

# Service Solutions

## Time to Perform

### Randy Milton

VPO Applications Manager

On a recent Wednesday morning, our Vertical Pump Operation (VPO) located in City of Industry, California, received an e-mailed inquiry from our Chicago Area Salesman. His customer was looking for nine large Cooling Water pumps for a combined flow of 560,000 gpm, complete with motors for an on-site, in eleven weeks. The quote was due the next morning for a 10:00 a.m. meeting with the customer in Chicago.

After determining that the project was viable, VPO Application Engineers went to work on the easy part, the pump quotation. A selection was made based on offering nine units. The pump pricing was completed early that afternoon and rfq's went out to the motor suppliers. It was quickly determined that VPO would have to focus on one motor vendor to meet the lead-time. During the course of the afternoon, several meetings were held regarding the customer requirements. The first was the "Pre-Bid Review" meeting which VPO holds on all large quotations. The customer had advised through our salesman that an order would be placed no later than the coming Monday. The "normal" lead-time for the size and quantity of the required pumps was 24 weeks. It was obvious that the most critical issue regarding this quotation was meeting the customer required on-site date. A final meeting was held that afternoon and by 4:04 p.m. the completed VPO quotation including the motor pricing was e-mailed back to our salesman. VPO had committed to the pumps and motors being on-site in eleven weeks.

The next day, VPO received a phone call from our salesma. The customer now needed two of the pumps and motors on-site two weeks

earlier. A quick meeting was held. We reviewed casting, pipe & plate, shafting and motor requirements with our suppliers all of whom gave us the green light.

Friday morning, we received another phone call. Now the customer needed to have a total of sixteen complete pumps and motors on-site in the shortened eleven week leadtime. Again we contacted all the key suppliers. The result of several discussions was the same. We committed to all sixteen pumps being delivered in eleven weeks.

VPO received the order and the customer received the pumps. . . on time.

Three days of hectic activity, from inquiry to order acceptance, resulted in a satisfied customer and a nice sale. This could not have been accomplished without the total commitment of our Sales, Engineering, Purchasing and Production Departments. Everyone worked together to insure our customer's needs were met. When it's time to perform, VPO performs on-time. ■



VIT-FF design with  
900 hp motors  
running at 505 rpm.