



Products Finishing Top Shops 2026: Liquid, Powder & Electrocoating

Welcome to *Products Finishing's* Top Shops Benchmarking Survey for shops that do liquid, powder, or electrocoating. By completing this survey, you will receive a benchmarking report customized for your facility and have opportunities to earn top shops status as well as special recognition.

To make the process easier and more efficient, the survey is divided into two sections:

- Core Survey: A set of essential questions that most participants have answered in previous years.
- Optional Modules: Additional sections organized by specific areas of interest. You can choose the modules that are most relevant to your business. Once you select a module, we encourage you to complete all the questions within it for the most comprehensive results.

Please proceed only if your shop does liquid, powder or electrocoating. There is a separate survey for shops that perform plating and/or anodizing, available [here](#).

Now for your part:

1. Complete the core survey by March 31, 2026 to:

- Receive a customized benchmarking report.
- Earn Top Shops status.
- Be recognized as an honoree.

2. Opt-in to up to 4-5 additional modules of benchmarking questions after completing the core survey.

FAQ's on answering Q's

- If your company has multiple locations, respond for the location(s) you know best.
- If your company is a captive facility, answer based on the metrics your facility uses for internal reporting.

Tips

- You may stop and start the survey using the same device as many times as you like until you select 'Submit Responses' on the final page.
- We encourage you to review the list of questions for data you will need to complete the core survey. You may download a PDF of the core survey by clicking [here](#) before entering answers online.

If you have questions, please contact Mike Shirk, Senior Market Research Analyst, Gardner Intelligence, at mshirk@gardner.media.

* 1. Which types of finishing does your shop currently perform on your premises?

- Liquid coating
- Powder coating
- Electrocoating
- Other
- No finishing offered



Company & Contact Information

2. To receive a custom report of results, please fully complete the core survey questions and provide your email address here:

3. Please provide the following information to receive your report and for us to contact Top Shops:

Name:

Job Title/Function:

Company:

Address:

City/Town:

State/Province:

ZIP/Postal Code:

Country:

Company Website:

Company Phone Number:



Section 1: Shop Profile

4. Which descriptor below applies to your shop? *Select ONE only.*

- Captive shop (component of a larger company)
- Contract shop (independent shop with 50% or more contract work)
- Job shop (independent shop with less than 50% contract work)

5. About how many **total parts** did your shop finish in 2025?

Please enter a whole number only; no decimals, commas or other symbols.

6. About how many different **types of parts/SKU's** did your shop finish in 2025?

Please enter a whole number only; no decimals, commas or other symbols.

7. What **size parts** did your shop finish in 2025? *Select all ranges that apply.*

- less than 5 feet long
- 5 to 15 feet long
- over 15 feet long



Shop Profile

8. Switching gears a bit and now thinking about your shop's finishing lines, **how many lines** were in production for each coating process in 2025?

Liquid coating	<input type="text"/>
Powder coating	<input type="text"/>
Electrocoating	<input type="text"/>

9. Which of the following industries does your shop primarily serve? *Select ALL that apply.*

- | | |
|---|---|
| <input type="checkbox"/> Aerospace, commercial | <input type="checkbox"/> Industrial Motors/Hydraulics/Mechanical Components |
| <input type="checkbox"/> Aerospace, general aviation | <input type="checkbox"/> Machinery/Industrial Equipment |
| <input type="checkbox"/> Appliances | <input type="checkbox"/> Marine/Ship & Boat Building |
| <input type="checkbox"/> Architectural/Infrastructure/Construction Components | <input type="checkbox"/> Mass Transit |
| <input type="checkbox"/> Automotive | <input type="checkbox"/> Medical/Dental |
| <input type="checkbox"/> Consumer Goods | <input type="checkbox"/> Offroad/Construction/Agricultural Machinery |
| <input type="checkbox"/> Defense/Government | <input type="checkbox"/> Oil/Gas Field & Mining Machinery |
| <input type="checkbox"/> Electronics/Computers | <input type="checkbox"/> Packaging |
| <input type="checkbox"/> Energy Storage (pressure vessels) | <input type="checkbox"/> Power Generation (turbines, batteries) |
| <input type="checkbox"/> Firearms/Ammunition | <input type="checkbox"/> Pumps, Valves & Plumbing |
| <input type="checkbox"/> Forming & Fabricating (non-automotive) | <input type="checkbox"/> Sporting Goods |
| <input type="checkbox"/> Furniture Manufacturing | <input type="checkbox"/> Wind Energy |
| <input type="checkbox"/> Hardware/Fasteners | <input type="checkbox"/> Wire Goods/Pipes |
| <input type="checkbox"/> Other (please specify) | |



