



# D.L. Ricci Corp. Case Study #327

## "Jump & Run"

- Set-Up:**
- The tag line "Anytime. Anywhere" has been a D.L. Ricci Corp. mainstay since day one
  - It signifies our ability to bring our patented tools and trained staff on-site ANYTIME
  - Also, with our world-wide reach we are able to bring our services ANYWHERE
  - We average about 3 Jump and Runs/month and this story is one example

- Plan:**
- A Kansas contractor asked us to bid on some ID prep work at a Midwestern coal plant
  - After submitting our bid, we were told another (cheaper) vendor was awarded the job
  - Once the job began the contractor became disappointed in the cheaper vendor's work
  - A few days into the outage the cheaper vendor was kicked off the site
  - They called to see if D.L. Ricci could handle this work during our busy outage season

- Operation:**
- We were called at 2:30pm on a Thursday and by Friday noon we had 6 technicians and 8 large pieces of equipment on site
  - Counterboring, straight boring and other ID work was done on a main steam line
  - The Ricci staff and equipment performed well and the job was finished on time

- Results:**
- A Jump and Run tests all levels of our company from the salesperson taking the call (and determining the equipment and manpower needs), to the Field Coordinators finalizing the equipment and staff chosen, to the shop staff who gather and ship the equipment, to the shipping and travel coordinator, to the staff on-site working
  - The contractor was thrilled with the results and when another unforeseen problem occurred, had another Jump & Run for D.L. Ricci Corp. during this same outage
  - The Contractor's Construction Manager Terry said, "We gave D.L. Ricci Corp. two fire drills and both times their performance was excellent. Their equipment and staff arrived with very short notice. Their machining tools has always been top notch, but I was most impressed with the quality of their on-site staff. They were professional and quality conscious, as they made sure everything matched up perfectly. The follow up with sales staff was also excellent. We had a very positive experience with these D.L. Ricci Corp. fire drills during this outage."

