Products Finishing Top Shops 2026: Plating & Anodizing

Welcome to *Product Finishing*'s Top Shops Benchmarking Survey for shops that do plating and/or anodizing. By completing this survey, you will receive a benchmarking report customized for your facility and have opportunities to earn top shop 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 plating and/or anodizing. There is a separate survey for shops that perform liquid, power, or electrocoating, available <u>here</u>.

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 <u>mshirk@gardner.media</u>.

* 1. Which types of finishing does your shop offer on your premises? *Select ALL that apply.*

☐ Plating

☐ Anodizing

☐ Other

☐ No finishing offered

Company & Contact Information

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

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

Your Name:

Job Title/Position:

Company Name:

Address:

City/Town:

State/Province:

ZIP/Postal Code:

Country:

Company website:

Company Phone Number:

Section 1: Shop Profile

4. Which descriptor below best 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. Which of the following best describes your shop's business? *Select ONE only.*

○ High mix/low volume

○ High mix/high volume

○ Low mix/low volume

○ Low mix/high volume

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

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

[   ]

7. 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.

[   ]

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

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

Plating [   ]

Anodizing [   ]

Shop Profile

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

- ☐ Aerospace, commercial
- ☐ Aerospace, general aviation
- ☐ Appliances
- ☐ Architectural/Infrastructure/Construction Components
- ☐ Automotive
- ☐ Consumer Goods
- ☐ Defense/Government
- ☐ Electronics/Computers
- ☐ Energy Storage (pressure vessels)
- ☐ Firearms/Ammunition
- ☐ Forming & Fabricating (non-automotive)
- ☐ Furniture Manufacturing
- ☐ Hardware/Fasteners
- ☐ Other (please specify)

- ☐ Industrial Motors/Hydraulics/Mechanical Components
- ☐ Machinery/Industrial Equipment
- ☐ Marine/Ship & Boat Building
- ☐ Mass Transit
- ☐ Medical/Dental
- ☐ Offroad/Construction/Agricultural Machinery
- ☐ Oil/Gas Field & Mining Machinery
- ☐ Packaging
- ☐ Power Generation (turbines, batteries)
- ☐ Pumps, Valves & Plumbing
- ☐ Sporting Goods
- ☐ Wind Energy
- ☐ Wire Goods/Pipes

[   ]

Shop Profile

10. Which **certifications**, if any, does your finishing shop have currently? *Select ALL that apply.*

- [ ] ISO 9001:2015
- [ ] ISO 13485:2016
- [ ] ISO 14001:2015
- [ ] ISO 16949:2016

- [ ] AS9100D
- [ ] Nadcap
- [ ] None of these

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

- [ ] Liquid coating
- [ ] Powder Coating
- [ ] Electrocoating
- [ ] Passivation
- [ ] Chem film
- [ ] Composites fabricating
- [ ] Plastics processing
- [ ] Mold building

- [ ] Abrasive Blasting
- [ ] Mechanical/Mass Finishing
- [ ] Polishing or Buffing
- [ ] Vacuum Coating
- [ ] CNC Machining
- [ ] Contract Manufacturing / Assembly
- [ ] No additional operations offered

Shop Profile

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

☐ Aerojet	☐ GM	☐ MOOG
☐ Airbus	☐ Goddard Space Flight (NASA)	☐ Motorola
☐ BAE Systems	☐ Honda	☐ Nissan
☐ Bell	☐ Honeywell	☐ Northrop Grumman
☐ BMW	☐ Hyundai	☐ Raytheon
☐ Boeing	☐ IBM	☐ Rolls Royce Corp.
☐ Caterpillar	☐ John Deere	☐ Sikorsky Aircraft
☐ Cessna Aircraft	☐ Kia	☐ Subaru
☐ Chrysler	☐ Lockheed Martin	☐ Tacom
☐ Eaton Aerospace	☐ Lycoming/Textron	☐ Tesla
☐ Ford	☐ Martin Marietta	☐ Toyota
☐ GE	☐ MD Helicopters	☐ United Technologies
☐ General Dynamics	☐ Mercury Marine	☐ 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.

