

# The Manufacturer of Precision Fasteners Made with Multi-stroke Technology

## Technology and Customer Service are Super Nut's Core Strengths

Well-known for its mature multi-stroke technology, Super Nut Industrial Co., Ltd. has helped lots of automotive components companies successfully develop products that are competitive on the market, and has dedicated itself to the development of high value-added products, especially the low-volume production of various customized ones. "Our goal is not only to have our products sold, but also to make buyers have confidence in our products at all times without worrying about quality," said Mr. Hang Chang Chou, General Manager of Super Nut. Such a responsibility for quality made all Super Nut's customers feel very satisfied.

### The Widely Admired and High Quality Customizing and R&D Service

With "Service and Quality First" as the company's business running philosophy to maintain rapport with customers, Super Nut not only owns outstanding manufacturing technology, but also puts customer service as one of its priorities. "In addition to fulfilling strict production management, customers also expect manufacturers to have a wide knowledge of products. As a result, helping customers instantly solve their problems when they've got some issues of assembly or applications has been always our key points in service," said Chou. Over the past 3 decades, customer service has been also the core value of Super Nut.

Super Nut once worked with an overseas car manufacturer to develop an internally threaded nut for a steering wheel, which was processed by multi-stroke forging technology. The nut was required to be of high precision, durability and strength, which even many of the manufacturers nowadays do not have the capabilities to achieve the requirements, as the entire multi-stroke procedures were very complicated and would usually require advanced technology to complete them. Despite so many difficulties, Super Nut still patiently discussed with the customer about design of the product and looked for ways that were more labor saving to let end-users assemble the product to a more accurate level. Finally, through months of discussion with the customer and modifications, it made a breakthrough and successfully developed the product fully satisfying the customer's demand.

One of Super Nut's customers from the U.S. once told Super Nut, "We do really appreciate your spirit of never giving up so easily and making efforts to complete

every case, notwithstanding challenges in the R&D phase. We have great confidence in collaboration with you all." "The CEO of the company continued to send his best wishes and greetings to us every year, in which he used to express his trust and support to the R&D team of Super Nut. We feel quite gratified and happy every time this customer sends us such a message," said Chou. This represents Super Nut's effort has been recognized and has created a win-win with the customer.

### Reinforcing Quality with Expectation to Meet Standards of the Aerospace Industry

Having been certified to ISO9001 and IATF16949, Super Nut carries out a strict quality control policy and has well-arranged production plans and manufacturing procedures. In order to increase precision of products and shorten lead times, Super Nut has also introduced a 2.5D projector capable of testing 99 different sizes of products, which not only greatly reduces the time required for testing, but also increases the accuracy. It has also introduced a digital measuring system for collecting manufacturing data and monitoring manufacturing procedures, providing in-plant engineers with real-time info for die calibration.

Super Nut has been always pushing itself to strengthen its soft and hard power. Looking forward, Super Nut will expand its business to aerospace fasteners and wishes to have the company certified to AS9100 in the near future. Moreover, it will also reinforce its secondary processing, increase the variety of its product portfolio, and enhance its multi-stroke forging technology, in order to satisfy the demands for special parts of OEM parts suppliers and customers from industrial parts and automotive supply chains. Super Nut will exhibit at Taiwan Int'l Fastener Show 2020 and its booth no. is N2528.



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