

CMS Industry Report 2004

What Customers and Suppliers are saying about CMS

Brian Ross, Commodity Manager, United Technologies Corp. (CMS Customer)

“We recognized that chemicals were a unique commodity with large associated costs in managing them. Therefore, we shifted away from traditional purchasing solutions towards a service approach to drive down enterprise costs.”

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Pam Drenner, Corporate Environmental Services Manager, Delta Air Lines (CMS Customer)

“Our CMS program is an integrated solution to an array of complex compliance requirements and supply chain management areas of opportunity. Over the past 10 years, we successfully married process improvements with year over year cost savings. As a result, our service provider is fully integrated from up-front connectivity to actual delivery of product to end users within our operations, nationwide.”

Contact information: phone (404) 714-3186, pam.drenner@delta.com

Mike Knoblock, Worldwide Facilities Group, General Motors (CMS Customer)

“A major benefit of chemical services has been the ability to prevent pollution by reducing chemical consumption and waste, and achieve better process efficiency. We also realized immediate substantial cost savings which was an unexpected benefit when we first started this service oriented approach fifteen years ago.”

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Gary George, Advanced Manufacturing Engineering, DaimlerChrysler (CMS Customer)

“We have been working to improve process efficiency by creating solutions in partnership with our CMS providers. The additional resources and focus provided by a CMS program has been crucial to ensure we are continuously improving.”

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Pat Harshall, Director, Optima Solutions, PPG Industries (CMS provider)

“We believe that CMS creates a partnership that allows our customers to focus on their core competencies. They can concentrate on getting product out the door, and we can help them reach their production goals by improving process efficiency, optimizing chemical use, and reducing risk.”

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Thad Fortin, CEO, Haas TCM (CMS provider)

“Under CMS, a single supplier works with a host of chemical suppliers to provide all chemicals and chemical management services for the customer. It’s a team approach that achieves cost reductions by focusing on providing cost effective services rather than volume sales.”

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Leon Richardson, President, Chemico Systems “Our company recently entered the chemical services business as we saw customers demanding a full service approach to supplying and managing chemicals. We are optimistic about the growth potential for CMS in a variety of industrial and research sectors.”

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Dr. Thomas Bierma, Professor of Environmental Health, Illinois State University

“Our research is consistent with many of the findings in the CMS Industry Report 2004. We have found that the growth edge for chemical management services will be in cost-effectively serving small and medium-sized enterprises so they can enjoy the significant benefits realized by the larger manufacturers.”

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Additional contacts available for comment

CMS Providers

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Chemical Management Software Providers

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