



# Our Customer Wins Again

*Another One in the Books*

## CASE STUDY

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Industry: Chemical

Scope: Repair

Notes: Memorial Day Rush

Narrative: We received a call, followed by a purchase order, from a chemical processing customer. The customer needed a code weld repair of a floating barrel on a tube bundle. The job required a rush, two-day turnaround right before a holiday weekend. While the unit was in transit to us there was an addition to the scope requiring our team to pull some tubes for diagnostic purposes. Once the unit arrived, we received a request for a second change of scope adding tube end weld repair and hot air dry of the unit after hydro test.

The additional scope pushed the fabrication time into the holiday weekend. We quickly worked through our roster of qualified employees and easily found employees that were willing to work the holiday weekend. Our key concern was to ensure the unit repair was completed and returned on site with no delay. The unit was delivered on schedule and the customer was excited to have everything go so smoothly. Another satisfied customer!