



“It was invaluable to learn the customer side of the business as well as how we, as a manufacturer, can help them to better serve our customers. It was apparent that everyone we met with had a great sense of pride and ownership in their work. “

***Annette Newlon, Cooper Crouse-Hinds***

“The AIM visit allowed me to become immersed in the day to day operations of the distributor branch. It covered all aspects of operation from when the order is received through shipment, and payment.”

***Nick Daddabbo, Cooper Crouse –Hinds***

“The visit was very thorough on their entire operation. Helps to put your own eyes on their processes to understand their business needs.”

***Sean Welch, Cooper Crouse-Hinds***

We met with representatives from each department within the Distributor and received in-depth overviews of their responsibilities, processes, and goals.

***Michael Correll, Cooper Crouse-Hinds***

It gave me an opportunity to systematically think through what service a distributor provides to end-customers and how we as the manufacturer interact with a distributor to achieve common objectives. I have been in the industry for my entire career so any opportunity to challenge existing assumptions is welcome.

***Russell Hall, Cooper Crouse-Hinds***

“The AIM visit really allowed me to understand how the distributor works on a daily basis. It was a very in depth tour, and understanding on how every person in the organization does their part to run a successful organization. I was able to sit down with and spend time with everyone in corporate for at least 30 minutes. It was very valuable information to see what everyone’s role in corporate was.”

***Jude Pierson, Generac***