Shop Profile

10. Which **certifications** did your finishing shop hold in 2025? *Select ALL that apply.*

- | | |
|--|--|
| <input type="checkbox"/> AAMA 2603 | <input type="checkbox"/> Nadcap |
| <input type="checkbox"/> AAMA 2604 | <input type="checkbox"/> PCI 3000/4000 |
| <input type="checkbox"/> AAMA 2505 | <input type="checkbox"/> None of these |
| <input type="checkbox"/> ISO 9001:2015 | |

11. Which **approvals** did your finishing shop hold in 2025? *Select ALL that apply.*

- | | | |
|---|--|--|
| <input type="checkbox"/> Aerojet | <input type="checkbox"/> GM | <input type="checkbox"/> MOOG |
| <input type="checkbox"/> Airbus | <input type="checkbox"/> Goddard Space Flight (NASA) | <input type="checkbox"/> Motorola |
| <input type="checkbox"/> BAE Systems | <input type="checkbox"/> Honda | <input type="checkbox"/> Nissan |
| <input type="checkbox"/> Bell | <input type="checkbox"/> Honeywell | <input type="checkbox"/> Northrop Grumman |
| <input type="checkbox"/> BMW | <input type="checkbox"/> Hyundai | <input type="checkbox"/> Raytheon |
| <input type="checkbox"/> Boeing | <input type="checkbox"/> IBM | <input type="checkbox"/> Rolls Royce Corp. |
| <input type="checkbox"/> Caterpillar | <input type="checkbox"/> John Deere | <input type="checkbox"/> Sikorsky Aircraft |
| <input type="checkbox"/> Cessna Aircraft | <input type="checkbox"/> Kia | <input type="checkbox"/> Subaru |
| <input type="checkbox"/> Chrysler | <input type="checkbox"/> Lockheed Martin | <input type="checkbox"/> Tacom |
| <input type="checkbox"/> Eaton Aerospace | <input type="checkbox"/> Lycoming/Textron | <input type="checkbox"/> Tesla |
| <input type="checkbox"/> Ford | <input type="checkbox"/> Martin Marietta | <input type="checkbox"/> Toyota |
| <input type="checkbox"/> GE | <input type="checkbox"/> MD Helicopters | <input type="checkbox"/> United Technologies |
| <input type="checkbox"/> General Dynamics | <input type="checkbox"/> Mercury Marine | <input type="checkbox"/> None of these |

Other (please specify)



Section 2: Finishing Practices & Technology

This section of the survey includes questions pertaining to product quality, shop efficiency, and practices directly involved in finishing processes.

12. Which of the following practices and improvement methodologies does your shop use?
Select ALL that apply OR the last option only.

- | | |
|---|--|
| <input type="checkbox"/> 5S workplace organization | <input type="checkbox"/> Lean manufacturing |
| <input type="checkbox"/> Benchmarking | <input type="checkbox"/> Overall Equipment Effectiveness (OEE) monitoring and analysis |
| <input type="checkbox"/> Cellular manufacturing | <input type="checkbox"/> Poka yoke (error prevention) |
| <input type="checkbox"/> Continuous improvement program | <input type="checkbox"/> Six Sigma |
| <input type="checkbox"/> Customer surveys | <input type="checkbox"/> Theory of constraints |
| <input type="checkbox"/> Daily layered accountability | <input type="checkbox"/> Total productive maintenance |
| <input type="checkbox"/> Design of experiments | <input type="checkbox"/> Total quality management |
| <input type="checkbox"/> Just-in-time movement of materials | <input type="checkbox"/> Value-stream mapping |
| <input type="checkbox"/> Kaizen events/blitzes | <input type="checkbox"/> No formal methodology |
| <input type="checkbox"/> Kanban and pull systems | |



Finishing Practices & Technology

13. Which **powder coating** strategies/technologies did your shop have in place in 2025?

Select ALL that apply.

