

AIR MASTER, AWNING LLC.

ABOUT AIR MASTER AWNING LLC. Air Master Windows & Doors, LLC., is recognized as the leader in the design, manufacturing and professional installation of the highest quality aluminum and glass windows and doors in the Puerto Rico market. Their products are not only distributed in Puerto Rico, but also in the Caribbean, and, recently, exported to the state of Florida. Their markets include residential, commercial and industrial clients. Air Master is the only windows and doors manufacturer in Puerto Rico and the Caribbean with a Florida Product Approval and Miami-Dade Notice of Acceptance (NOA) certifications. The products are engineered to withstand hurricane force winds, heavy rains, flying debris and air pressure changes. At present the company employs over 400 employees at its manufacturing plant in Barceloneta, Puerto Rico.

THE CHALLENGE. Inventory usually accounts for 50% of a company's investments in assets and it is a challenge to maintain the balance between satisfactory customer service levels and inventory costs. Air Master was already working through the challenges of recovery from Hurricane Maria and an earthquake in southern Puerto Rico. Then the COVID pandemic shut down the company for several months, with a worldwide supply chain disruption affecting business production and sales.

At present Air Master is beginning to spread its reach into southern Florida's hurricane protection market. The company was approaching \$80 million in sales and started to have operational challenges typical of fast growing companies, but had limited resources with experience in solving supply chain problems. Air Master recognized the need for assistance with proven experience in the window and door manufacturing sector to improve purchasing and inventory control. Air Master needed a strategic approach to their supply chain.

MEP CENTER'S ROLE. Air Master approached PRiMEX, part of the MEP National Network™, to help source an affordable solution to their need for an experienced professional resource who could prepare Air Master for the next leap in growth. An experienced resource in supply chain with 24 years of aluminum windows and doors manufacturing supply chain expertise in the USA was identified and contracted. A strategic plan was developed with Air Master's CEO and President and its leadership team. One of the first steps was an in-depth assessment of the supply chain organization and how it interacted with the rest of the company. Several initiatives were also implemented to reorganize the department, train employees and identify resources for specific skills that were lacking. A major initiative was to negotiate with new suppliers to avoid inventory shortages, minimizing costs and making sure Air Master could comply with customer orders on time.

"The support provided by PRiMEX resulted allowing us to maintain and increase sales, create jobs, improve purchasing & inventory control, cost savings, balancing inventory levels and optimizing customer service. We want to thank PRiMEX for their commitment and support to manufacturers."

-Nelson Navarro, President

RESULTS



40 created or retained jobs



\$3,500,000 in cost savings



\$2,000,000 in new or retained sales

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