

PolySource Announces “CSS”, Customer Solution(S) Program

Kansas City, Missouri, USA – November 10, 2016 – PolySource announces a new program to address customer frustrations with increasing minimum purchases, extended lead time, and lack of supplier commitment to stock materials. The program called “CSS”, Customer Solution(S), works in partnership with customers to determine their customer needs and developing a customized logistics chain to meet demands, planned and “unplanned”. PolySource, working closely with their partnered suppliers, has developed a program that determines product offsets for those “hard to find, hard to order, and hard to get” materials from the existing supplier base who continually and routinely change requirements that customers “have to meet” in order to buy material. Greg Jacobson, President and CEO of PolySource states, “Suppliers, and even distributors, seem to be changing their models to meet their own internal needs without considering customer external needs. The market seems to be heading in a direction where suppliers and distributors dictate the terms of supply, rather than working closely with the customer to determine what their supply needs are”.

PolySource will work closely with customers to develop a customized program to determine a material offset, monthly anticipated usage, and the resulting inventory levels necessary to meet customer needs. Jacobson states, “The goal is to have customer call us on day one and have material in house on day two or three, not month two or three”. We will also ship what they need and want, and nothing more.

“PolySource has expanded an ongoing program to address customer frustrations with suppliers meeting commitment dates, increasing minimum purchases, extended lead times, and lack of supplier commitment to stock materials. Up to this point, the program has been an internal initiative and the foundation of the success of our business. We have now formalized the program ‘CSS’ Customer Solution(S). Based on this success, we are now implementing it across all our customers due to the recent events in our industry” states Grant John, Vice President of Sales for PolySource. John adds, “By working closely with both the processor and OEM, we have been able to find alternatives that meet application specifications. It works best when the three parties are in dialog on approving an offsetting resin and supplier, and defining supply needs.”

PolySource, an application development based distributor, was founded in 1993. The focus of its business is on delivering resin solutions to customers whether their need is stocked material, application development, process support or alternative resin searches. Through its direct sales team, customer service team, and network of warehouses and logistics partners, PolySource is well positioned to support the growth of its customers.

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