



## Parts in 52 Hours Bails Out Manufacturers

By Arnold Fletcher

**MANCHESTER, NH** -- For resistor users who find they must have a certain part yesterday, now it's possible to meet that impossible deadline, whether it's for a critical prototype or for a first-run on the production line. Naturally, such fast turnaround has its price -- as much as 100 percent more than the cost of the product with a full 10-week turnaround, but to have these critical parts in hand just 52 hours very often makes this not only palatable, but very cost-effective as well.



RCD Components Inc. is offering this fast turnaround which has already pulled the bacon out of the fire for a number of major electronics companies. It's a service designed to sidestep the standard lead-time for most resistors and custom networks. The highly automated program, known as SWIFT™ (Ship Within Fifty-Two hours), was developed to supply purchasers who must have resistor products within two to seven days, said Al Arcidy, RCD Components vice president of marketing.

He said RCD is taking orders of any size at its plant here for "all resistors styles," including thick and thin-film chips, metal films, carbon films, carbon comps, metal oxides, networks, wirewounds, delay lines, chip inductors and many custom resistor requirements. What is unique about the SWIFT™ program is that RCD will "ship orders from scratch within 52 hours," he said.

"We first introduced the program to some of our key accounts and had this [the SWIFT™ production] department on a limited production line," Arcidy said. He said that now the program is available all resistor buyers, noting that implementing this program necessitated start-up costs for machinery and other equipment costing over \$2 million.

"I guess everyone gets in a bind sometime," Arcidy said. "We had Agilent Technology call us for 30,000 resistors that they needed right away and couldn't get from their two other component sources, companies who usually deliver their resistor parts for them. One of those vendors said that we wouldn't be able to deliver the order in less than 10 weeks, while the other company offered 9 weeks' delivery. We shipped the order to Agilent in three days."

Both of those other companies confirmed the minimum lead-time of 9 to 10 weeks was in the ballpark for the parts to ship to Agilent's, Spokane WA Division. A spokesman from Agilent Technology claims that RCD's SWIFT™ delivery program has saved them from shutting down the production line which would have cost the company millions

of dollars in unshipped product. He said his company has experienced "no problem with failure rates" on these products. He added that the surcharge associated for the quick delivery was inconsequential by comparison to the money saved from a line shut down.

Mr. Arcidy said buyers looking for "30 pieces or 30,000 pieces can tap the program. Our orders are averaging 1000 pieces or less right now. "Surcharges for SWIFT™ orders typically run between \$100 and \$250 for standard line products," Mr. Arcidy noted.

"On larger-quantity orders, if the buyer can live with a slightly longer lead time, the SWIFT™ surcharge goes down on a sliding scale basis," said Mr. Arcidy. He explained that if the standard lead time is 10 weeks for a very large quantity, "RCD might not be able to do it in seven days, but we sure will do it a lot sooner than 10 weeks."

Arcidy said that while quality control is one factor that might have some buyers concerned, SWIFT™ production has the same "documented quality performance" that is well above the industry standard. RCD's manufacturing programs meet the highest international standards including ISO-9001, IQNET, GIDEP, DLSC, MIL-I-45208 (Quality), MIL-STD-790 (Reliability), MIL-STD-45662 for finished component quality with some of the lowest defect levels in the industry. RCD's Manchester plant has received numerous awards for Quality and Engineering Excellence from customers in Automotive, Medical, Military, Telecom, Aerospace, and Computer industries. RCD's highly recognized ABZED™ (ABsolute ZERo Defects) quality program was implemented in 1989 and further demonstrates their quality performance and its continuous process leading to total customer satisfaction.



Mr. Arcidy said, he thinks the SWIFT™ delivery service is the only one of its kind being offered by a resistor manufacturer. While some of RCD's competitors offer a system similar to SWIFT™, none can offer shipment within 52 hours on parts requiring production from scratch. RCD's plant in St. Lucia, in the Caribbean is also capable of providing SWIFT™ delivery and supports their Manchester, NH plant on larger order requirements.

For more information, contact: RCD Components, Inc., 520 East Industrial Park Drive, Manchester, NH 03109.

☎ 603-669-0054; Fax: 603-669-5455.

E-mail: [info@rcdcomponents.com](mailto:info@rcdcomponents.com)

Web: <http://www.rcdcomponents.com> □