



## European/U.S. Customers' Trust Winning CNC Service

# MAC Precision Hardware Hails "Explosive" Order Growth

by Gang Hao Chang,  
Vice Editor-in-Chief of Fastener World



It has been over 6 months since the office relocation of MAC Precision Hardware, but the CNC precision engineering, quality control of products, and service for customers' orders continue to demonstrate a fresh look to the company's global customers. Over the past couple of months, MAC Precision not only added more well-experienced new blood into its sales and QC divisions, but also upgraded its software and hardware in the office, greatly stabilizing and improving the operation of systems, and what's more important, significantly streamlining the team's service provided to global customers and optimizing its accuracy of satisfying the industry's needs. With all those mentioned above, MAC Precision again reported a consecutive 2-digit sales growth in H1 this year, and its shipment efficiency also appeared a marked upturn of around 20%.

"In response to the vibrant and recovering domestic and overseas market demand, we've not only done a lot in our Taiwan operation, but also have purchased sets of new equipment and maintained our Ningbo, Zhejiang-based premises recently. With these more advanced facilities, better workplaces, and more appropriate employees deployment, we hope that we could make our customer service and product quality reach a perfect end," said Michael Chang, General Manager of MAC Precision.

Ningbo plant



### ▶▶ Installation of Robotic Arms

Price, lead time, and service are unquestionably the critical points that help MAC Precision win customers' full trust. In order to continuously create the best "sweet spot" for customers in all these aspects, MAC Precision and the associate mills it has been working with for years always keep abreast of the times and never stop trying better alternatives to serve customers, such as adopting robotic arms to reduce manufacturing cost, improving production efficiency, and enhancing quality & precision. As products of MAC Precision are particularly 100% bespoke and a very high percentage of them are shipped to the automotive industry, strict control over cost, efficiency, and precision is definitely a must.

### ▶▶ Co-development of Special CNC Parts with Customers

"Besides electronics, machinery, and medical industries, more than 50% of our products are supplied to the automotive industry. With the automotive industry going further towards the R&D of electric vehicles, I think there'll be a game-changing revolution in the application of CNC automotive components. We've seen this happen, so our collaboration with EV customers from Europe and the U.S. in the development of wire harness connectors, charging device plugs, and many other CNC parts has actually kicked off in recent years, which is also going to be our main focus in the future. On the other hand, in terms of fastener customers' request for customizing, we can also help them develop special cold/hot forged parts and can ship products from Taiwan or Ningbo according to their requests. If a customer expects a delay of the follow-up delivery after products arrive at a port, we can also try our best to have products shipped 10-15 days earlier," says General Manager Chang.

### ▶▶ Application for IATF in H2 2021

Thanks to years of efforts of each team member, MAC Precision continues to enjoy high customer loyalty. The company has not only signed a great deal of long-term supply contracts, but also has had its order schedule fully arranged through the year-end. In order to earn more customers' trust in the company's quality management in the global market as well as get paralleled with int'l standards, General Manager Chang also announced that the application for IATF 16949 will be soon activated in H2 this year and expects to reach a new milestone no later than 2022. Chang noted, "quality, price, and service are the core elements that keep a company going forward, so MAC Precision will continue to work with associate mills to satisfy customers' demand, offer the most outstanding service, and win more customers' trust."

