



## CONTINUAL IMPROVEMENTS FOR A BETTER CUSTOMER EXPERIENCE

MAC stands for Master Automation Craftsmanship. It is a five-point evaluation process that establishes benchmarks for automated equipment manufacturers. MAC Certification takes in all aspects of the manufacturing process. This includes

- Project management procedures
- Establishing standards for craftsmanship
- Testing equipment for durability, quality, efficiency and meeting engineering specifications
- Delivering the product on time
- Supporting the equipment after delivery

MAC certification demonstrates a commitment to meeting the customer's needs and expectations.

## WHY SHOULD I ASK FOR MAC CERTIFIED EQUIPMENT?

MAC Certification is the customer's safeguard throughout the fabrication process and beyond. Custom equipment manufacturing is much different than buying a product off the shelf. MAC certification is tailor-made to focus specifically on the custom-built automation customer experience.

This includes:

- Timely communication about any changes or deviations during the manufacturing process. Anyone who has built or purchased custom equipment knows that changes happen. Communication keeps everyone on the same playbook.
- Holding the line on craftsmanship standards and testing the equipment to ensure a good product, built and functioning to the customer's specifications.
- Scheduling procedures that keep the machine moving through the manufacturing process so it will ship on time.
- Supporting the product with schematic drawings, replacement parts, qualified maintenance personnel who are available for consultation and on-site servicing is the customer's safety net for operational success throughout the lifetime of the machine.

These aspects of a great customer experience are the focus of any MAC Certified company.



Look for the MAC Certification label  
on your automated equipment

**Better customer experience**

**Built to your specifications**

**Tested before delivery**

**Delivered on time**

**Supported after the delivery**





## CONTINUAL IMPROVEMENT

### FIVE FACETS OF AN IDEAL CUSTOMER EXPERIENCE



PROJECT  
MANAGEMENT



CRAFTSMANSHIP



TESTING



DELIVERY



SUPPORT

MAC Certification benchmarking is an ongoing process of continual improvement. Manufacturers who adhere to MAC Certification are evaluating their business methods to produce a better product and an ideal customer experience. This includes the five facets listed above.

At Fortville Feeders, we have specific policies and procedures that are built around these five facets, which are detailed in the checkpoints on the following pages. We are committed to building the best feeding systems on the market with an outstanding reputation for customer service and support.



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[www.FortvilleFeeders.com/MACcertification](http://www.FortvilleFeeders.com/MACcertification)



PROJECT  
MANAGEMENT

#### ONE CONTACT

ONE PROJECT MANAGER POINT-OF-CONTACT  
FROM QUOTE TO RUNOFF

#### THREE DAY TURNAROUND

THREE DAY TURNAROUND: QUOTES,  
3D MODEL, APPROVAL DRAWINGS

#### REFERENCE

QUOTE REFERENCES PAST JOBS  
OR IN-HOUSE TECHNICAL LEAD

#### DOUBLE CHECK

DOUBLE CHECK: FEASIBILITY OF CONCEPT,  
LEAD TIME, DELIVERABLES

#### STANDARDS

ENGINEERING STANDARDS FOLLOWED

#### COMMUNICATION

SCHEDULE CHANGES COMMUNICATED  
TO THE CUSTOMER ON SAME DAY



CRAFTSMANSHIP

#### WELDING

WELD QUALITY ON BOWL, INLINE, TABLE

#### POLISHING

POLISH QUALITY ON BOWL, HOPPER, INLINE

#### ELECTRICAL

WIRED TO CODE, NEATLY FINISHED

#### FABRICATION

GOOD SEAMS, FIT AND FINISH, BOWL AND TRACK BLADES  
FIT WITH POSITIVE LOCATION

#### DURABILITY

PROPER RETURN PAN AND BOWL BRACING,  
TABLE BRACING, STURDY STANDS



PROJECT  
MANAGEMENT



CRAFTSMANSHIP



TESTING



DELIVERY



SUPPORT



## TESTING

### VERIFICATION

PRODUCTION PRINTS & CUSTOMER SPECS APPROVED BY MANAGEMENT AND VERIFIED BY INSPECTION

### MEASUREMENT

DOUBLE CHECK MEASUREMENTS BY SUPERVISOR AND INSPECTION

### IMPROVEMENT

IDENTIFY AND RECORD POSSIBLE AREAS FOR IMPROVEMENT

### 10 HOUR RUN-OFF

PASSES 10 HOUR TROUBLE FREE RUN-OFF AT RATE TO VERIFY RELIABLE,  
USER-FRIENDLY AND MAINTENANCE FRIENDLY SYSTEM

### DOCUMENTATION

SETUP IS FULLY DOCUMENTED



## DELIVERY

### INVENTORY

INVENTORY IN STOCK, PULLED & PRE STAGED AHEAD OF EACH OPERATION

### VISIBILITY

SCHEDULE, TARGET HOURS, ACTUAL HOURS ACCURATE AND VISIBLE TO ALL EMPLOYEES

### SAME DAY UPDATES

SAME DAY UPDATES TO PM/CUSTOMERS OF ANY PROBLEMS, UNMET DELIVERABLES  
THAT WILL AFFECT DELIVERY

### TECHNOLOGY

ERP SYSTEM UTILIZED FOR RECORD KEEPING AND CONTINUOUS IMPROVEMENT

### ON TIME

JOB SHIPPED ON TIME



## SUPPORT

### WARRANTY

ONE YEAR WARRANTY FOR ANY NON-WEAR ITEM

### QUALIFIED TECHS

ONLY QUALIFIED TECHNICIANS ARE SENT TO INSTALL OR WORK ON EQUIPMENT

### SERVICE VEHICLES

FULLY STOCKED AND MAINTAINED FLEET OF SERVICE VEHICLES READY TO GO AT ALL TIMES

### ARCHIVED DESIGNS

DESIGNS ARE ARCHIVED ELECTRONICALLY & REPRODUCED AS NEEDED

### FOLLOW UP

FOLLOW UP TO OFFER OVER-THE-PHONE SETUP SUPPORT /FEEDBACK ON EQUIPMENT OPERATION