

Joseph Maiale
Vice President, Wholesale Sales

InSinkErator
4700 21st Street
Racine, WI 53406
T (262) 554-3541
M (262) 498-6608
F (262) 554-3639
Joe.Maiale@Emerson.com

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Lead Time Change to 14 calendar days - Improvements to fill rates and on time shipments

To Our Valued Customers;


Effective on orders placed as of June 1, 2018 InSinkErator will implement a 14 calendar-day lead time requirement. The 14-day lead time is from receipt of order to date of shipment. Rather than building to a forecast as we do today, the 14-day lead time will allow us to build to your order with higher fill rates and on time shipments with fewer backorders.

Currently our lead times fluctuates between 7 to 10 days and our production schedules are based on forecasts rather than actual order demand. The results have been acceptable fill rates and lead times, but we are striving for higher metrics and service levels with fewer backorders. Our customers have told us that Consistency and Accuracy are most important to them. With the move to building to orders rather than a forecast we are anticipating a 95+% fill rate and 95+% on-time performance. We are also asking that for your high-volume SKUs, please order in full-pallet quantities.

Please note. We are anticipating heavier than normal orders prior to June 1st. If you are placing an order during this time we will make every attempt to ship your product within our current lead times.

If you have any questions, please contact your InSinkErator representative.

Thank you,



Joseph Maiale