling works side by side with customers and together overcomes all difficulties. Under its management philosophy, Din Ling would keep providing optimal service and high great quality. Din Ling would continue working together with customers and creating the bright future hand in hand.

**Table 1: Brief introduction about the factories**

Factory	Number of Employees	Capacity(tons)	Facility Land Size(m <sup>2</sup> )	Certification
Kaohsiung, Taiwan	70	400	980	ISO9001, CE, TS16949 (2018)
Ho Chi Minh City, Vietnam	250	800	20,000	IS9001, CE, ETA



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## The Leading Supplier to the Home Improvement Industry

# Faithful Eng. Prods. Co., Ltd.

by Michelle Hsieh, Fastener World

President Samsun Liu established Faithful Eng. in 1974, mainly supplying various products to home improvement applications, including fasteners, home improvement products, doors/windows, furniture, locks, etc. The company entered the DIY market in 1982, and expanded the product range to hardware and screws in small packages. The main markets include Japan, Australia, New Zealand, the U.S., Canada, and Europe. The headquarters of Faithful is located in New Taipei City. In order to control quality, the Company also has two packaging plants. One of them is located in Xinfeng Township of Hsinchu County, spanning 4,500 m<sup>2</sup> with a monthly average capacity of 55 containers; the other is in Xihu Township of Changhua County, spanning 13,000 m<sup>2</sup> with an average capacity of 60 containers. It has been certified to ISO 9001:2015, CE EN14566, 14592 and has had up to 16 patents, so that clients can rest assured.

Currently, DIY hardware is the primary product category of Faithful. Around 80% of the clients who are mostly vendors or retailers will choose to buy hardware in small packages. The OEM products that have been included in the product range since the company's inception take a portion of the revenue as well. Faithful provides clients with one-stop service and offers a diverse range of hardware, and therefore it needs various types of packaging and requires good management to meet clients' needs. Faithful offers different kinds of packaging including plastic bags, carton boxes, PP boxes, PVC cans, blister, pallets, etc.

DIY hardware is an industry with a lower price level and profit margins, and improvement in all aspects is not easy because costs must be considered. With 40 years of experience, Faithful has developed various types of automatic packaging equipment, and utilizes the ERP system, the automatic inventory system, the bar code system, and automatic guided vehicles to strengthen its advantages.



### Offering Clients the Best Solutions with Professional Experience

With 40 years of experience in collaborating with retailers, Faithful can provide customers with a complete series of solutions. To meet clients' expectation, Faithful promises to provide high quality products at reasonable prices as the top priority of its mission regardless of product complexity, and makes the fastest and the most complete purchase plans for clients. Faithful values every client regardless of the value of orders. Every order is built for every client depending on different markets and different demands.

Faithful adopts a client-oriented corporate structure. It has designated sales and engineering teams for every client, which allows it to understand clients' needs and respond quickly. Each team has many years of experience in product design, procurement, administration, production, packaging, QA, logistics and financial management. Using advanced engineering and management, Faithful also offers customized service for different clients.

### Expanding Inventory to Increase Capacity and Client Satisfaction

The merger of clients has enabled the bigger and stronger to stay bigger and stronger, and clients' needs are becoming more and more complicated and diverse. Faithful as a supplier has been growing continuously and following market demands. To cope with labor cost, it continues to go for automation and offer sufficient capacity to clients to meet the increasing orders. Meanwhile, it maintains good operating flexibility in processing small-volume and diverse orders at lower value. It sets up diverse and competitive supply bases depending on regional raw material and manufacturing characteristics. The expansion of its plant in Xihu Township of Changhua County is scheduled to be completed at the end of 2017. Faithful's problems with capacity and space in Taiwan will be resolved in the future so that the Company can provide clients with more packaging and inventory services.

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Your First Choice for DIY and Pre-packed Fasteners from Taiwan

## Dar Yu Enterprise Co., Ltd.

by Michelle Hsieh, Fastener World



**D**ar Yu Enterprise Co., Ltd, established in 1989, is specialized in the supply of DIY fasteners and small household hardware. It is also able to offer and develop various packaging services such as plastic bags, blister pack, paper boxes, plastic boxes, etc. Dar Yu can help customers source different fasteners from Taiwan, assist them in inventory control and offer different types of packaging services. It can also offer customers various premium quality products in small volumes. Dar Yu is a customer-oriented company and will do whatever it can to satisfy all customers' requests. Any product portfolio from the 1-9 pieces small pack to the 2,000+ pieces large pack is in the service range of Dar Yu.

In addition to fastener manufacturing and professional packaging lines, Dar Yu has two other factories. One is Hao Chen Plastic Co., Ltd established in 1993 for plastic extrusion and the other is K-Tool Enterprise Co., Ltd established in 1999 for the production of hand tools and OEM plastic products. The total area of Dar Yu's 3 factories measures 12,000 sq. meters. In order to increase the competitiveness of the company, Dar Yu has invested over NTD 0.1 billion in plastic extrusion molds. Its quality control laboratory is equipped with a variety of fastener inspection devices such as tensile strength testers, torque testers, bending testers, hardness testers, projectors, salt spray testers, different types of gauges and low temperature testers and it has been also certified to ISO, CE, VDE/GS, VPA/GS, SP and BSCI. Dar Yu's products are mainly exported to the EU (50%), N. America (25%), E. Europe (10%), Japan (10%) and other regions. Its customers are mostly distributors and importers.

### Helping Customers Eliminate Unnecessary Loss

In early times, customers used to source fasteners shipped in bulk from Taiwan and they set up local packaging plants to do the packaging job and sold the packed products to downstream distributors again. Such a way, however, may result in many annoying issues. For example, they will face problems with inventory control, maintenance & repair of the packaging lines and higher labor cost in Europe and USA. If the packaging can be done in Taiwan before

products are exported to other countries, customers can receive their products in perfect packs and don't have to worry about the maintenance & repair cost of the packaging lines, and the labor cost in Taiwan is also comparatively low. As a result, customers can reduce the cost to do inventory control by themselves and achieve efficient management easily. Dar Yu is able to help customers get products that are at lower costs but still with good quality and can help customers solve many of their problems.

### Countless Product Categories and Service at Your Request

Dar Yu offers a complete range of components and packaging services. Customers can get any product they need from Dar Yu and Dar Yu also offers customized plastic boxes. In addition, the advantages of Dar Yu mainly come from the support of its long-term collaborative companies and it can also offer inventory control for customers' components and ship in low volumes. With more than 25 years of experience in product integration and packaging and the knowledge on the DIY market, Dar Yu can offer customers full-range service, high quality control, punctual delivery and high flexibility in collaboration, winning the trust of customers.

In order to adapt to market changes, continuous innovation is definitely a must. Dar Yu has been continuously dedicated to the investment in new projects, new products and patent application for its products. Despite fierce competition from its counterparts, low-price competition from China and Vietnam, significant fluctuations in material prices and currency exchange rates and many other difficult situations, Dar Yu can still stay in the best condition and be always ready to offer services its customers need.

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