

Making A Difference



Stories about heroic steps the Charter NEX | Next Generation Films team is taking to support customers and the nation through this difficult time.

“Keep doing whatever you’re doing because it’s great.”

As the COVID pandemic rages on, requests for films needed to produce essential PPE are pouring into Charter NEX and Next Generation Films. One of the most recent requests came from a plastic sheet manufacturer headquartered in Wisconsin.

“I received a call late on March 26th,” said **Eric Brunner, National Account Manager**. “This company was ramping-up production of extruded sheeting to be used in face shields for first responders in municipalities and the healthcare community (pictured above). The sheeting requires a protective masking film and the company’s current suppliers were unable to meet the added demand. They said it dawned on them that Charter NEX might be able to do it. Things moved quickly after that.”

The **Milton team had its first call with the customer on March 30th**. During that call the customer **asked for a film recommendation, along with pricing and samples**. They **needed an initial order of masking film in the next ten days, by April 9th**.

They used the samples to run a quick trial and requested minor adjustments in the film’s ‘tack.’ *Within hours*, the Milton team had two new film variations available. After another round of trials, the customer greenlit one of the films. The company placed an order, confirming April 9th as the delivery date.

Before the ink was dry on the paperwork, **they called again**. **“This thing is exploding**, they said. **“We need production moved-up**. Can you start this weekend, April 4-5?”

“Our **team rose to the challenge**,” said Eric. “They **started production the morning of Friday, April 3rd** and immediately delivered the first two rolls to the customer for qualification. We made several adjustments throughout the day before **delivering a final product around 6:30 p.m.**” Just after delivery the customer called **Tom Skeens, Technical Product Manager**, to say, “Keep doing what you’re doing because it’s great!”

Our customer received its first full truckload of film on Monday, April 6th – just one week after its initial request and three days ahead of the original deadline. A second order is in the works and expected soon.

“The team in Milton – **Tom Skeens and Keith Condon (Technical); Brett Lange, Joe Rinaldi and Rodney Bridges (Operations); Jim Moore and Adam Miller (Shipping); Kevin Blumer (Site Scheduler) and Melissa Carlblom (Customer Service) in Superior** – just **wowed** our customer with their capability and speed,” said Eric.

Without masking film from Charter NEX, they said, “I don’t know what we’d be doing.” The customer currently supplies 14 customers with various types of face shields. Their ambition is to make a million shields per week. We’re helping to make it happen!

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