## The Meter Setter

6

June, 2000

## A DELICATE BALANCE

Maybe you've heard the old saying, "There are three considerations to be made in every business transaction - quality, service, and price, but you only get to pick two." Like all quaint, old sayings, there is some truth to it. At Ford Meter Box we choose a somewhat more reasonable approach toward our policy of doing business. We strive for a more delicate balance. We prefer to provide our customers a proper amount of all three of these considerations.

**QUALITY**. It's not just a buzz word to us, it's something you have to work hard at every day, from the early design stages of a product, on through every phase of its production. This includes each person on the line, who builds our products for you. Quality is not something you can fake. You either have it or you don't, and it takes a real team effort to achieve.

**SERVICE**. Ford Meter Box has made a major commitment to the latest technology available in manufacturing, design, and engineering. We maintain a large inventory of finished products ready for shipment. We have professional customer service personnel only a phone call away, and even our own dedicated fleet of trucks to ensure prompt deliveries and quick response

to orders. Each of these commitments by Ford Meter Box is to better serve you, our customers.

Your local Ford Meter Box distributor is our partner in continuing our commitment to serve you. We place great pride in our team of Ford Meter Box distributors, whom we know to be the best distributors throughout the USA. Together, our companies are committed to providing only the highest level of service to you, our mutual customers.

PRICE. Everyone today has to be conscious of price. That's just a simple fact of life, but if you only focus on price, be careful. You're likely to get exactly what you pay for.

Look first at the quality of goods. Make sure that a commitment to service will

be there before, during, and after the sale. Never focus only on the price, but

instead the total value offered through quality, service, and a fair

price. You will always be more satisfied if you consider the "delicate balance."

We at Ford Meter Box are committed to building the finest quality products in the water works industry, to providing our customers with the foremost level of service, and to selling our goods for fair and reasonable prices. This has been our policy of doing business at The Ford Meter Box Company for over 100 years.