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

☐ 5S workplace organization

☐ Benchmarking

☐ Cellular manufacturing

☐ Continuous improvement program

☐ Customer surveys

☐ Daily layered accountability

☐ Design of experiments

☐ Just-in-time movement of materials

☐ Kaizen events/blitzes

☐ Kanban and pull systems

☐ Lean manufacturing

☐ Overall Equipment Effectiveness (OEE) monitoring and analysis

☐ Poka yoke (error prevention)

☐ Six Sigma

☐ Theory of constraints

☐ Total productive maintenance

☐ Total quality management

☐ Value-stream mapping

☐ No formal methodology

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.

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

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

[   ]

15. What was your shop's **on-time delivery rate** in 2025, defined as the percentage of goods delivered on the timing committed? Enter your number without a % sign.

Example: For 80%, you would enter 80 without a decimal or % sign. For 80.5%, you would enter 80.5 without the %.

[   ]

16. 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? 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.

[   ]

17. 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? Enter your number without a % sign.

Example: For 80%, you would enter 80 without a decimal or % sign. For 80.5%, you would enter 80.5 without the %.

[   ]

18. 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 <u>what you consider to be at full capacity</u> 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.

Finishing Practices & Technology

19. Some finishers have in place programs to reduce negative impact and/or improve the quality of select environmental factors/resources. Please select the rating that best describes your shop's efforts to reduce negative impact or improve quality in the areas listed below. *Select ONE rating for EACH row.*

	We <u>do not</u> have programs in place to address this area.	We <u>have</u> program(s) in place to address this area, but they are <u>rarely</u> implemented.	We <u>have</u> program(s) in place to address this area, and they are <u>regularly</u> implemented.
Electricity	◯	◯	◯
Water	◯	◯	◯
Sludge	◯	◯	◯
Air	◯	◯	◯
Noise	◯	◯	◯
Gas	◯	◯	◯

Finishing Practices & Technology

20. Which of the following **finishing processes** did your shop perform in 2025? *Select ALL that apply.*

☐ Anodizing, Chromic Acid	☐ Chromate, Trivalent	☐ Plating on Plastic
☐ Anodizing, Hardcoat	☐ Chrome, Decorative	☐ PVD
☐ Anodizing, Phosphoric Acid	☐ Chrome, Hard	☐ Rhodium
☐ Anodizing, Sulfuric	☐ Copper	☐ Silver
☐ Black Chrome	☐ Gold	☐ Tin
☐ Black Nickel	☐ Nickel, Chrome	☐ Tin-Lead
☐ Black Oxide	☐ Nickel, Composite Electroless	☐ Tin-Nickel
☐ Blackening/Antiquing	☐ Nickel, Decorative	☐ Zinc
☐ Brass	☐ Nickel, Electroless	☐ Zinc/Cobalt
☐ Bronze	☐ Nickel, Industrial	☐ Zinc/Iron
☐ Bronze, White	☐ Passivation	☐ Zinc/Nickel
☐ Cadmium	☐ Phosphating	☐ Zinc/Tin
☐ Chromate, Hexavalent	☐ Pickling	☐ None of these

