



Build your machining business

# 2025 CUSTOM SHOP REPORT

PREPARED FOR

---

Your Company Name Goes Here

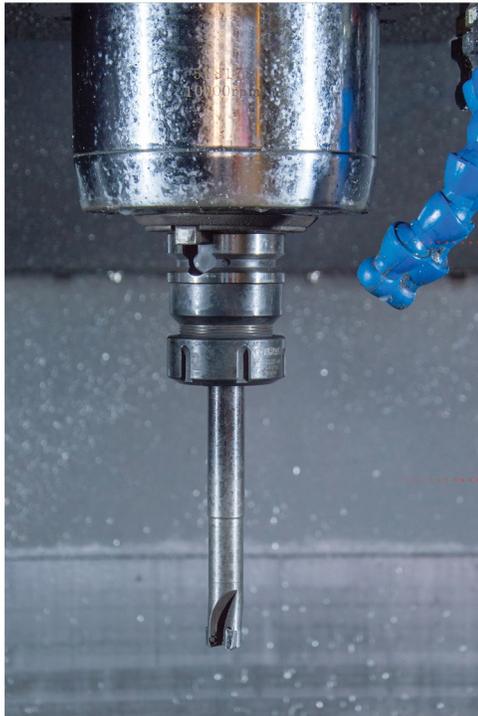
---



# TOP SHOPS BENCHMARK RESULTS

BUILD YOUR MACHINING BUSINESS

## PERFORMANCE SUMMARY





### Strengths

Your response for this metric is in the **top 25%** of all responses. Your company is a leader in this metric.



### On Track

Your response for this metric is a typical response, **between the 25th and 75th percentiles**. Your company is comparable to the industry standard.



### Opportunities

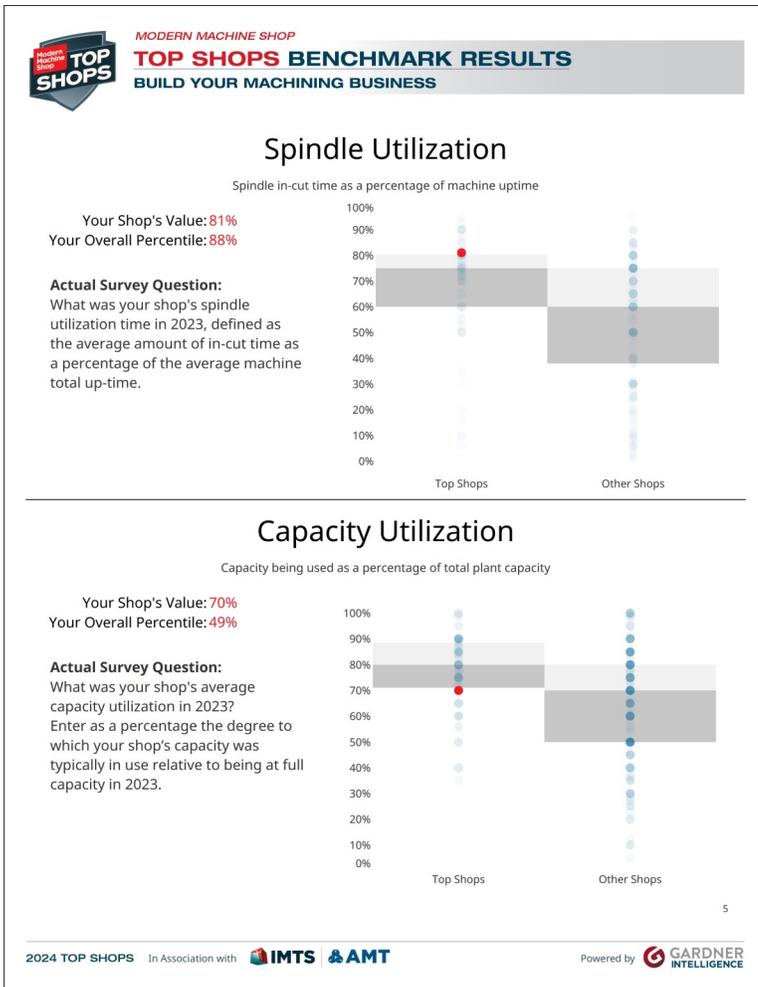
Your response for this metric is in the **bottom 25%** of all responses. Consider what can be done in this area to improve performance.

