



## **Gamco enhances services, improves lead times and price competitiveness**

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Queens, NY Leading regional metal fenestration and architectural metal fabricator Gamco Corp. has reengineered its production processes as a direct response to the supply chain, material availability, and labor challenges that have plagued the construction industry. These efforts resulted in greatly improved lead times and price competitiveness for most of its broad product line.

“Gamco has provided building products in the NY metro area for over 35 years and we have never experienced the intensity of supply challenges facing the business as we are now,” said Melora Chang, VP, for marketing, sales, and administrative operations. “In response, we proactively developed new suppliers to add to our existing ones, giving us flexibility and options. As a result of more suppliers on board, we are seeing improvements in the inventory we maintain. This in turn allows us to manage lead times much more closely and give our customers the best options.”

Gamco’s expanded supplier diversity is one of several initiatives taken over the past year to

streamline and automate its production processes. The company has expanded its digitization of inventory management, work-in-progress tracking, order quotation, and project management with the goal of moving toward a mostly paperless operation.

“With more data shared across departments, we are continuously analyzing costs, identifying opportunities to reduce waste, and improve workflow,” said Lelina Chang, President, and head of operations. “We have also been able to reduce product prices substantially on many of our fenestration and custom metal fabrications.”

Another initiative bearing fruit involves revamped hiring outreach, onboard training, and mentoring of new talent. This effort has enabled newly hired engineers, technicians, and operators to add value immediately. In turn, this leads to greater job satisfaction, reduced employee turnover, and improved customer service.

“We developed a new, comprehensive R&D training program with our experienced engineers and project managers to help provide a seamless onboarding experience for new hires, expediting the ramp up time for engineers to support sales quoting and take-offs,” said Lelina Chang. “With our new emphasis on learning and development, Gamco is providing a stronger talent experience that drives improved outcomes for our customers, including faster quotation turnarounds.”

All of Gamco’s operational improvements have resulted in greater sales, enhanced customer and supplier relations, and better employee retention.

“The building products industry is still a long way off from pre-pandemic stabilization, but Gamco has proven it is adaptable, nimble enough to meet the challenges, and deliver for our customers,” said Melora Chang.

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