

## Solving Labor Shortage Problems with the Right Partner

Strategically located between Cleveland and Akron, Ohio, Chandler Machine Company has been manufacturing geared parts since 1958. Much like other industrial areas of the USA, Northern Ohio is contending with an acute shortage of skilled workers that seems to be getting worse. In 2022 with the effects of COVID still being felt, Chandler owner and President Kevin Cassidy wrestled with the problem and decided that the solution was to invest in equipment that would allow them to operate unattended at night and boost production with limited staffing.



Chandler Machine Stow, Ohio

With the decision made, Kevin and his team set out with choosing the equipment that they would purchase. They discussed the criteria that they believed were needed. Perhaps the most important factor was reliability. With the goal of having the equipment run unattended over nights and weekends, they had to be certain that whatever they purchased would be reliable.



Kevin Cassidy, President, Chandler Machine

They also wanted to choose a company that they believed would be there to support them for the long term. The Chandler team looked at support not only for periodic maintenance and repair, but also for support helping their team learn and use the equipment efficiently and effectively.

Kevin also wanted to feel confident that, after the equipment was up and running, they could get continued support for the long term to help with any issues or questions that arise.

Lastly, the entire Chandler team wanted to look closely at the software. They wanted to see the ease of use and programming. They also wanted to choose equipment with software that would allow them to monitor operation from home and get notification messages when programs end or any errors that occur.

The Chandler team spoke to industry colleagues, read through social media posts, and visited OEM websites.

Ultimately, their search led them to Sodick and a request for a visit from a Sodick sales representative. In early 2022, Sodick District Sales Manager Joe Caine visited Chandler Machine to assess their needs. Both Joe and the Chandler team felt an instant connection. Joe's extensive manufacturing background was evident. He understood what the Chandler team needed and was able to recommend the equipment that would be a good fit.

Feeling very comfortable with Joe, Kevin and Chandler's Shop Manager Ryan Haight travelled to Sodick's headquarters in Schaumburg, IL. Meeting the Sodick support team and learning more about the equipment, Kevin and Ryan felt confident with moving forward with a purchase.

Chandler's first purchase was a Sodick model ALN600G Wire EDM. This machine included an optional 44 lb. integrated jumbo wire feeder, allowing them to get the extended unattended operation that was a goal.



*Left to Right: Kevin Cassidy, Ryan Haight, and Joe Caine*

Ryan Haight indicated that he decided in favor of Sodick because he felt that Sodick would stand behind the equipment with service and support. Ryan stated, "Fast cutting, great surface finish, linear motors, and Sodick's 10-Year Positioning Accuracy Guarantee are, of course, great. But service and support are the biggest things for me."

Ryan was not disappointed. The installation of the ALN600G in 2022 went flawlessly. The Chandler EDM team came up to speed quickly and put the machine into unattended operation almost immediately. Ryan was extremely complimentary of the support that he received from Joe Caine. He explained that there were a few times early on that he had some questions regarding the best way to do things. He added that, on several occasions, Joe came in and showed him exactly what he needed to do. This surprised Ryan as Joe demonstrated an in-depth technical expertise beyond what most sales professionals can offer. In part, the exceptional support that Joe and Sodick provided, along with the "as-advertised" performance of their new ALN600G machine, made it an easy decision to buy another machine. In 2023, Chandler ordered a larger ALN800G machine, also equipped with the optional 44 lb. jumbo wire feeder.

Chandler uses the Sodick IOT software. This software allows them to remotely monitor the progress of the machine. It will also provide alerts that will make them aware when a program is finished running or any other issue that may require their attention. Chandler will likely switch at some point to Sodick's newest LQ Message Machine Monitoring software which is the replacement for Sodick IOT. LQ Message adds a number of advanced features that allows for better visualization and interaction with data from all machines.