- | | |
|--|---|
| <input type="checkbox"/> Quick Color Change | <input type="checkbox"/> Fluidized Bed |
| <input type="checkbox"/> Automatic (reciprocators) | <input type="checkbox"/> IoT / Industry 4.0 |
| <input type="checkbox"/> Robotic | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Handheld | |

14. Which **liquid coating** strategies/technologies did your shop have in place in 2025? *Select ALL that apply.*

- | | |
|---|--|
| <input type="checkbox"/> Air or Airless Spraying, electrostatic | <input type="checkbox"/> Rotary disks or bells |
| <input type="checkbox"/> Air or Airless Spraying, not electrostatic | <input type="checkbox"/> Robotic |
| <input type="checkbox"/> Liquid Spraying, Low Pressure | <input type="checkbox"/> IoT / Industry 4.0 |
| <input type="checkbox"/> Liquid Spraying, High Pressure | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Liquid Spraying, Gravity | |

15. Which **electrocoating** strategies/technologies did your shop have in place in 2025?

Select ALL that apply.

- Manual Hoist
- Programmable Hoist
- Monorail
- Conveyor
- None of these



Finishing Practices & Technology

Please read the instructions at each question for the accepted format for responses. If you receive an error message and your format is correct, your value is likely an exception outside of the reasonable range, and won't be accepted.

16. What was your shop's average **order lead time** in 2025, defined as the average number of days from receipt of order to delivery to customer?

You may enter a decimal, but no other signs or symbols.

Example: For 6 days, you would enter 6. For 6 1/2 days, you would enter 6.5.

17. What was your shop's **on-time delivery rate** in 2025, defined as the percentage of goods delivered on the timing committed?

You may enter a decimal, but no other signs or symbols.

Example: For 80%, you would enter 80. For 80.5%, you would enter 80.5.

18. What was your shop's **finished product first-pass quality yield** in 2025, defined as the percentage of products passing inspection on the first attempt; i.e. no re-work was required?

You may enter a decimal, but no other signs or symbols.

Example: For 80%, you would enter 80. For 80.5%, you would enter 80.5.

19. What was your shop's **finishing usage** in 2025, defined as the average number of hours finishing equipment is in production in a 24 hour day?

You may enter a decimal, but no other signs or symbols. Your answer should be between 1 and 24.

Example: For 8 hours, you would enter 8. For 8 1/2 hours, you would enter 8.5.



Finishing Practices & Technology

20. Please provide your shops **capacity utilization** for 2025.

There is no single formula that fits how every shop figures capacity utilization. For this question, think about what you consider to be at full capacity for your shop. Then enter as a percentage the degree to which your shop's total capacity was typically in use in 2025.

Example: if 85% of your shop's total capacity was typically in use in 2025, meaning you typically had 15% capacity to spare, you would enter 85 for capacity utilization. You may enter decimals but no other signs or symbols.

21. What was your shop's average **transfer efficiency** for each process in 2025?

Please round each percentage to a whole number and enter without a % sign.

Liquid coating

Powder coating

Electrocoating

22. Thinking of 2025, what percentage of your shop's lines were **reclaim systems** rather than spray to waste?

Please round each percentage to a whole number and enter without a % sign.

% of powder coating lines reclaim

% of electrocoating lines reclaim

23. Which types of **inspection processes** did your shop perform in 2025? *Select ALL that apply.*

- | | |
|---|--|
| <input type="checkbox"/> Adhesion | <input type="checkbox"/> Hydrogen Embrittlement |
| <input type="checkbox"/> Appearance | <input type="checkbox"/> Non-Destructive Testing |
| <input type="checkbox"/> Coating Thickness | <input type="checkbox"/> Salt Spray |
| <input type="checkbox"/> Color and Gloss | <input type="checkbox"/> Torque Tension |
| <input type="checkbox"/> Corrosion Resistance | <input type="checkbox"/> Water Immersion |
| <input type="checkbox"/> Cure | <input type="checkbox"/> Wet Analysis |
| <input type="checkbox"/> Customer Specific | <input type="checkbox"/> Viscosity |
| <input type="checkbox"/> Dimensional | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Filters | |

