



The Project:

Our customer had a complex, 4-cavity, 96-position electrical connector tool at a previous supplier. As the product demand was ramping up, the vendor's output continued to go down. The vendor could only run 2 of the 4 cavities due to no-fills and flash. Production orders were escalating, while throughput was shrinking. Production line shortages turned into production line shutdowns. Our customer needed an urgent, full-service solution, so a decision was made to ship the tool via same day delivery.



96-Position, Electrical Connector

The Challenge:

The tool arrived at Matrix Tool on a Thursday at midnight and all hands were "on deck." A cross functional team was established in advance to evaluate and execute our solution strategy. Our debug specialist toolmakers and tool engineers performed a quick, but thorough, evaluation of the tool. They determined that numerous conditioning tasks were needed before sampling—given the extremely poor tool condition due to lack of upkeep.

Our team went to work. Third shift changeover specialists provided a partial strip and clean of the tool. RJG certified master molders worked to address numerous issues with the existing, but previously unused, RJG componentry. Process and tooling engineers worked through the night to replace worn tool components such as interlocks, leader pins, sprue bushing, and nonconforming cavity steel.

The Solution:

A customer representative arrived at our facility Friday morning at 6:00 a.m. to oversee the tool transfer and offer on-site support. He was pleasantly surprised to see the conditioning progress made through the night and was equally surprised that the tool was ready for an initial sample by Friday morning at 10:00 a.m. Short-term deviations were established through our customer liaison. They approved production—which allowed for the first expedited shipment later that day. The tool then ran for (30) consecutive days—allowing our customer to fully recover from a line down situation. Once immediate product needs were met, Matrix established a long-term maintenance schedule, along with a now completed plan to permanently address any remaining tooling deficiencies and part deviations.

"I was extremely happy with the 'sudden service' I received from the Mold Repair personnel, Process Engineers, Production and the QA staff that were supporting my tools."—Phil, Principal Mfg. & Process Development Eng.

The Benefits:

The customer was able to relocate a problem tool in a crisis situation and seamlessly transition it to Matrix Tool. In the process, the customer gained a significant increase in the capability and output of their mold, while also seeing major improvements in part quality and sizeable reductions in molded part costs. This project showcases our full service, ultra-fast turnaround capabilities and the willingness of Matrix Tool's staff to go above and beyond to meet our customers' needs.

Whether a large or small project, Matrix Tool is ready and awaiting the challenge!

For a quotation or additional information, contact Matrix Tool Inc.