



**RV Manufacturer
Parts & Service Department**



Wiley Metal had an excellent existing relationship with a large RV Manufacturer supplying them with many of their metal door needs.

The next step was to build a relationship with their Parts & Service Department.

Wiley Metal effectively did this building upon the quality work they were already doing for the company. They were able to streamline the product replacement process to fulfill orders of the P & S department more efficiently without sacrificing quality or safety thus leading to increased sales.

Challenges

The RV Manufacturer Parts & Service Department needed to work with a metal fabricator that was familiar with their products.

TIMELINESS

PRICE

and

QUALITY

were important factors as well for the Parts & Service Department

A door replacement needed to have the same specifications that the customer was replacing.

The Solution

Wiley Metal was both the

LOGICAL

and the

BEST FIT

to work with the
RV Manufacturer Parts & Service Department.

Wiley Metal was already producing a majority of items for the RV Manufacturer so a lesser lead time would be needed when ordering the P & S doors from Wiley Metal. This would give the RV Manufacturer P & S the ability to fulfill orders:



QUICKLY AND EFFICIENTLY

and with the same



HIGH QUALITY

that the customer was familiar with.

Results

The partnership between the RV Manufacturer
Parts & Service Department and Wiley Metal continues to
STRENGTHEN and SALES STEADILY INCREASE



Because of the existing relationship with the RV Manufacturer,
Wiley Metal is able to provide P & S prompt information and
quickly fulfill their product needs.

Last year, sales were increased by

25.51%

