

## **Engineering and Coating Solutions**

*Article Courtesy of Industrial Hard Carbon (IHC)*

**Q: How responsive has IHC been to questions or concerns?**

**A:** One hundred percent of our customers responded that IHC was moderately to extremely responsive to their questions.

**Q: How well do IHC performance coatings meet customers' needs?**

**A:** Over 97% of our customers responded that IHC performance coatings met their needs.

**Q: How likely are customers to purchase any IHC performance coatings again?**

**A:** Over 94% of our customers responded they planned to purchase again.

**Q: How likely is it that your customers would recommend IHC to a friend or colleague?**

**A:** Over 96% of our customers responded would recommend IHC to a friend or colleague.

**Q: What is IHC's average customer on-time delivery percentage recently?**

**A:** IHC has delivered on time to its customers 98.8% on average over the last two years.

**Q: How satisfied were customers with their project management?**

**A:** We asked our clients 'How Well Did IHC Manage Your Project?' and their response has been overwhelming. Here are some clients speaking about their experience:

'IHC is very understanding of our industry and its unique challenges with our supply chain. Carrie and Nickie really get things done for us when we're under the gun, which seem to be a lot with our suppliers' late deliveries. IHC makes up lost lead time days with their quick response times.' — Joe Gibbs Racing

'I have this to say, I found your company back in 2003 and have been doing business with you ever since. The quality is superb, customer service the best. I tell everyone about you that needs your type of service.' — Anonymous

'Thank you very much for all the great communication. It's really hard finding companies that are like this. Your service has been unreal.' — Motokote Performance Suspensions.

'It's a great pleasure working with all of you and I can't say thank you enough for the outstanding product, support, and service you continually provide.' — Chris Flack, RYE.

'You are awesome! This is exactly why we love doing business with you guys.' — Mark W.

We also asked 'How was our customer service and turnaround?' and here's what they had to say:

'Thank you for the great work and customer service, keep up the great work!' — Stillwell Performance Racing.

‘I have appreciated working together ... to get the right coating’ — RIIND.

‘Give your wonderful staff a raise!’ — Anonymous.

‘You all do a very professional and excellent job. We are completely happy and satisfied with the outstanding service we have received now and in the past.’ — Tungsten Pride.

‘I like the emails with the expected delivery date.’ — Factory Connection.

‘Customer service and quality are first rate. I’ve never worked with a better company.’ — Anonymous.

‘Keep up the continued great policies and customer service you have in place now. It is excellent.’ — Anonymous.

‘Keep doing what you do! Best coating company around hands down!’ — Bill Vinton, Trend Performance.

‘Service was really good, faster return than promised. Thank you.’ — Anonymous.

‘Couldn’t get any better customer service than what Matt does for us!’ — Hendrick Motorsports

The last question we asked our customers is ‘How was the performance of Carbon Raptor®?’  
And their response:

‘You guys are doing a fine job and we appreciate the support. Thanks!’ — Anonymous

‘We could not do it without that awesome coating!’ — Mike Shamel

‘Your coated pins have been used in aircraft race engines and they have performed flawlessly, thank you.’ — AC Corporation.

‘Products are working great.’ — Hendrick Motorsports.

For more information, be sure to stop by Booth #1536.