**Congratulations!**  
**You are a 2025 Top Shop!**

Strengths	On Track	Opportunities
Annual Sales Growth (18)	CAM Programmer Wages (21)	Machine Usage (9)
Capacity Utilization (5)	Capital Spending as Pct. of Sales (10)	Tooling Investment per Employee (14)
First-Pass Quality Yield (8)	Customer Retention Rate (10)	Tooling Investment per Machine (14)
Labor Investment per Employee (13)	Employee Turnover Rate (19)	
Machine Operator Wages (20)	Employees per Machine (11)	
Material Investment per Employee (15)	Gross Sales per Employee (16)	
Material Investment per Machine (15)	Gross Sales per Machine (16)	
Profit Margin (17)	Labor Investment per Machine (13)	
Quote-to-Book Ratio (12)	On-Time Delivery Rate (8)	
Setup Time (6)	Order Lead Time (6)	
	Return on Assets (17)	
	Scrap/Rework % of Parts (7)	
	Scrap/Rework % of Sales (7)	
	Setup Personnel Wages (20)	
	Spindle Utilization (5)	

The number following each measure in parentheses is the page number in this report where the overall results for that measure are shown.

# HOW TO READ YOUR REPORT



## RED

The red dot and number indicate your response, and the overall percentile of that response, compared to all shops combined.

## BLUE

Blue dots represent the responses of other shops — the darker the blue, the more responses that were close to that value.

## GRAY

The shaded area marks the 75th and 25th percentiles, where higher percentiles are better. The break in the shading represents the median.

## Missing a red dot or number?

There are two possible reasons:

1. You did not provide an answer to this question.
2. You provided an answer, but it was an outlier.

## Median

The median is the value 'in the middle' when all values are ordered from lowest to highest. Median values can better represent 'middle of the pack' than averages, which can be skewed by even one extreme data point.



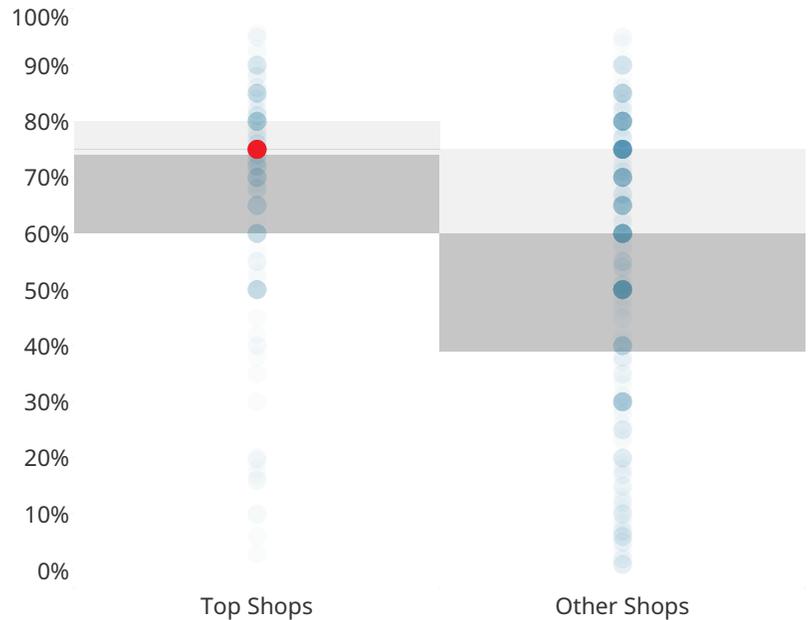
# Spindle Utilization

Spindle in-cut time as a percentage of machine uptime

Your Shop's Value: **75%**  
Your Overall Percentile: **74%**

### Actual Survey Question:

What was your shop's spindle utilization time in 2024, defined as the average amount of in-cut time as a percentage of the average machine total up-time.



