

PF

# PRODUCTS FINISHING

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## *Electroplating Benchmarking*

*American Metal Coatings  
Leads North American Shops*

### TOP SHOPS

2019 Benchmarking Results  
for Plating - 16

### POWDER

Owner finds 'traction' for  
optimizing operations - 22

### POWDER

Coating lines rebuild after  
EF-3 Tornado - 26

### PLATING

Increasing bath life of  
trivalent passivates - 30

### A few takeaways from the survey results:

- Order lead time for this year's survey was an average of five days for all shops, which is a 28 percent improvement from the seven-day average from last year. Top Shops averaged 3.5 days, which was down from five days.
- On-time delivery was at 90.1 percent for all shops this year, down from 92.1 from a year ago. Top Shops were also down from 99 percent a year ago to 98.1 percent in this year's survey.
- First pass yield quality was at 95.3 for all shops in this year's survey, which is a slight improvement from last year's 94.0 success rate. Top Shops were slightly down to 97.8 percent from last year's 99.0 percent.
- The amount of hours shops spent each week on parts inspection rose, from 193.8 hours for all shops to 204.1 hours in this year's survey. Top Shops' hours improved by more than 25 percent, from 270.0 last year to 344.9 hours per week this year.
- The number of hours that shops spent finishing parts rose only slightly, from an average of 15.2 hours per day last year to 15.4 in this year's survey. The Top Shops dropped to 18.9 hours per week from 22.1 hours from a year ago.

Data from the survey is used to determine which shops are the 2019 Top Shops. The survey also provides participants with insight into the best practices of shops throughout North America. Shops that complete a substantial portion of the

survey will receive a customized report illustrating how their responses directly compare to all surveyed shops and to the Top Shops (those whose total survey scores placed them at the top of each question). The customized reports were compiled with the help of Gardner Intelligence, which is part of Gardner Business Media, the parent company of *Products Finishing*.

The report includes data and statistics that will help shops formulate a plan for improvements in finishing technology, performance and practices, business strategy and human resources.

The 2019 Top Shops will be honored at the SUR/FIN Conference on June 4 in Chicago. In addition, this year's Finishing Hall of Fame class will be honored, as well as the upcoming *Products Finishing* 40-Under-40 class. ■■



### No. 1 Top Shop: American Metal Coatings



Konstantine Dotsikas (in blue shirt) and his management team at Americal Metal Coatings.

American Metal Coatings ranked the No. 1 electroplating operation in North America based on the *Products Finishing* Top Shops Benchmarking Survey.

The Mentor, Ohio, shop relocated its headquarters and most of its production in 2017 from the East side of Cleveland to a sprawling 120,000-square-foot facility that replaced an operation less than half that size.

"It took me four years of planning and building, but we built this thing from scratch, and everything is brand new," says owner Konstantine Dotsikas, who goes by "Dino" with his friends and colleagues.

Average order lead time is down to just 3.7 days, and his on-time delivery and first-pass quality approval—two major goalposts for delivering superior satisfaction to the customer—were both over 99 percent, while delivering more than 1 billion parts in 2018.

American Metal Coatings specializes in zinc, zinc alloy plating, phosphating and cleaning. They are one of the few metal finishing shops that offers both rack and barrel bulk processing. They expect a modest 5 percent growth in 2019 in the appliance, automotive, military and commercial building sectors.

Having made the move to a new facility and watching it pay off, Dotsikas says he is glad it's over because of the stress, challenges and costs.

"I would never do this ever again," he says. "I did it once and I made sure we did it right."

Dotsikas says that he attributes his success to his father, Vasilios, who taught him the ins-and-outs of metal finishing from when he was a kid, the support of his wife and children, but most of all, to his Orthodox Christian faith.

**American Metal Coatings** | Mentor, OH  
Konstantine Dotsikas, President | [americanmetal.com](http://americanmetal.com)