

By Don Miller // Director of Business Development // Magnus Precision Manufacturing Inc.

One CM's Perspective

What does Magnus Precision Manufacturing find important in dealing with medical OEMs?

Magnus Precision Manufacturing Inc., (magnuscnc.com) is a wholly owned subsidiary of Floturn Inc., a Cincinnati-OH based 100% employee-owned company. Located in the Finger Lakes region of upstate New York, Magnus, for more than 30-years, has been producing extremely precise and intricate machined parts. Magnus' components incorporate with numerous technologically advanced products, including many that are critical in medical applications such as body implants, surgical instruments, and vision systems.

What is important to Magnus in serving the needs of our medical customers?

Without a doubt, quality, on-time delivery, and competitive pricing are indeed significant for our successes. Customers also value our engineering support, especially in the development/prototype phase where small changes in design can significantly reduce the cost to machine their parts.

However, from my platform – being the front-line person that sees our medical customers face-to-face – our complete customer support function plays an extremely vital role. In fact, in my opinion, this sets Magnus Precision apart from other contract manufacturers. Let me identify some key support areas when working with global medical OEM's.

• **100% Employee Involvement:** As an ESOP organization, Magnus Precision has a dedicated group of employee owners who truly have the mindset to go the extra mile and make a difference. All of the employees have a share of the business, which certainly provides the motivation to meet and exceed customer requirements.


• **Engineering Support:** At Magnus, the full-time engineering staff represents 10% of the total workforce of approximately 70 employee-owners. The combined years of engineering experience are in excess of 150 years, for being familiar with tight-toleranced and intricate components such as those associated with medical applications. The Magnus team partners with customers from the original design phase through prototyping and production, with continuous process improvements along the project's lifespan.

• **Manufacturing Support:** The Magnus team has a strong desire to invest in the finest machine tool technologies made in the world today. Such precision machine features as 0.000010" CNC control resolution; axis glass scales, for the absolute best

in machine positioning and repeatability; thermal compensation packages; high precision spindle bearings; and various chiller systems – all common components found on equipment at Magnus. This means that Magnus Precision can then truly abide by the company motto of having the Exact Science of Precision for the medical industries the company serves.

• **Deburr Support:** Another 10% of the employee-owners take great pride in assuring that our medical parts are completely burr-free. In many manufacturing environments today, this craftsmanship is indeed a lost art. However, the highly trained and experienced deburring group, certified by a world leading manufacturing organization, earns recognition for their continued excellence on machined medical components – many of which go into definitive life-saving situations.

Yes, quality, delivery, and cost-effective pricing are important when dealing with medical OEMs – but successful companies cannot forget customer support – after all, are not customers the lifeblood of any company? Prioritize and encourage your company's life support values. +



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