24. Which types of **automation** did your shop use in 2025? *Select ALL that apply.*

- Automated process lines
- Automated product testing
- Automated process monitoring
- Automated conveyor material handling
- Automated robotic material handling
- Automated pretreatment process
- None of these

25. What is the tightest tolerance to which your shop measures coating thickness on a regular basis? *Select the option that comes closest.*

- +/- 0.01 micron
- +/- 0.1 micron
- +/- 1 micron
- +/- 10 microns



Finishing Practices & Technology

26. Which types of **pretreatment** did your shop use in 2025? *Select ALL that apply.*

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> Aqueous - zinc phosphate | <input type="checkbox"/> Solvent wipe |
| <input type="checkbox"/> Aqueous - iron phosphate | <input type="checkbox"/> Other |
| <input type="checkbox"/> Aqueous - nano technology | <input type="checkbox"/> None |
| <input type="checkbox"/> Blasting | |

27. Thinking of the tanks your shop uses for **pretreatment**, how many of each size tank does your shop have?

Less than 100 gallons	<input type="text"/>
100 to 499 gallons	<input type="text"/>
500 gallons or more	<input type="text"/>

28. Which types of **racking** did your shop use in 2025? *Select ALL that apply.*

- | | |
|--|--------------------------------|
| <input type="checkbox"/> Hook | <input type="checkbox"/> Other |
| <input type="checkbox"/> Custom - built in-house | <input type="checkbox"/> None |
| <input type="checkbox"/> Custom - outsourced | |

29. Which **stripping** practices did your shop use in 2025? *Select ALL that apply.*

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Burn off - oven | <input type="checkbox"/> Water blast |
| <input type="checkbox"/> Chemical stripping | <input type="checkbox"/> Other |
| <input type="checkbox"/> Fluidized sand stripping | <input type="checkbox"/> None |
| <input type="checkbox"/> Grinding | |

30. Which **curing** methods did your shop use in 2025? *Select ALL that apply.*

- | | |
|--|---|
| <input type="checkbox"/> Convection | <input type="checkbox"/> Natural gas heat |
| <input type="checkbox"/> Electric heat | <input type="checkbox"/> Other |
| <input type="checkbox"/> Infrared | <input type="checkbox"/> None |



Finishing Practices & Technology

31. About how often did your shop **calibrate equipment** in 2025? *Select ONE per row.*

	Weekly or more	Monthly	Quarterly	Every 6 months	Once
Gauges	<input type="radio"/>				
Inspection	<input type="radio"/>				
Ovens	<input type="radio"/>				

32. Which types of software does your shop use? *Select ALL that apply.*

- | | |
|---|--|
| <input type="checkbox"/> CAD systems—2D | <input type="checkbox"/> Mold flow analysis |
| <input type="checkbox"/> CAD systems—3D | <input type="checkbox"/> PLM software |
| <input type="checkbox"/> CMM programming software | <input type="checkbox"/> SPC/quality management software |
| <input type="checkbox"/> ERP/MRP software | <input type="checkbox"/> Toolpath simulation/verification software |
| <input type="checkbox"/> CAM programming software | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Job-estimating software | |

33. Briefly explain one new technology, equipment strategy or strategic initiative that has been most influential in contributing to the overall success of your business in recent years. *Please be specific.*



Section 3: Business Strategy

The next section of the survey includes questions pertaining to financial, operational and customer information. Be assured that all responses will remain confidential.

Please read the instructions at each question for the accepted format for responses. If you receive an error message and your format is correct, your value is likely an exception outside of the reasonable range, and won't be accepted.

34. Please provide your shop's 2025 **gross sales per finishing line** in USD.

Example: if your gross sales were \$5000 and you have 2 lines, you would enter 2500. Please round to the nearest whole number and enter without any signs or symbols.