Finishing Practices & Technology

21. Which finishing processes account for **most** of your shop's total processes? *Select up to 3.*

☐ Anodizing, Chromic Acid	☐ Chromate, Trivalent	☐ Plating on Plastic
☐ Anodizing, Hardcoat	☐ Chrome, Decorative	☐ PVD
☐ Anodizing, Phosphoric Acid	☐ Chrome, Hard	☐ Rhodium
☐ Anodizing, Sulfuric	☐ Copper	☐ Silver
☐ Black Chrome	☐ Gold	☐ Tin
☐ Black Nickel	☐ Nickel, Chrome	☐ Tin-Lead
☐ Black Oxide	☐ Nickel, Composite Electroless	☐ Tin-Nickel
☐ Blackening/Antiquing	☐ Nickel, Decorative	☐ Zinc
☐ Brass	☐ Nickel, Electroless	☐ Zinc/Cobalt
☐ Bronze	☐ Nickel, Industrial	☐ Zinc/Iron
☐ Bronze, White	☐ Passivation	☐ Zinc/Nickel
☐ Cadmium	☐ Phosphating	☐ Zinc/Tin
☐ Chromate, Hexavalent	☐ Pickling	

22. Thinking of the tanks your shop uses for **electroplating/anodizing**, how many of each size tank does your shop have?

Less than 100 gallons _____

100 to 499 gallons _____

500 gallons or more _____

Finishing Practices & Technology

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

☐ 3-D Printed Materials   ☐ Magnesium

☐ Aluminum   ☐ Plastics

☐ Aluminum Die Cast   ☐ Stainless Steel

☐ Composites   ☐ Steel

☐ Copper   ☐ Zinc Die Cast

☐ Galvanized Metal   ☐ Zinc Plated Metal

☐ Lead

☐ Other (please specify)

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

☐ Abrasion testing   ☐ Plating thickness

☐ Adhesion testing   ☐ Porosity testing

☐ Analytical chemistry   ☐ Quench testing

☐ Atomic absorption analysis   ☐ Salt spray

☐ Coating weight thickness testing   ☐ Scanning electron microscope

☐ Coefficient of friction   ☐ Sectioning

☐ Continuity testing   ☐ Solderability testing

☐ Copper sulfate testing   ☐ Solution analysis

☐ Eddy current testing   ☐ Stress relief

☐ Electrical resistivity   ☐ Water immersion

☐ Hardness testing   ☐ X-ray thickness testing

☐ Humidity testing   ☐ XRF reading

☐ Hydrogen embrittlement   ☐ None of these

Finishing Practices & Technology

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

☐ Automated process lines

☐ Chemical additions

☐ Process tank sensors

☐ Track product quality and defects

☐ Process monitoring

☐ Other (please specify)

[   ]

☐ None of these

26. 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

○ We do not measure thickness

Finishing Practices & Technology

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

- [ ] Aqueous – cold cleaning
- [ ] Aqueous – iron phosphate
- [ ] Aqueous – membrane
- [ ] Aqueous – nano technology
- [ ] Aqueous – soak (rack or barrel)
- [ ] Aqueous – spray (cabinet or helical screw)
- [ ] Aqueous – ultrasonic
- [ ] Aqueous – zinc phosphate
- [ ] Blasting/Mechanical/Vibratory
- [ ] Solvent – vacuum
- [ ] Solvent – vapor
- [ ] Solvent – wipe
- [ ] Other
- [ ] None

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

- [ ] Hook
- [ ] Custom - built in-house
- [ ] Custom - outsourced
- [ ] Other
- [ ] None

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

- [ ] Burn off – oven
- [ ] Chemical stripping
- [ ] Fluidized sand stripping
- [ ] Grinding
- [ ] Water blast
- [ ] Other
- [ ] None

Finishing Practices & Technology

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

☐ Convection   ☐ Natural gas heat

☐ Electric heat   ☐ Other

☐ Infrared   ☐ None

31. Which **masking** methods are used by your shop? *Select ALL that apply.*

☐ 3D printed

☐ Hand taped

☐ Die cut

☐ Custom solution

☐ Plugs/caps

☐ Other (please specify)

[_____]

☐ No masking used

Finishing Practices & Technology

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

☐ CAD systems—2D ☐ Mold flow analysis

☐ CAD systems—3D ☐ PLM software

☐ CMM programming software ☐ SPC/quality management software

☐ ERP/MRP software ☐ Toolpath simulation/verification software

☐ CAM programming software ☐ None of these

☐ 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 US dollars.
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 US dollars.
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

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 cap equip exp / 2025 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 gross sales - 2024 gross sales) / 2024 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 net income / 2025 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 net income / 2025 total assets) * 100]
Example: If your 2025 net income was negative $300 and your total assets were $5000, you would enter -6.

