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Polymer Resources Launches at NPE 2018 Expanded “Signature Service” to Help Customers Achieve Compounding Success

Orlando, Florida – Polymer Resources Ltd., a leading U.S. compounder of high-quality engineering resins, is launching major new additions to its “Signature Service” offering at NPE 2018, booth #S15175. To deliver a highly satisfying customer experience combining responsiveness, flexibility and quality, the company is investing on multiple fronts. These include additional customer service, sales and technical staff; new Express Services for resin manufacturing and color matching; and new strategically located warehousing facilities to support stocking programs with vendor-managed inventory for just-in-time delivery. These enhancements demonstrate Polymer Resources’ ongoing commitment to fast, personalized service for its customers.

“We are doing more than just custom formulating and color matching resins and blends – but are also performing these services with exceptional speed and consistently high quality,” said Scott Anderson, chief operating officer (COO), Polymer Resources, Ltd. “In this way, each customer can obtain exactly the material needed for their application, on their timetable. We continue to go beyond the pellet by listening and responding to the changing needs of our customers.”

MME group, a contract manufacturer based in Minnesota, relies on Polymer Resources’ express service and flexibility for quick turnarounds. According to a company procurement specialist, “Polymer Resources has been a tremendous asset to us and a highly reliable partner. They are willing to go the extra mile to expedite orders, move deliveries around if needed, and provide quick quote turnaround – and they have excellent on-time delivery.”

Expanded Services

Polymer Resources has added new staff to better serve customers with still greater speed and direct interactions versus using digital channels. The company has expanded its field sales team by 30 percent to increase face-to-face engagement with customers. With local sales associates and local warehousing, Polymer Resources can act as a local supplier to anyone in the United States. Additional technical and color lab employees support Polymer Resources’ new Express Services offerings.

These Express Services are designed to accommodate short forecast orders and increase speed to market. They include:

- **Express Manufacturing Service**, which offers a one-week turnaround on orders for standard and customer-formulated resin grades.
- **Express Color Matching Service**, which provides precisely matched color chips for approval by the customer, when needed within one week. The process begins as soon as the part, pellets or Pantone color are received, along with the application requirements.

From an infrastructure standpoint, the company has improved the capacity and speed of its pellet extrusion lines with additional equipment. It has invested in new warehousing across the United States to support vendor-managed inventory through local stocking programs. These programs help ensure customers can access resin when they need it to fulfill orders.

About Polymer Resources

Headquartered in Farmington, Conn., Polymer Resources is a leading, privately owned U.S. supplier of high-quality customized specialty engineering resin compounds, color-matching services and related materials technology solutions for the electrical, medical, consumer goods, business equipment and automotive industries. Operating with an extensive list of UL approved products it is one of very few polymer suppliers that backs its compounding and color match services with a quality guarantee. The company's commitment to customer service, financial discipline, and foresight for over 42 years has made it a reliably steady resource for specialty compounds in the often volatile plastics industry. With operations in Farmington and Rochester, N.Y., Polymer Resources continues to fuel its growth through ongoing investments in its manufacturing assets and its top industry talent. The company's direct sales force and local warehousing throughout the United States enable on-time delivery and fast, local customer service anywhere in the country. For more information, visit www.prlresins.com.

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