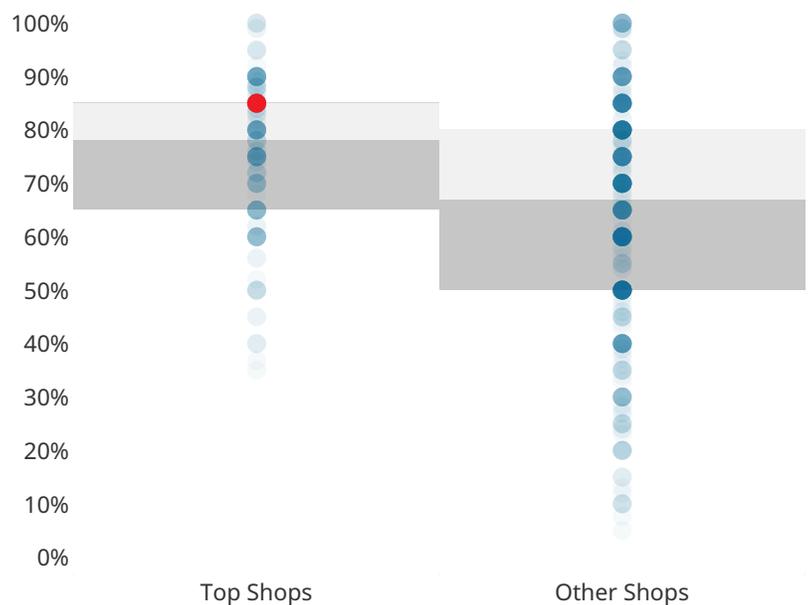
# Capacity Utilization

Capacity being used as a percentage of total plant capacity

Your Shop's Value: **85%**  
Your Overall Percentile: **84%**

### Actual Survey Question:

What was your shop's average capacity utilization in 2024? Enter as a percentage the degree to which your shop's capacity was typically in use relative to being at full capacity in 2024.





# Order Lead Time

Time between receipt of order to delivery to customer (days, lower is better)

Your Shop's Value: **10**  
Your Overall Percentile: **88%**

**Actual Survey Question:**  
What was your shop's order lead time in 2024, defined as the average number of days from receipt of an order to delivery to customer.



# Setup Time

Time it takes to prepare a new job for machining (minutes, lower is better)

Your Shop's Value: **30**  
Your Overall Percentile: **81%**

**Actual Survey Question:**  
What was your shop's average setup time in 2024, defined as the time, in minutes, between the completion of the last good piece of one run and the first good piece of the next run.





## MMS Top Shops Methodology

### Top Shops

Select measures are scored and tallied for each survey participant to identify the top performing benchmarking group. This benchmarking group is designated "Top Shops". Four Top Shops are profiled in *Modern Machine Shop*.

### General

- *Sample:* Modern Machine Shop magazine subscribers and visitors to relevant websites, blogs, etc. for broad exposure and participation.

- *Field period:* January - April 30, 2025

### Survey

- *Distribution:* Sent via email with online link and posted to relevant websites, blogs, etc.

- *Question areas:* Machining technology, shopfloor practices, business strategies, human resources, firmographics and demographics.

- *Response options:* Formats "normalized" to reduce bias associated with shop characteristics like size, making comparisons and competition fair and reasonable across shops.

### Data

- *Tabulation:* Data tabulated for Top Shops and Other Shops.

- *Scope:* Reports plot data points from 2023 and 2024 surveys along with 2025 to provide additional context for benchmarking. Scores were not affected by this addition.

- *Cleaning:* Outlier values are removed from numbers-based questions using a databased approach and logic.

