



As a strategic **METROLOGY** Partner **J.A. KING** Provides **CONSISTENCY** and **IMPROVES QUALITY** while **REDUCING DOWNTIME** for **DHM ADHESIVES**

**DHM Adhesives** is a developer and manufacturer of environmentally safe hotmelt adhesives. The company manufactures a variety of pelletized hotmelts that are distributed throughout the United States and internationally.

Employing top level chemists and holding multiple patents, DHM prides themselves on creating innovative adhesive technology solutions of the highest quality to enhance their customer's business. Their Calhoun, GA facility is equipped with a full lab for the development of adhesive technology as well as four production lines for manufacturing a wide array of hotmelt adhesives.

DHM uses a variety of metrology equipment for both the development and production of their product. From load cells on their tanks, to temperature controllers in their research lab, to floor scales for weighing finished product, DHM requires calibration and service for a wide range of equipment.

J.A. King serves as a single point of contact for DHM Adhesive's metrology needs. This has both improved and streamlined their quality process by providing consistency, familiarity, and accountability. *"From a risk-analysis standpoint it makes sense to trust J.A. King, a family-oriented company, to take care of all our calibration, service, and repair needs. These are critical measurement processes that impact our customers, and we need consistent quality,"* said Norman Pleger, Director of Engineering & Maintenance for DHM Adhesives. *"Because of our long standing relationship with J.A. King, we have developed open communication, trust, and accountability. Our relationship just continues to improve over time."*

Having a single service provider has made it easier for DHM Adhesives to address issues quickly. *"When we used several different providers throughout the facility, there was confusion about who to call when there was a problem"* said Pleger. This could result in delays while staff determined out who to contact, according to Pleger, *"now everyone knows to call J.A. King."*

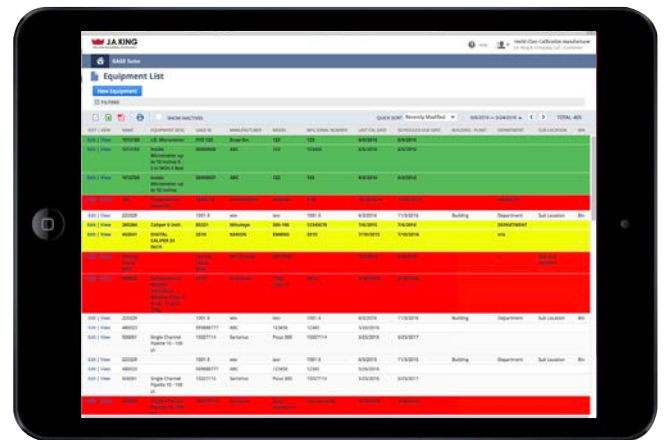
Consistent, quality customer service from J.A. King has made a difference for DHM Adhesives. *“J.A. King’s staff arrive on time, quickly address corrections, and show an overall respect for our requirements.”* Pleger went on to say that *“technicians from J.A. King are open to change and adapt to new requirements for safety in our plant.”*

Because of the nature of their product, conditions within the facility are rather harsh for metrology equipment. This results in the need for frequent repair and replacement. J.A. King provides fast, dependable support to minimize downtime. *“I get service when I need it. When there is an emergency J.A. King is available 24 hours a day”,* said Pleger. *“If we need new equipment, it comes in quickly and is calibrated before it arrives.”*

As a company that is **ISO 9001 certified**, DHM must undergo frequent audits from both their certification body as well as from their customers and toll manufacturing partners. Their quality system requires well-maintained calibration records for all of the measurement equipment in their facility. The quality team can easily track calibration cycles and access certificates of calibration through GageSuite when auditors are onsite.

**GageSuite**, J.A. King’s free online calibration management system has added a level of security as well as convenience to DHM’s quality system. *“We switched to J.A. King primarily because of their up-to-date technology”* said Mr. Pleger, *“Their electronic data management allowed for improved traceability, eliminating the opportunity for important documentation to be misplaced.”*

**J.A. King** is a precision measurement company with over 75 years in the industry. The company sells, calibrates and services a range of measurement equipment in the aerospace, automotive, chemical, consumer products, energy, food & beverage, and life science industries. For more information, please visit [www.jaking.com](http://www.jaking.com).



**GageSuite calibration management system available 24/7/365**

**DHM Adhesives**, founded in 1984, specializes in developing environmentally safe hotmelt adhesive technology for their customers and tolling partners, then expertly producing these products for efficient shipment throughout the US and abroad. To learn more about DHM Adhesives, please visit [www.dhmadhesives.com](http://www.dhmadhesives.com).