35. Please provide your shop's 2025 **gross sales per employee** in USD.

Example: if your gross sales were \$5000 and you have 20 employees, you would enter 250. Please round to the nearest whole number and enter without any signs or symbols.

36. Were any **capital investments** made in equipment for your shop in 2025? *Select ONE only.*

- Yes
- No
- Not sure



Business Strategy

37. Please provide your shop's 2025 **capital equipment expenditure as a percentage of gross sales**. Round to the nearest whole number and enter without a % sign.

Formula = $[(2025 \text{ cap equip exp} / 2025 \text{ gross sales}) * 100]$

Example: if your capital equipment expenditure was \$500 and your gross sales were \$5000, you would enter 10.

38. Please provide your shop's **percent change in annual sales** from 2024 to 2025 using the following formula. Round to the nearest whole number, using a minus sign if necessary.

Formula = $[(2025 \text{ gross sales} - 2024 \text{ gross sales}) / 2024 \text{ gross sales}] * 100$

Example: if your 2025 sales were \$5000 and your 2024 sales were \$4000, you would enter 25.

39. Please provide your shop's 2025 **overall profit margin percentage**, defined as your shop's net income (after tax) relative to gross sales, rounded to the nearest whole number. Include a minus sign if your number is negative.

Formula = $[(2025 \text{ net income} / 2025 \text{ gross sales}) * 100]$

Example: If your 2025 net income was negative \$300 and your gross sales were \$5000, you would enter -6.

40. Please provide your shop's 2025 **ROA**, defined as your shop's net income (after tax) relative to total assets, rounded to the nearest whole number. Include a minus sign if your number is negative.

Formula = $[(2025 \text{ net income} / 2025 \text{ total assets}) * 100]$



Business Strategy

41. Please provide your shop's **total revenue** for 2025 in US dollars. Providing your shop's revenue confidentially enables us to perform useful calculations on your behalf.
Round to the nearest whole number and enter without any signs or symbols.

42. What percentage of your shop's 2025 total revenue came from each **process**?
Please round each percentage to a whole number and enter without a % sign. Your percentages must sum to 100.

% Liquid coating	<input type="text"/>
% Powder coating	<input type="text"/>
% Electrocoating	<input type="text"/>

43. What **percentage** of your shop's 2025 total revenue came from each type of finishing?
Please round each percentage to a whole number and enter without a % sign. Your percentages must sum to 100.

% Functional	<input type="text"/>
% Decorative	<input type="text"/>



Business Strategy

44. Which of the following supply chain practices does your shop use? *Select ALL that apply.*

- | | |
|--|---|
| <input type="checkbox"/> Accessing/using customer forecasts | <input type="checkbox"/> Just-in-time deliveries to customers |
| <input type="checkbox"/> Certification of major suppliers | <input type="checkbox"/> Sharing forecasts with suppliers |
| <input type="checkbox"/> Collaborative design/DFM with customers | <input type="checkbox"/> Inventory managed by suppliers |
| <input type="checkbox"/> Collaborative design/DFM with suppliers | <input type="checkbox"/> Inventory managed for customers |
| <input type="checkbox"/> Customer satisfaction surveys | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Just-in-time deliveries from suppliers | |

45. Which of the following sales/marketing tools does your shop use? *Select ALL that apply.*

- | | |
|---|--|
| <input type="checkbox"/> Advertising - online | <input type="checkbox"/> Industry awards/recognition |
| <input type="checkbox"/> Advertising - print (e.g. magazines) | <input type="checkbox"/> Online keyword advertising (e.g. Google) |
| <input type="checkbox"/> Blogs | <input type="checkbox"/> Online videos |
| <input type="checkbox"/> Brochures/catalogs | <input type="checkbox"/> Open house |
| <input type="checkbox"/> Company website | <input type="checkbox"/> Sales personnel |
| <input type="checkbox"/> Customer tours of your shop | <input type="checkbox"/> Social media (Facebook, Twitter, YouTube, etc.) |
| <input type="checkbox"/> Directory listing - online | <input type="checkbox"/> Trade shows/events |
| <input type="checkbox"/> Directory listing - print | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Email promotions | |

46. Below are business practices that your shop may or may not apply. Please select all that you consider to have been in place at your shop in 2025.