[   ]

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 <u>came from each type of finishing</u>?
Please round each percentage to a whole number and enter without a % sign. Your percentages must sum to 100.

% Functional   [   ]

% Decorative   [   ]

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

☐ Accessing/using customer forecasts   ☐ Just-in-time deliveries to customers

☐ Certification of major suppliers   ☐ Sharing forecasts with suppliers

☐ Collaborative design/DFM with customers   ☐ Inventory managed by suppliers

☐ Collaborative design/DFM with suppliers   ☐ Inventory managed for customers

☐ Customer satisfaction surveys   ☐ None of these

☐ Just-in-time deliveries from suppliers

Business Strategy

44. 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.

- [ ] Business metric goal setting
- [ ] Business strategy development
- [ ] Regularly scheduled management/department head meetings
- [ ] Regularly scheduled, formal review of the state of the business

- [ ] Steering board/committee including outside membership
- [ ] Family business/succession planning
- [ ] Regular peer group participation
- [ ] None of these

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

[   ]

46. 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.

[   ]

47. How much did your shop spend, in US dollars, 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.

Plating [   ]

Anodizing [   ]

Section 4: Training & Human Resources

48. How many total people did your shop employ in 2025 at the location(s) your answers pertain to?

[   ]

49. 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.
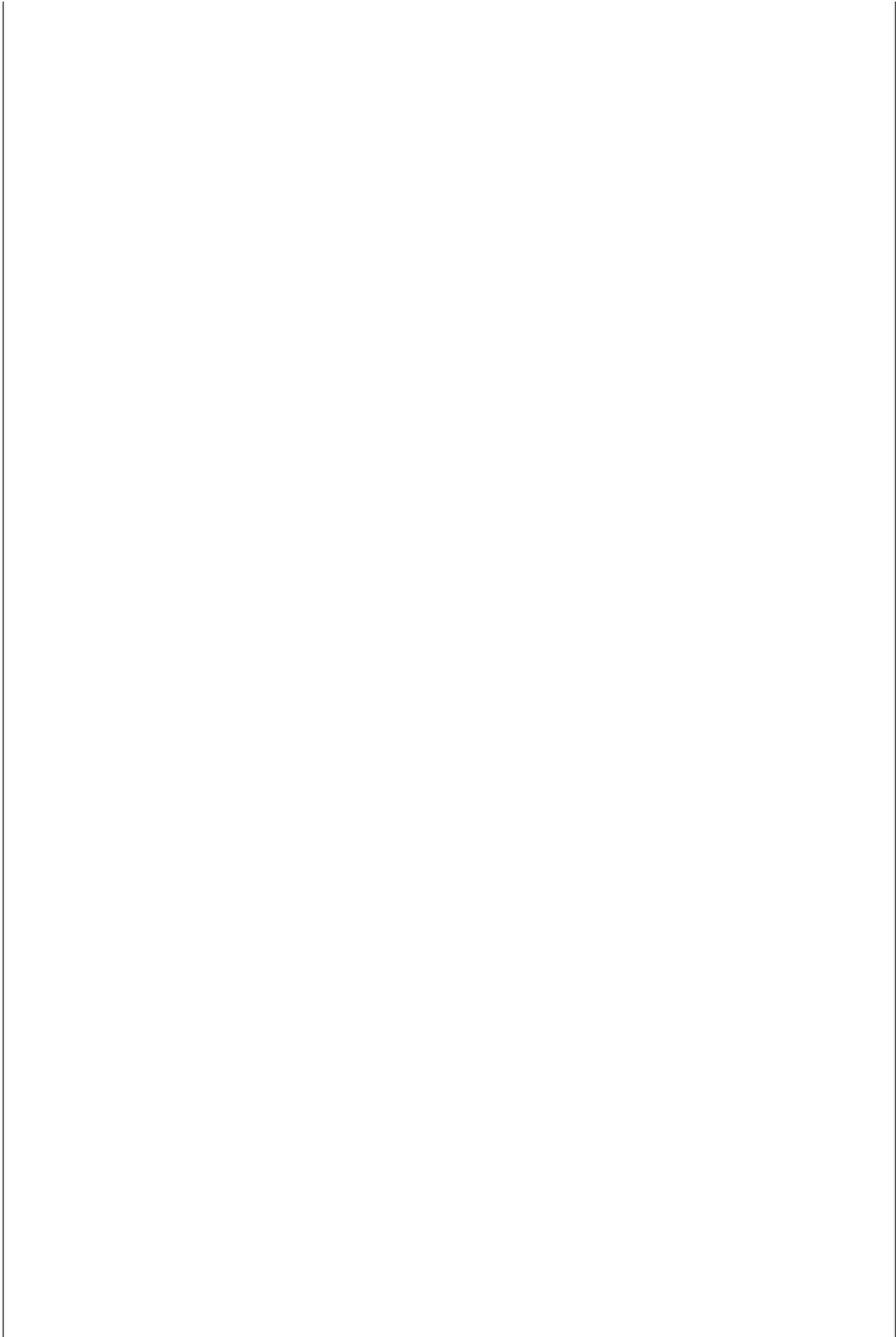
[   ]

