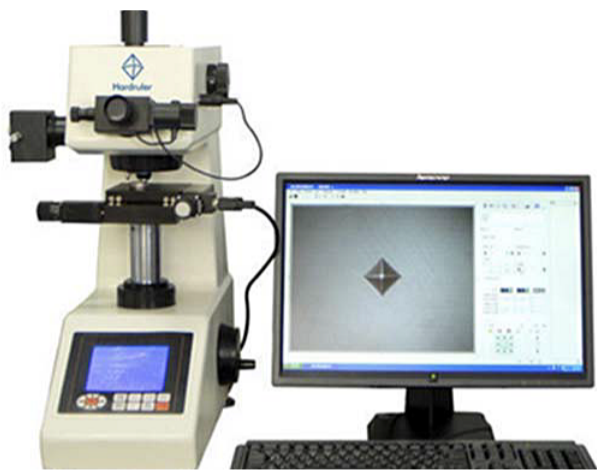


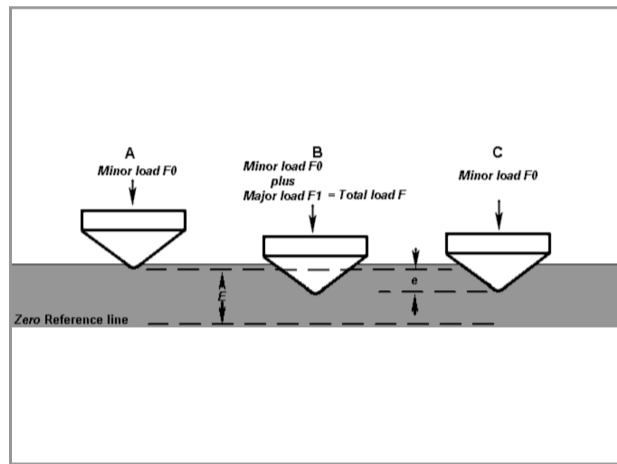
# Understanding Part Specifications

Learn how our Material Support & Solutions team solved this customer material issue.



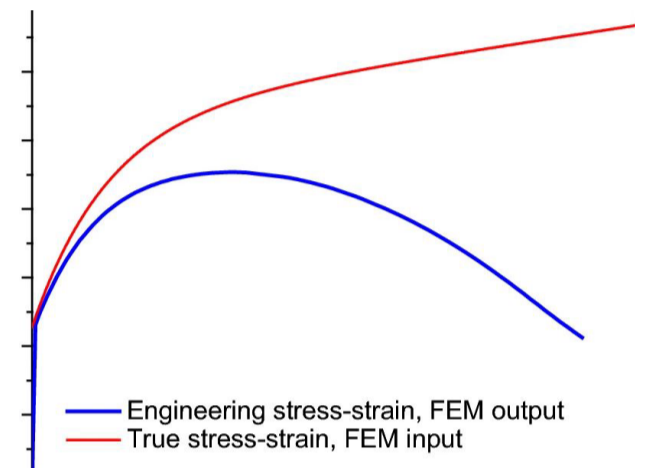
## THE PROBLEM

Our customer was unable to meet a restrictive hardness specification after forming the steel into the required shape. They were considering other options - such as changing the material properties, or chemistry of their steel. Business would be lost if they didn't find a solution soon.



## THE ANALYSIS

Drawing on Worthington's experience with this part and knowledge of the specifications, we were able to reach out to the primary OEM and confirm the actual material specifications. We sensed there was some miscommunication, and confirmed that the specs weren't as restrictive as our customer thought.



## THE SOLUTION

Empowered with the correct information, our customer was able to demonstrate to their customer that the required specification of the OEM was less restrictive. This allowed them to use a more flexible chemistry range to meet the real property requirements of the OEM, and saved the business with their customer.

## — THE ACTION

When you have trouble with material specifications, contact the Material Support & Solution team at Worthington.