

Milan Tool Customer Spotlight



This Is Why Milan Tool Chooses STUDER

Over the past 75 years, Milan Tool has made a name for itself in the job shop world by inviting customers to take advantage of world-class capabilities to improve their products. The company's mission is threefold: customer satisfaction, continuous improvement and, most importantly, quality.

The aerospace industry counts on Milan Tool for a range of complex precision parts for demanding applications like component assemblies, valve sleeves and a wide range of cylindrical parts for APUs and fuel pump assemblies. The components are completed to print and delivered on-time. To accomplish this day in and day out, Milan Tool counts on the technology and support offered up by UNITED GRINDING North America.



A decades-long relationship

Mark Milan, one of the owners of Milan Tool, describes himself as "the old man here in this business." The self-deprecation masks the fact that Mark has done and seen it all. He remembers the company's pivot from manual cutting tool manufacturing to CNC aerospace work in the 1970s. And at the turn of the century, Milan's quality and productivity went sky-high as they welcomed their first STUDER cylindrical grinding machine: the S33.

"I recognized we had a need for becoming more competitive in our Grinding Department," Mark said. "We make a lot of parts that require grinding at MT, and we knew we couldn't continue to be price competitive doing things the way we were. We needed to update our efficiency to make better quality parts more efficiently, and STUDER helped us do that."



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That original S33 is still going strong, and it's got a handful of family members surrounding it: Another S33, a favoritCNC, two S21 machines and the S121r (the latest addition).

"With STUDER, we're able to maximize our profits and efficiencies," said Andrew Milan, Vice President of Milan Tool. "When we first got into CNC grinding, we didn't have much experience with it; we just went with what the best was. STUDER machines hold tolerance and work through adversity. They're what we go with when we need to upgrade from our older grinders."



The UNITED GRINDING Difference

UNITED GRINDING North America hangs its hat on U.S.-based Customer Care, which takes care of virtually everything that comes after a machine sale: training, maintenance, repairs and more. The company prides itself on its ability to be there for customers, and that's been Milan Tool's experience.

"The support and service has been phenomenal," Mark said. "When we buy a machine, they're here for delivery, install and getting everything going. We wouldn't have stuck with them for six machines if things weren't going right."

How Milan Tool justifies the STUDER price tag

Mark continued his thoughts on service and support with the following statement: "Don't forget, STUDER machines are expensive. When you're spending over a half a million dollars on a machine, you certainly want to partner with people and machines you can rely on."

STUDER machines, and in fact, every brand under the UNITED GRINDING umbrella, are premium high-quality builds. That comes at a price, and it's often a hurdle that many shops can't jump over. When asked what he'd say to someone who's interested in STUDER but can't stomach the price tag, Mark had this to say:

"You'd be surprised how fast you recoup that money. Your ROI is going to satisfy you. I deal with that hesitation all the time. We don't finance at MT. We pay cash for our equipment. So those are big checks we write. I hemmed and hawed over our latest purchase, but it was obvious that we had no chance of efficiently making the part without the STUDER S121r. We knew it because of the test grind UNITED GRINDING did. We knew what our cycle time would be before we issued the purchase order."

"Frankly, there's a lot of work to be done that you just can't do without a STUDER. If you're grinding hardened steel and need to hold close tolerances and finishes with perpendicularity, you can't beat it."

The future of Milan Tool

MT is primarily an aerospace shop with many long-term agreements with longstanding customers. The company touches projects in the automotive and nuclear industries, but pursuing true diversification is often easier said than done.

"The customers we have keep us busy, and we don't have much time to diversify," Andrew said. We tend to run the business based on what our customers are giving us. We're not banging on doors for new work; we haven't had a salesman here for the past 10 years. That wouldn't work for everyone, but it works for us."

"At MT, with the parts we make, there's a lot that goes into it. Our customers count on us, which is why we don't know any other way to do this job. We always finish what we start."

That makes two of us. For more on STUDER equipment—and all the UNITED GRINDING perks that come with it, visit the main STUDER page.

