



# Sales Inquiry

We appreciate the interest you have shown in our company. In order for us to better assist you we need to gain some further information about your individual needs and specific requirements. Please take a moment to provide this additional information that will allow us to determine if a customer service representative should contact you or if a technical application engineer should call to discuss your requirements in further detail.

Company Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Cell \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_

1. Are you responsible for selecting the vendor in addition to actually placing order for insert knives?  Yes  No

If not, who else is involved? Name \_\_\_\_\_ Position \_\_\_\_\_

2. Are you responsible for the technical details related to profiles or patterns for custom ground insert knives?  Yes  No

If no, who is the contact person and may we contact them directly for technical information and/or questions?

Name \_\_\_\_\_ Position \_\_\_\_\_

3. What major problems do you experience and/or are the areas of most concern with your existing supplier?

Promised lead time when the order is placed compared to actual time required for delivery of the shipment.

Consistent quality of the insert knives including overall accuracy/tolerances and repeatability of the profile.

Proprietor carbide blank forcing you to only use the original tooling manufacturer or poor availability.

Other \_\_\_\_\_

4. Do you typically purchase direct from a cutting tool manufacturer or through distributors? \_\_\_\_\_

5. What major brand of cutting tools are being used within your operation that requires profile ground knives?

A \_\_\_\_\_ B \_\_\_\_\_ C \_\_\_\_\_

6. Please indicate the level of importance by which you select the primary supplier for your profile ground knives?

1 = Most important      2 = Very important      3 = Somewhat important      4 = Not important

Availability of technical support

Carbide grade selection or Jonally

Quick delivery of custom profiles

Stocking program for my specific needs

Price per piece regardless of quantity

Repeatable consistent profile tolerances

7. What does Union Grove need to provide or demonstrate to you in order to become your primary supplier? \_\_\_\_\_

8. Who is your current supplier of custom profile ground insert knives? \_\_\_\_\_