



Fast-turn Prototypes and Production

IRD Glass recognizes that today's customer requires the entire business process to be very streamlined. IRD works with their customers intimately to better understand their requirements up front. This begins with quick and accurate responses to a request for quote, knowing that the response time often affects the customer's ability to complete the project on schedule. IRD also provides accurate delivery times up front, eliminating the problems caused by late delivery. They have the capability and vendor relationships established to be able to respond very quickly to almost any precision glass need.



The customers of IRD Glass recognize and appreciate this responsiveness and dependability when they have urgent projects to complete. "When I'm in the development phase of a project, the responsiveness of IRD Glass is a huge positive for me," explained one manufacturing engineer. "We work closely with their engineers from product start-up through production, and any time we need something done, IRD Glass is able to turn things around quickly."



A purchasing agent truly appreciates IRD's commitment to quick turnarounds in quoting, pricing and delivery. "I feel like when I need something," she explained, "I can call IRD Glass and they get back to me quickly. They're great to work with—very easy to work with. Of all our suppliers," she added, "they provide me with probably the best communication."



Another engineer agreed, citing his own experience with a recent project. "In a recent design we worked with IRD Glass to redesign the component, changing the shape, adding some chrome mesh and even multiple layers of coating to make the product just the way we needed it to be. When there is a problem in the design," he added, "we can fix it and get things right the first time for production."



"We have a great relationship with them," quoted yet another buyer. "When I call, the people at IRD Glass listen. I can get things turned around very quickly and efficiently. Whatever I need, whenever I need it," she finished, "IRD Glass does their best to keep me satisfied."

