



Having the best service in the industry is not something we just talk about at YKK AP - it is something we prove every day. Our products have established us as the undisputed leader in quality, and we go to great lengths to ensure our service meets your needs.

Customer satisfaction is the engine that drives YKK AP.

We understand and appreciate your commitment to diligently meeting schedules, and we conscientiously strive to ensure that our material arrives complete and on-time to support your efforts. This is not just talk. It is service that you deserve - 96% of our orders arrive on-time with no back orders. This level of service makes YKK AP the best in our industry.

Capacity expansions and infrastructure improvements.

This high level of service comes by design, from hard work and continual investment in people and systems. YKK AP has made significant capital improvements in our production capabilities to strengthen our position as the industry's leader in customer service, accuracy, lead time and on-time delivery. All of our products are manufactured in an environmentally certified, state-of-the-art facility which now includes the most advanced production equipment in the industry. During the last 2 years, YKK AP has added:

- New Extrusion Press
- New Paint Line
- New Casting Furnace
- New Thermal Break Production Line
- New Automated Fabricated Door Machine

Development of key customer service innovations.

To ensure that these capital investments effectively translate to customer satisfaction, YKK AP has reinforced our organizational structure.

- Our Supply Chain Management group is charged with integrating our internal capacities with the voice of the customer. This group supports our regional offices to ensure schedules are maintained.
- National Transportation initiative that is charged with developing systems to effectively and efficiently deliver our high quality products to the customer complete, on time and damage free.
- Customer service representatives strategically positioned in each of our trading territories to provide local and personal service.

Performance makes YKK AP the true service leader.

- Our on-time delivery performance has increased to 96%.
- Our lead times will get material to your door when you need it.
- Our Express Services programs enable YKK AP to offer the products in highest demand with very quick lead times.
- Our 6 Sigma approach in finding and removing internal variability from our manufacturing processes has basically eliminated external customer claims. When issues do arise, you can be sure that we will respond quickly.

From our local field sales and customer service representatives to our manufacturing floor operators, YKK AP is focused on exceeding your needs and expectations on every order. We are committed to providing the highest level of customer service in the industry so that your business will succeed.