50. What was the average hourly wage rate in US dollars 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.

[   ]

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

☐ 401(k) plan

☐ 401(k) matching

☐ Annual review and raise program

☐ Apprenticeship program

☐ Bonus plan

☐ Education reimbursements

☐ Employee ownership options (ESOP)

☐ Formal employee training programs

☐ Other (please specify)

[   ]

☐ No HR programs in place

☐ Formal safety/health program

☐ Leader/supervisor development

☐ Paid holiday/vacation

☐ Paid medical benefits

☐ Profit- or revenue-sharing plan

☐ Teaming/team-building practices

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 responses.

* 52. 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 (5 questions)

☐ Finishing Practices & Technology (9 questions)

☐ Business Strategy (11 questions)

☐ Human Resources (8 questions)

☐ I cannot benefit from additional benchmarking

Shop Profile Module

53. 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

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. As of the end of 2025, about how many years will your shop have been in business?
Please round to the nearest whole number.

[_____]

55. 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

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

☐ CMMC (Cybersecurity Maturity Model Certification)

☐ Conflict Materials Disclosure

☐ ELV compliant

☐ FAA Overhaul

☐ FDA registered

☐ FFL (Federal Firearms License)

☐ ITAR registered

☐ RoHS compliant

☐ WEEE compliant

☐ None of these

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

☐ Aluminum Anodizers Council (AAC)

☐ National Association for Surface Finishers (NASF)

☐ Other (please specify)

☐ Not a member of these trade associations

Finishing Practices & Technology Module

58. What percentage of orders your shop delivers in a typical 12-month period have at least some product rejected by the customer? Enter your number without a % sign.

Example: For 10%, you would enter 10 without a decimal or % sign. For 8.5%, you would enter 8.5 without the %.

[   ]

59. 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 [   ]

Parts Inspection [   ]

Analytical testing [   ]

Hazardous waste management [   ]

Training [   ]

Process improvement [   ]

60. Please select the rating that best describes your 2025 business practice in each of the areas listed below.

Select ONE rating for EACH row.