### Business Attributes:

	Top Shops	Other Shops
Active customers	31	30
Employees (manufacturing)	30	22
Employees (total)	36	28
Machine tools in production	22	14
Median Batch Size	100	50
SKUs	618	475

### Shop Type

	Top Shops	Other Shops
Captive Shop	9%	11%
Contract/Job Shop	91%	89%

### Industries Served

	Top Shops	Other Shops
Defense/Government	56%	47%
Machinery/Industrial Equipment	47%	41%
Aerospace, commercial	44%	39%
Aerospace, general aviation	32%	30%
Industrial/Mechanical Components	34%	27%
Medical/Dental	25%	27%
Automotive	27%	26%
Oil/Gas Field & Mining Machinery	34%	23%
Pumps, Valves & Plumbing	32%	20%
Offroad/Construction/Agricultural	25%	18%
Consumer Goods	13%	19%
Firearms/Ammunition	15%	16%
Electronics/Computers	16%	15%
Power Generation (turbines, batteries)	10%	14%
Marine/Ship & Boat Building	10%	14%
Forming & Fabricating (non-automotive)	13%	12%
Other (please specify)	13%	12%
Architectural/Construction Components	12%	12%
Hardware/Fasteners	11%	12%
Packaging	9%	8%
Sporting Goods	9%	8%
Appliances	8%	5%
Mass Transit	5%	4%
Energy Storage (pressure vessels)	4%	4%
Wind Energy	2%	4%
Furniture Manufacturing	3%	2%
Wire Goods/Pipes	2%	2%

