



Ingenuity and customer service excellence by Gulf Coast Marine Supply saves our paper and packaging customer \$250,000 in productivity losses. Our Customer had a 20" valve with an actuator that was not functioning properly, the valve was stuck partially open due to a broken operator. The plant was concerned about water pressure forcing the valve closed and shutting off water to the mill. Replacing the entire valve would entail a total mill shutdown which they wished to avoid. A customer employee called his local Gulf Coast Marine Supply distributor and had him come out to the mill where they removed the operator and cleaned it up for identification. Gulf Coast Marine Supply was able to locate a similar operator and actuator 150 miles away in Mobile that could be modified to fit. Gulf Coast Marine Supply picked up the replacement operator and actuator and then brought the replacement parts along with the broken operator to a machine shop to modify the replacement part. The following morning Gulf Coast Marine Supply picked up the modified replacement part and delivered it to the mill. Gulf Coast Marine Supply spent 12 hours of time driving over 600 miles and an additional 4 hours of time spent identifying and sourcing a replacement part. The efforts of Gulf Coast Marine Supply resulted in a quick valve repair without significant downtime at the mill. The value of time spent by Gulf Coast Marine Supply was calculated at \$712, while the downtime avoided saved our customer \$250,000.