- | | |
|--|--|
| <input type="checkbox"/> Business metric goal setting | <input type="checkbox"/> Steering board/committee including outside membership |
| <input type="checkbox"/> Business strategy development | <input type="checkbox"/> Family business/succession planning |
| <input type="checkbox"/> Regularly scheduled management/department head meetings | <input type="checkbox"/> Regular peer group participation |
| <input type="checkbox"/> Regularly scheduled, formal review of the state of the business | <input type="checkbox"/> None of these |



Business Strategy

47. How many **active customers** did your business have in 2025?

48. What was your **customer retention rate** for 2025? This is the number of customers in 2025 who were also customers in 2024, as a percentage of your 2024 total customer base. Enter your number without a % sign.

Example: If you had 50 customers in 2025 who were also customers in 2024, and a total of 60 customers in 2024, your customer retention rate would be 83%, and you would enter 83. You may enter decimals but no other signs or symbols.



Section 4: Training & Human Resources

49. How many **total people** did your shop employ in 2025 at the location(s) you're answering for?

50. What was your shop's **annual labor turnover rate of shop floor employees** in 2025? This is the number of voluntary plus involuntary separations of shop floor employees as a percentage of the usual total number of shop floor employees. Enter your number between 0 and 100 without a % sign.

You may enter decimals but no other signs or symbols.

Example: If 6 shop floor employees left in 2025 and your usual shop floor staff totals 30, you would enter 20.

51. What was the **average hourly wage rate** in USD for hourly paid, non-management shop floor personnel in 2025, excluding overtime?

Please enter a number. You may enter decimals but no other signs or symbols.

52. Which human resource practices/programs did your shop use in 2025? *Select ALL that apply.*

- | | |
|--|--|
| <input type="checkbox"/> 401(k) plan | <input type="checkbox"/> Formal safety/health program |
| <input type="checkbox"/> Annual review and raise program | <input type="checkbox"/> Leader/supervisor development |
| <input type="checkbox"/> Apprenticeship program | <input type="checkbox"/> Paid medical benefits |
| <input type="checkbox"/> Bonus plan | <input type="checkbox"/> Profit- or revenue-sharing plan |
| <input type="checkbox"/> Education reimbursements | <input type="checkbox"/> Teaming/team-building practices |
| <input type="checkbox"/> Employee ownership options (ESOP) | |
| <input type="checkbox"/> Formal employee training programs | |
| <input type="checkbox"/> Other (please specify) | |

- No HR programs in place



Thank you for completing the core questions!

Next are opportunities for additional benchmarking that can be just as useful as the core. The choice to take advantage is yours.

There are 4 categories of questions that we call modules: profile, finishing practices & technology, business strategy, and human resources. Any questions you answer will be included in your benchmarking report. If you are, for example, re-examining your shop's business strategies, you may want to complete that module and benefit from additional benchmarking in that area.

Responses to questions you do answer will be included in your benchmarking report. If you choose to opt out of all modules, you will be taken to the end of the survey to submit your core responses.

* 53. Please select the additional modules in which you'd like to participate. Choose as many as you like or select the last option to submit your core responses.

- Shop Profile (6 questions)
- Finishing Practices & Technology (6 questions)
- Business Strategy (14 questions)
- Human Resources (20 questions)
- I cannot benefit from additional benchmarking



Shop Profile Module

Please read the instructions at each question for the accepted format for responses. If you receive an error message and your format is correct, your value is likely an exception outside of the reasonable range, and won't be accepted.

54. Which of the following, if any, describe your shop's ownership? *Select ALL that apply.*

- Family owned
- Minority owned
- Veteran owned
- Woman owned
- None of these

55. As of the end of 2025, how many years has your company been in business?

Please round to the nearest whole number.

56. What is the **total square footage** of your entire building? Enter your best estimate if you do not have the measurements handy.

Please enter a whole number only; no decimals, commas or other symbols.