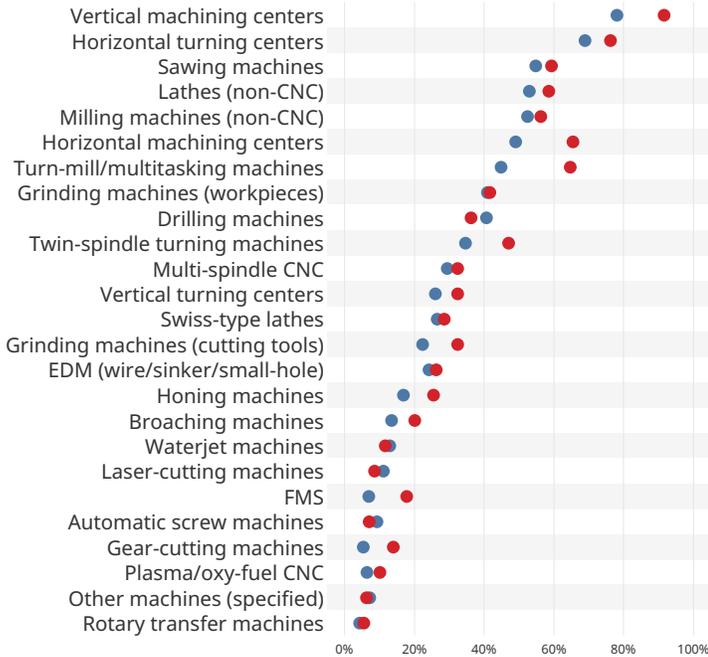


# TOP SHOPS BENCHMARK RESULTS

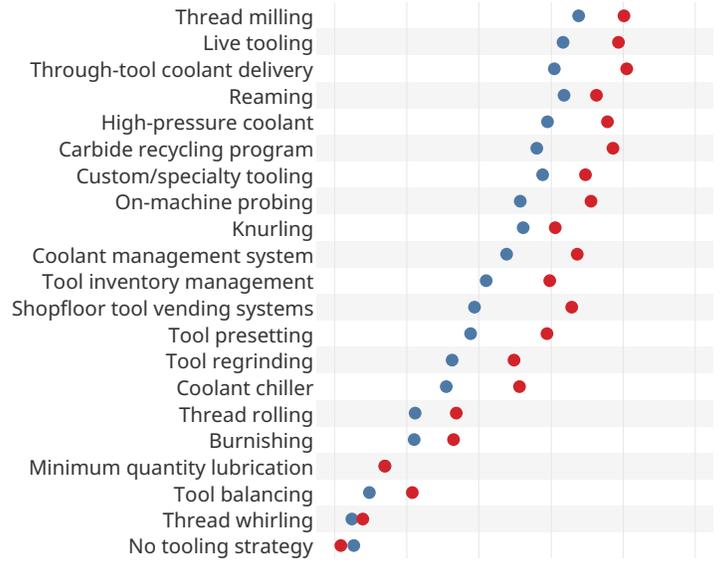
BUILD YOUR MACHINING BUSINESS

Top Shops ● Other Shops ●

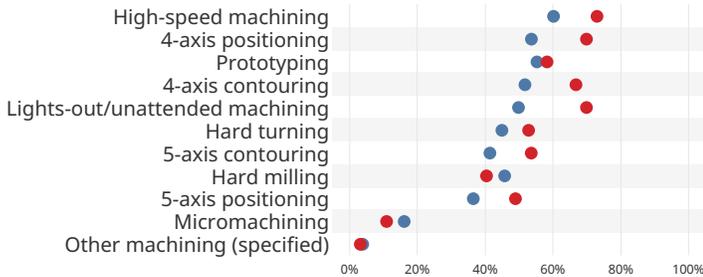
## Machine Type



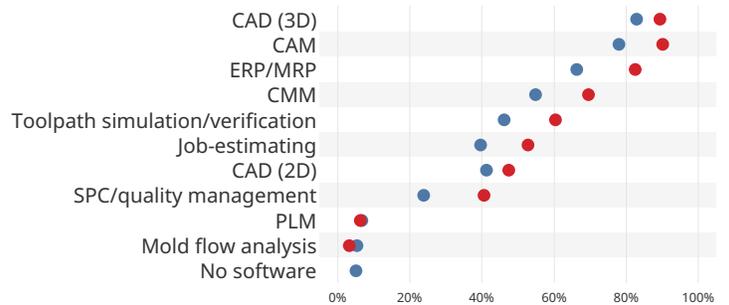
## Tooling



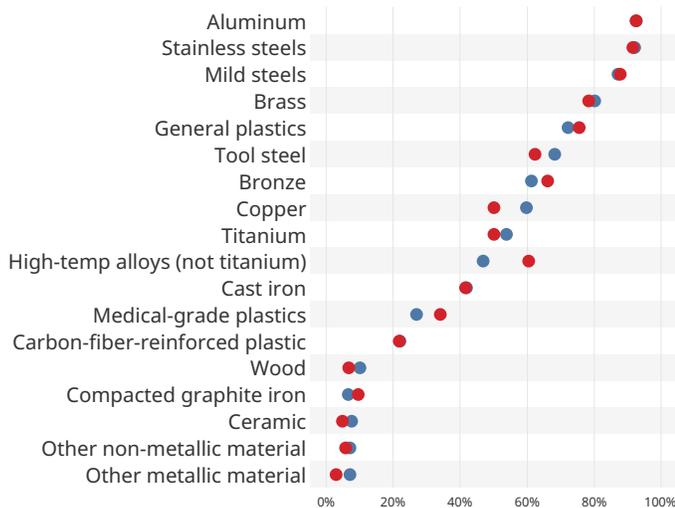
## Machining Strategies



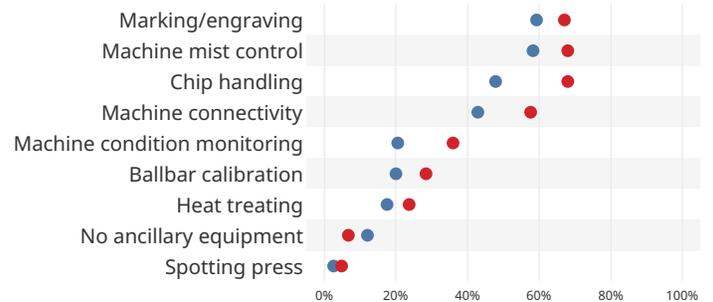
## Software



## Materials Machined



## Ancillary Equipment



# Custom Research & ANALYSIS OFFERINGS

Gardner Intelligence has developed new custom research capabilities that deliver a data-driven advantage for making informed, impactful business decisions related to sales, marketing, inventory and management.

For nearly 50 years, Gardner Intelligence has been delivering market intelligence to industrial manufacturing, offering a variety of resources to help you stay ahead of trends, giving you the edge for continued success.



## GARDNER BUSINESS INDEX

Get month to month data measuring changes in durable goods production.

Leverage the power of industry-leading intelligence in your operation.

Call or click today  
513-527-8800  
gardnerintelligence.com



In Association with



## CUSTOM REPORTS

Get a Custom Report focusing on a specific slice of your peers and competitors, such as a specific industry, equipment type, business size, or geographic location.