

**G. P. Reeves Inc.**  
12764 Greenly Street  
Holland, MI 49424 USA

Phone: 616-399-8893  
Toll free phone: 888-399-8893  
Fax: 616-399-8867  
Web Site: <http://gpreeves.com>



**Serving  
industry  
since 1971**

## Case Study 20080917

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### Problem

Inspectors at a company that manufactures and sells millions of dollars worth of cylinder lock/key sets, steering column locks, ignition switches, and interior and exterior door handles to Nissan, General Motors, Subaru, Visteon, Lear, Delphi, and Kantus noticed a problem. A few of these important parts were occasionally not greased at all or did not contain the customer specified amounts of grease. The inspectors did their jobs with excellence and integrity and reported the problem to engineering.

### Action taken by engineers

Engineers discovered that the Japanese-manufactured grease dispensing system sometimes dispensed air instead of grease. Engineers contacted G. P. Reeves because G. P. Reeves has a patented method of removing air from grease. The G. P. Reeves equipment uses positive volumetric piston displacement to measure the amounts of grease and electronic pressure sensors to confirm flow of that amount of grease into the part. The G. P. Reeves equipment is acknowledged to be the best solution to the problem. Engineers did their jobs with excellence and integrity by presenting the G. P. Reeves quote to management.

### Actions taken by Company Management

Management said NO! Management refused to invest in equipment to remove trapped air from grease. Management said NO to equipment that would have dependably and consistently dispensed the specified amounts of grease into the customers' parts.

### Results

Management didn't spend any money, but cylinder lock and key sets, steering column locks with ignition switches, and interior and exterior door handles are still occasionally discovered to be without the specified amounts of grease.

We may never know how many of these defective parts have been shipped and assembled into trucks and automobiles that are being driven by our friends and neighbors.

Inspectors and engineers are frustrated by management's failure to help solve the problem.

### Why?

Why didn't management operate with excellence and integrity? Why does the company's web site still prominently display the words Quality, Customer Satisfaction, and Teamwork?

For solutions to your management problems, click here: <http://www.gpreeves.com/pdf/youarefired.pdf>

For solutions to your grease dispensing problems, click here: <http://gpreeves.com/aapgd>