Shop Profile Module

57. Which of the following applied to your shop in 2025? *Select ALL that apply.*

- ITAR registered
- RoHS compliant
- FDA registered
- Conflict Materials Disclosure
- CMMC (Cybersecurity Maturity Model Certification)
- None of these

58. Of which **trade associations** was your shop a member in 2025? *Select ALL that apply.*

- Chemical Coaters Association International (CCAI)
- Electrocoat Association
- Powder Coating Institute (PCI)
- Not a member of these associations

Other (please specify)

59. Which additional operations did your shop offer/perform in 2025? *Select ALL that apply.*

- | | |
|---|---|
| <input type="checkbox"/> Plating | <input type="checkbox"/> Mold building |
| <input type="checkbox"/> Anodizing | <input type="checkbox"/> Abrasive Blasting |
| <input type="checkbox"/> Black oxide | <input type="checkbox"/> Mechanical/Mass Finishing |
| <input type="checkbox"/> Passivation | <input type="checkbox"/> Polishing or Buffing |
| <input type="checkbox"/> Chem film | <input type="checkbox"/> Vacuum Coating |
| <input type="checkbox"/> Composites fabricating | <input type="checkbox"/> CNC Machining |
| <input type="checkbox"/> Plastics processing | <input type="checkbox"/> No additional operations offered |



Finishing Practices & Technology Module

60. Please estimate the average **number of labor-hours** your shop as a whole spent in total each week on each of the following tasks in 2025.

Please round to the nearest whole number. Enter '0' if your shop does not perform the task.

Environmental management	<input type="text"/>
Parts inspection	<input type="text"/>
Analytical testing	<input type="text"/>
Hazardous waste management	<input type="text"/>
Training	<input type="text"/>

61. Please select the rating that best describes your 2025 shop practice in each of the areas listed below. *Select ONE rating per row.*

	<u>Do not have</u> written procedures	Have written procedures, <u>but need updating</u>	Have written procedures, and <u>they are current</u>
Application procedures (liquid and/or powder coating)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Washer quality/performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Testing procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Finishing Practices & Technology Module

62. Which of the following **substrates** did your shop finish in 2025? *Select ALL that apply.*

- | | |
|---|--|
| <input type="checkbox"/> Aluminum | <input type="checkbox"/> Plastics |
| <input type="checkbox"/> Aluminum Die Cast | <input type="checkbox"/> Steel |
| <input type="checkbox"/> Composites | <input type="checkbox"/> Zinc Die Cast |
| <input type="checkbox"/> Galvanized Metal | <input type="checkbox"/> Zinc Plated Metal |
| <input type="checkbox"/> Lead | <input type="checkbox"/> 3-D Printed Materials |
| <input type="checkbox"/> Magnesium | |
| <input type="checkbox"/> Other (please specify) | |

63. Which additional types of **finishing operations** did your shop perform in 2025? *Select ALL that apply.*

- | | |
|--|---|
| <input type="checkbox"/> Abrasive Blasting | <input type="checkbox"/> Polishing or Buffing |
| <input type="checkbox"/> Mechanical/Mass Finishing | <input type="checkbox"/> Vacuum Coating |
| <input type="checkbox"/> Plating | <input type="checkbox"/> None of these |

64. Did your shop have onsite an **environmental room** with temperature and humidity control in 2025?

- Yes
 No



Business Strategy Module

Please read the instructions at each question for the accepted format for responses. If you receive an error message and your format is correct, your value is likely an exception outside of the reasonable range, and won't be accepted.

65. For each process, please provide your shop's 2025 **revenue per employee hour** in USD. Consider only employee hours spent directly on each process.

Example: if your revenue from liquid coating is \$5000 and employees worked a total of 100 hours on liquid coating, you would enter 50. Please round to the nearest whole number and enter without any signs or symbols.

Liquid coating

Powder coating

Electrocoating

66. What percentage of your shop's 2025 total revenue came from each of the following **types of lines**?

Please round each percentage to a whole number and enter without a % sign. Your percentages must sum to 100.

% Indexing

% Conveyor

% Batch

67. How much did your shop spend, in USD, on **materials** for each of these processes in 2025?

Please enter numbers only, rounding to the nearest whole number; decimals, symbols and words are not accepted.

