CHECKLIST

10 QUESTIONS TO ASK WHEN CHOOSING A LINEAR SYSTEM SUPPLIER



Choosing a supplier for linear motion technology is about more than the lowest price. A service-oriented partner that delivers consistent quality with every order ultimately determines whether your machine runs on time. During the selection process it is easy to let price decide, but the impression you get on first contact says just as much. Below are ten questions to ask a potential supplier of linear systems.

1 What response times can I expect?

As soon as you send an enquiry or specification, you get a sense of how service-oriented a company is. If a reply is slow or unclear, it is rarely a one-off. That is usually how it works once you are a customer too.

2 Do I get a dedicated contact person?

Being able to trust your supplier matters. A dedicated contact person or a fixed team points to a customer-oriented organisation. That contact makes sure you have the right information, whether it concerns an order confirmation or notice of a changed delivery.

3 Can I get help with technical questions and solutions?

Not everyone knows the purpose and function of a linear system in detail. Can the supplier help you find the best solution for your requirements? In some organisations there is a wide gap between sales and engineering, so important knowledge never reaches the customer. Ask whether you can speak with an engineer directly.

4 Can you adapt products to our application?

Some suppliers offer standardised solutions only. Others adapt their linear systems to the customer's needs. Standard products are often available from stock, while customisation requires extra processes. Choose a partner with the capacity and flexibility to tailor the product to your application.

5 What are your production lead times?

Lead times vary by supplier and depend on production, stock and flexibility. In practice you rarely place an order well in advance. So agree in advance how long it takes from order to delivery.

6 How is your stock organised?

Ask how the stock is set up, so you know whether a supplier can meet the agreed delivery terms. How many standard products are in stock? Where are the warehouse and production located? A supplier with a small local warehouse and its main stock in Asia runs a greater risk of transport problems, and therefore of delivery uncertainty.

7 Can you hold stock for my company for fast delivery?

If you work for a larger organisation, it is worth asking whether the supplier can hold stock for you. It shortens lead times and provides faster deliveries.

8 Can you help me find equivalent products?

When switching suppliers, you often need help converting between makes to find products that match what you currently use. It saves a great deal of work if the supplier handles that for you.

9 How do you handle complaints?

Sometimes things go wrong, and it is important that a supplier can put them right quickly. Long, complicated complaint procedures cost production capacity and profitability. Make sure the supplier has a clear complaints policy and helps you when you need it.

10 Is there a fast track if one of my products fails?

If a machine suddenly goes down, you need a replacement part quickly to limit downtime. How fast can the supplier help you then?

About Almotion

Almotion supplies linear motion technology to machine builders and mechanical engineers. We develop and produce our own belt-driven linear units under the name LINEAIRTECHNIEK® and supply linear guides from leading brands.

HIWIN • THK • IKO • NSK • INA • Bosch Rexroth • Ewellix • TBI

A dedicated contact, direct access to engineering, customisation where needed and our own warehouse in Elst. So you know where you stand, from enquiry to delivery.

Questions about your application?

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