

The Edge Sharpening Company Case Study - Island Precision Manufacturing Ltd. -

Located in Saanichton, BC, Island Precision Manufacturing Ltd. has been a leader in the engineering, manufacture and installation of architectural millwork, for over 20 years. They specialize in large projects including hospitals, schools, hotels, and airports - jobs where their engineering skills and manufacturing processes allow them to provide excellent value to their clients. They provide supply and install services throughout British Columbia, where their installation labour force is primarily based, and also offer supply-only solutions to partners in other markets.

The Challenge

Island Precision initially tried using a number of companies for their panel blade sharpening needs. They used to send their blades to a company in Vancouver, but the turnaround time was too long. They also tried a local company, here on the Island, but found them to be not as thorough in sharpening their blades, and not as customer service oriented as they hoped.

The Solution

In 2005, Island Precision found Tom and Laura Saxby at The Edge Sharpening, and they quickly became their one-stop shop for all their sharpening needs. *“Tom and Laura take care of all that we need sharpened, and they are very candid about what they can add value to by sharpening. If they feel it is no longer worth sharpening a blade, I really respect that they will tell us rather than go*

ahead and do it anyway” says Operations Manager Brett McDonald at Island Precision.

The Edge Sharpening is the customer service focused company that they had been looking for. *“Laura is very thorough and will follow up on all issues, leaving no loose ends. If she doesn’t know the answer at the time, she will find out and get back to me, and I never have to remind her about it”* says McDonald.

The Result

As for being able to quantify the dollar savings from using The Edge’s service, that’s hard to do because Island Precision is always working on different projects and cutting different materials, so a comparison of before and after is very difficult to make. Blades do last noticeably longer (between sharpenings and before they have to replace them altogether) with the state-of-the-art sharpening equipment used by The Edge.

Overall, Island Precision finds The Edge’s service easier to use versus other services, and McDonald points to their mobile service for pickup and delivery as being a significant time savings for them

According to McDonald, *“Island Precision is a cost driven business, so any economies we can realize in time or money, which give us even a slight competitive advantage, can make a difference in winning or losing major bids. Working with companies like The Edge Sharpening help give us that advantage.”*