Liquid coating

Powder coating

Electrocoating



Business Strategy Module

68. About **how many** quotes for new parts did your facility deliver in one month, on average, during 2025?

69. About **how long** from the time a request was received in 2025 did it typically take your facility to deliver a quote for new parts?

- 12 hours or less
- 24 hours
- 48 hours
- 72 hours
- More than 72 hours
- Not sure

70. About what **percentage** of quotes for new parts did your facility win in 2025?

You may enter a decimal, but no other signs or symbols.

Example: If you quoted 80 new jobs in 2025 and booked 40, you would enter 50. You may enter decimals but no other signs or symbols.

71. As best as you can say, was the pricing your facility quoted typically higher or lower than the pricing competition quoted for the same new parts in 2025?

- Higher
- Lower
- Don't know



Business Strategy Module

72. By about how much was your facility's pricing for new parts different than the competition's in 2025?

- less than 5%
- 5% - 10%
- 11% - 15%
- 16% - 20%
- more than 20%
- Don't know

73. Which tools/formats did your facility typically use for estimating new parts in 2025?

- Paper
- Excel
- Job Quoting Software
- ERP System
- Other (please specify)

- Don't know

74. During 2025, was your facility part of any online sourcing services that match buyers with qualified suppliers? Examples include Xometry, Fictiv, Paperless Parts.

- Yes
- No
- Not sure



Business Strategy Module

75. How much do you estimate your shop will spend, in USD, to make purchases in these categories in 2026?

Enter '0' if you expect to make no investment in a category in 2026. Please enter numbers only, rounding to the nearest whole number; decimals, symbols and words are not accepted.

Liquid Application Equipment

Powder Application Equipment

Racking Equipment

Testing Equipment

Spray Booths (liquid/powder)

Washers

Full Turnkey Systems

Chemicals

Ovens

Other

76. How many **peer group audits** did your shop conduct in 2025?

Please enter whole numbers only; decimals, symbols and words are not accepted.

77. How many **formal customer audits** did your shop host in 2025?

Please enter whole numbers only; decimals, symbols and words are not accepted.



Human Resources Module

78. How many employees at this location were **shop floor employees** in 2025?

79. Do you plan to increase, decrease or keep the same the number of employees in 2026?
Select ONE response.

- Increase
- Decrease
- Keep the same



Human Resources Module

80. Thinking of all the sprayers working for your shop in 2025, about what percentage came from **other positions in your shop** and what percentage came from **outside your shop**?
Please round each percentage to a whole number and enter without a % sign. Your percentages must sum to 100.

% within shop

% external

81. Thinking of all the training conducted for your sprayers in 2025, what percentage was conducted by **in-house resources** and what percentage was conducted by an **outside vendor**?

Please round each percentage to a whole number and enter without a % sign. Your percentages must sum to 100.

% in-house

% vendor

82. Thinking of all the sprayers working for your shop in 2025, about how many **years experience** do they have, on average?

83. Did your shop have any **accident incidents** in 2025?

- Yes
- No
- Not sure



Human Resources Module

84. What was your shop's annual accident incident rate for shop floor employees in 2025?

This is the number of shop floor accident incidents as a percentage of the total usual number of shop floor staff. Please enter your number between 0 and 100 without a % sign.

You may enter decimals but no other signs or symbols.

Example: if you had 2 accident incidents in 2025 and your usual shop floor staff totals 30, you would enter 6.67.

85. Please select the rating that best describes your shop's practice in 2025 in each area listed below.

	Did not have written guidelines	Had written guidelines, but they were not well known	Had written guidelines, and they were broadly known
Hazardous material handling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heavy equipment operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal protective equipment usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety training for new employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety training refreshers/updates for tenured employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety incident reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

86. Which of the following designated safety roles did your shop have in place in 2025?

- Safety manager
- Safety committee
- Neither of these

87. Were any of your shop's employees **part of a union** in 2025?

- Yes
- No



Almost Finished!

This is the final page of the survey. Please double-check your responses for accuracy and completeness before you continue.

You may close and return to the survey on this device to make changes as many times as you like until you click Submit Responses. Once you click **Submit Responses** on this page, you will be taken to the *Products Finishing* website. Your survey will be locked and submitted and you will not be able to change any of your answers.