	Do not have written procedures	Have written procedures, but need updating	Have written procedures, and they are current
Plating/finishing procedures	○	○	○
Bath quality/performance	○	○	○
Preventative maintenance	○	○	○
Waste treatment equipment operation/maintenance	○	○	○
Hazardous waste management	○	○	○
Hazardous material handling/spill response	○	○	○

Finishing Practices & Technology Module

61. Please select the rating that best describes your shop's 2025 business practice in each of the areas listed below.
Select ONE rating for EACH row.

	No records are kept	Records are kept, but not analyzed	Records are kept and analyzed
Bath chemical additions	○	○	○
Bath chemistry (analytical)	○	○	○
Bath temperature	○	○	○
City water chemistry (e.g. hardness)	○	○	○
Effluent discharge	○	○	○
Electricity use	○	○	○
Preventative maintenance logs	○	○	○
Quality control	○	○	○
Rectifier use	○	○	○
Treatment sludge generation	○	○	○
Waste treatment chemical reagent use	○	○	○
Water use	○	○	○

Finishing Practices & Technology Module

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

☐ Abrasive blasting	☐ Mechanical plating
☐ Brush plating	☐ Polishing or buffing
☐ Chemical milling	☐ Powder coating
☐ Electrocoating	☐ Printed circuit boards
☐ Electroforming	☐ Solid film lubricants
☐ Electropolishing	☐ Spray painting
☐ Etching	☐ PVD
☐ Lacquering	☐ None of these
☐ Mass finishing	

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

Less than 100 gallons [   ]

100 to 499 gallons [   ]

More than 500 gallons [   ]

Finishing Practices & Technology Module

64. How complex is the masking your shop typically does? *Select ONE only.*

○ Extremely complex

○ Very complex

○ Moderately complex

○ Not very complex

○ Not at all complex

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

	Weekly or more	Monthly	Quarterly	Every 6 months	Once
Gauges	○	○	○	○	○
Inspection	○	○	○	○	○
Ovens	○	○	○	○	○

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

○ Yes

○ No

Business Strategy Module

67. Does your shop own or lease its manufacturing facility?

○ Own

○ Lease

○ Both

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

☐ Advertising - online

☐ Advertising - print (e.g. magazines)

☐ Blogs

☐ Brochures/catalogs

☐ Company website

☐ Customer tours of your shop

☐ Directory listing - online

☐ Directory listing - print

☐ Email promotions

☐ Industry awards/recognition

☐ Online keyword advertising (e.g. Google)

☐ Online videos

☐ Open house

☐ Sales personnel

☐ Social media (Facebook, Twitter, YouTube, etc.)

☐ Trade shows/events

☐ None of these

Business Strategy Module

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

[   ]

70. 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

71. 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.

[   ]

72. 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

73. 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

74. 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

75. 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

76. How much do you <u>estimate</u> your shop will spend, in USD, to make purchases in these categories <u>in 2026</u>?

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.

Automated or Manual Plating Line

Poly Tanks/Liners

Steel Tanks/Liners

Racking

Barrels/Baskets

Auxiliary equipment (pumps, ovens, power supplies, etc.)

Plating chemistries

Pretreatment processes

Other

Training & Human Resources Module

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

[   ]

78. How many employees at this location were **Certified Electroplater Finishers** (CEF) in 2025?

[   ]

79. Thinking of the total number of employees at this location, do you plan to increase, decrease, or keep the same number of employees in 2025? *Select ONE only.*

○ Increase

○ Decrease

○ Keep the same

80. Did your shop have any **accident incidents** in 2025? *Select ONE only.*

○ Yes

○ No

○ Not Sure

Training & Human Resources Module

81. 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 typical number of shop floor staff. 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 shop floor staff typically totals 30, you would enter 6.67.

[   ]

82. 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	○	○	○
Heavy equipment operation	○	○	○
Personal protective equipment usage	○	○	○
Safety training for new employees	○	○	○
Safety training refreshers/updates for tenured employees	○	○	○
Safety incident reporting	○	○	○

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

○ Safety manager

○ Safety committee

○ Neither of these

84. 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.