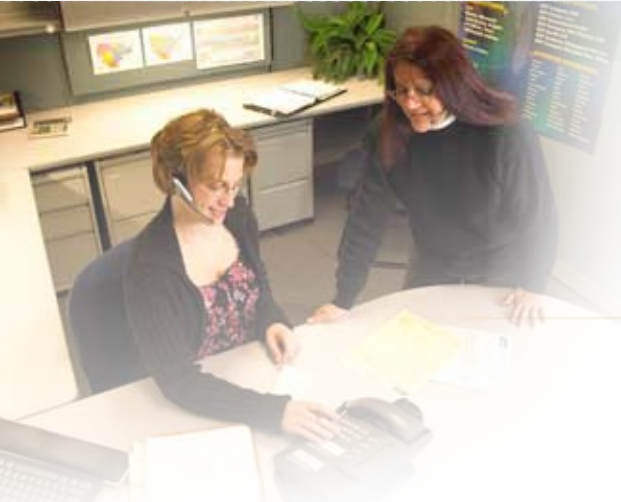




# Compounding Lines

Your Global Compounder of Custom Engineered Thermoplastics



## A Matter of Hours

### Royal Plastics Appreciates Extra Effort by RTP Company team!

Recently, **Royal Plastics** found themselves in a difficult situation: they received a silo delivery of a contaminated material from another supplier, which was then used in conjunction with one of **RTP Company's** custom compounds. By the time the contamination issue was detected, **Royal Plastics** already had a great deal of finished goods inventoried in house, plus product sitting in warehouses at two of their largest customers' facilities. "At that point, everything stopped," explains Gary McConnell, President of **Royal Plastics**. "We alerted our customers to the problem, and then had to quickly decide on next steps."

**Royal Plastics** received a new silo delivery of uncontaminated raw material from the other supplier, but needed the custom compound

from **RTP Company** to create new finished goods and deliver them to their customers. Although they already had an order placed with **RTP Company** for more of the custom compound, the anticipated delivery date was two weeks away; waiting any longer than a few days would most certainly force **Royal Plastics**, as well as their two customers, to shut down.

"Our only available option was to beg," says McConnell. "We got in touch with our local **RTP Company** Sales Engineer and explained our dilemma. Within a matter of hours, we received word that **RTP Company** could improve the delivery date by approximately 10 days." When the material arrived a few days later, **Royal Plastics** returned to full production, and both **Royal Plastics** and their two customers breathed a

sigh of relief. "**RTP Company** came through at a critical time," says McConnell. "That was the bailout we needed... and believe me, we appreciate their efforts!"



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