

ASCO SOURCING

SOURCING SPECIALIST FOR METAL ENGINEERING COMPONENTS AND ASSEMBLIES

Birmingham | London

Tel.: 0121 553 1177 Fax: 0121 553 1199 E-mail: info@ascosourcing.com

www.ascosourcing.com

Frequently asked questions

Q: Tell me something about Asco Sourcing?

A: Asco Sourcing is a UK based BSi ISO9001 approved sourcing specialist, focusing on metal engineering components. We have been sourcing components from low cost countries in Asia, primarily India, China, Taiwan and Malaysia, since 1998. Originally a manufacturer of fasteners and called Asco Fixings, we are now trading under the name of Asco Sourcing to reflect the change in our business.

Q: What items are good candidates for offshore sourcing?

A: Almost any casting, forging, metal stamping, machined part, fabrication or special fasteners would benefit from offshore sourcing. The primary savings in offshore sourcing is the labour. The more labour intensive the part, greater the potential savings.



Q: What do we need to provide to get a quote?

A: Dimensional drawings, batch quantities, possibly samples and any special instructions.

Q: How long does it take to get a quotation?

A: The response time will depend on the part. The average quote time is 2 to 4 days, but can take a few days longer for complex parts.

Q: Is there a minimum order quantity?

A: No, we do not have minimum quantity requirements, but please bear in mind that small orders will offer little savings once the cost of shipping and handling are taken into account. Although we try to consolidate customer parts with other items being shipped to reduce such auxiliary costs.

Q: What about quality standards and inspections?

A: Each manufacturer has its own quality procedure and if required we use independent inspectors. Each production lot will come with a dimensional inspection report and material certification. Additional documentation, if requested, can be provided.

Q: What finishes are available?

A: We can offer just about any finish. We offer anodizing, painting, plating, powder coating, and more.

Q: What materials are available?

A: Just about all materials and alloys are available.



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Q: What do we do if we have a quality issue with the goods delivered to us? I have dealt with directly Indian and Chinese suppliers before and when there is a quality issue, no one wants to know about it.

A: We are your point of contact for any issues. As soon as you identify a problem, let us know and we will work with you and the supplier to get to the bottom of it and find a fix quickly. If it is deemed that the fault is on our side, you will not incur any costs.



Q: How do you determine who manufactures the parts?

A: We have a list of pre-approved suppliers who we have used in the past and trust. However eventual selection of supplier will depend on factors such as component design, process of manufacture, material, required batch size, speed of delivery and level of specialisation required.

Q: Are the suppliers used ISO certified?

A: Yes, all of our suppliers are audited regularly and we insist that they be accredited to ISO9001 as a minimum, while many hold TS16949 and ISO14001 accreditation.

Q: What are your delivery lead times?

A: Normally samples take 20-45 days and production 30-90 days after sample approval. Transport then takes between 4-6 weeks. Lead time is affected by the complexity of the part and how busy the supplier is at the time of accepting the order.

Q: Will there be any additional costs or paperwork to the price quoted, like duty and freight?

A: No, the prices we quote are door delivered prices to your warehouse, unless otherwise stated in the quotation. You will not have to deal with importation or duty related paperwork.

Q: What are the different ways of ordering and delivering?

A: There are several ways of placing orders and receiving goods, all of which have price implications.

- One off order – We get a consignment into our warehouse, identify your pallets and dispatch them to you.
- Container loads – You order goods that are sufficient to fill at least half a container. If you have the capability, we will arrange to have this sent to your warehouse. If not we can devan the container onto a lorry and sent it to your warehouse.
- Call off – You can place a schedule order and we will supply the desired quantity as agreed.

Q: Do I have to pay in foreign currency?



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A: No. We quote you in local currency.

Q: What are your payment terms?

A: For new customers: 25% deposit and remaining before delivery for first order. For existing customers: 30 days net, subject to customer credit approval.

Q: What is your cancellation policy?

A: Order cancellation costs once order is confirmed:

- 20% of order amount if raw material has not been ordered
- 70% of order amount if cancelled before production once raw material is ordered
- 90% of order amount if cancelled during or after production

If you have any other questions, please do not hesitate to ask us.