*Ryan Haight and Joe Caine  
With Sodick Hightech HQ Wire*

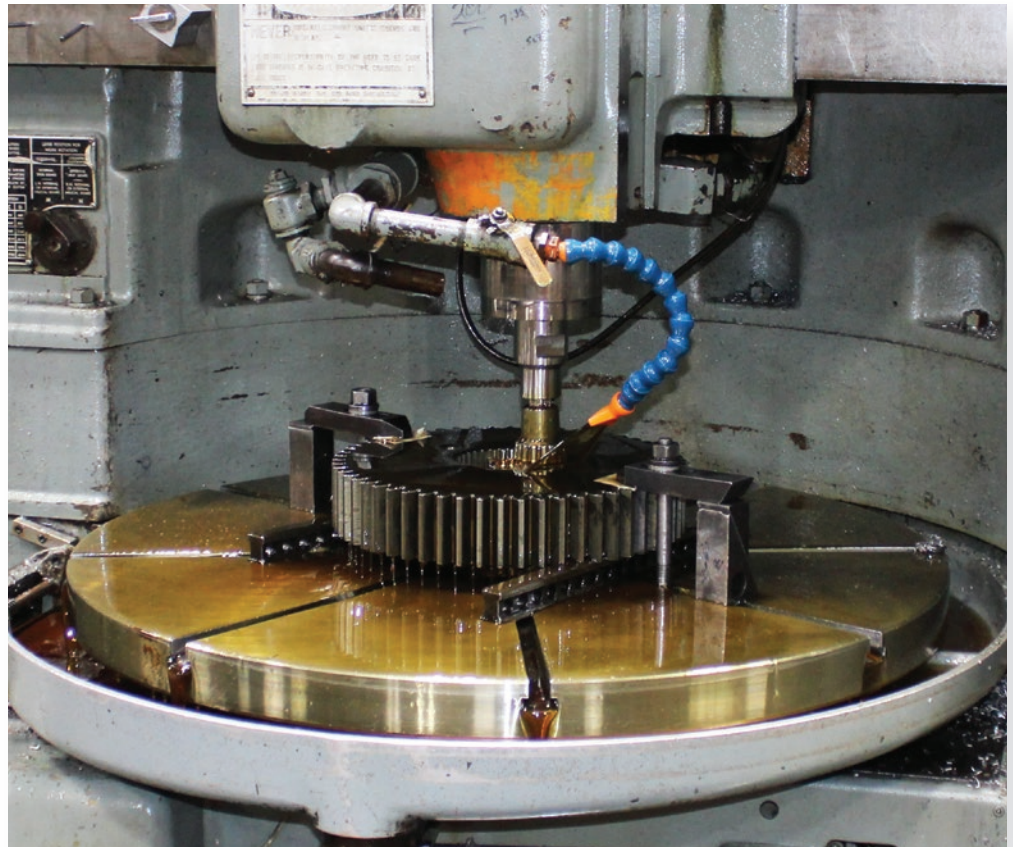
In view of their goal of highly reliable unattended operation, Ryan Haight explained that they trust all of their consumables to Sodick. Ryan asked, "Why would we go anywhere else?" He added that they get top quality consumables at very competitive pricing. Ryan went out of his way to compliment Sodick Consumables Account Manager Tracy Bencal. He said that it is a pleasure to contact Tracy. He knows that she will process his order quickly and accurately. Ryan feels a connection to Tracy that is reciprocated.

When asked about working with Ryan and the team at Chandler Machine, Tracy expressed, "Working with Ryan at Chandler has been such an amazing experience. He is fun and so easy to work with. We have built a very good relationship. I try my best to meet his needs, as I pride myself in our OEM advantage program here at Sodick, and enjoy all the personal connections and interactions I have with my customers. Helping customers like Ryan makes me happy!"

Having the new Sodick equipment has given Chandler many options for processing their work. As a gear manufacturing facility, they employ several different techniques and technologies to produce their parts. In addition to Wire EDM, they can CNC turn, CNC gear cut, mill, broach, or shape parts depending on the specifics of the part, and/or part quantities being produced.

Chandler uses traditional manufacturing methods in some cases to produce parts where they are better suited to the nature of the job. Kevin Cassidy stated, "It's all about bringing value to our customers." Kevin explained that each job that comes in the door is evaluated to determine the best possible way to produce the part. There are times when it is best to produce by Wire EDM, and other times it is just fine to produce using some of the traditional methods.

The mix of technologies allows Chandler to produce a part that meets or exceeds customer expectations, but does so in the most cost-effective way possible.



*Traditional Manufacturing Methods*



*Chandler Machine Founder Toby Chandler  
Circa 1965*

Chandler was founded in 1958 by Toby Chandler and Bud Martin. Like so many manufacturing success stories, it started in a two-car garage. With hard work and perseverance, the company has grown over the years.

After Toby and Bud passed away, Chandler Machine was acquired by Jeff Capple in 1986. Jeff is the young man in the background of photo with Toby. Jeff owned the company for more than 30 years.

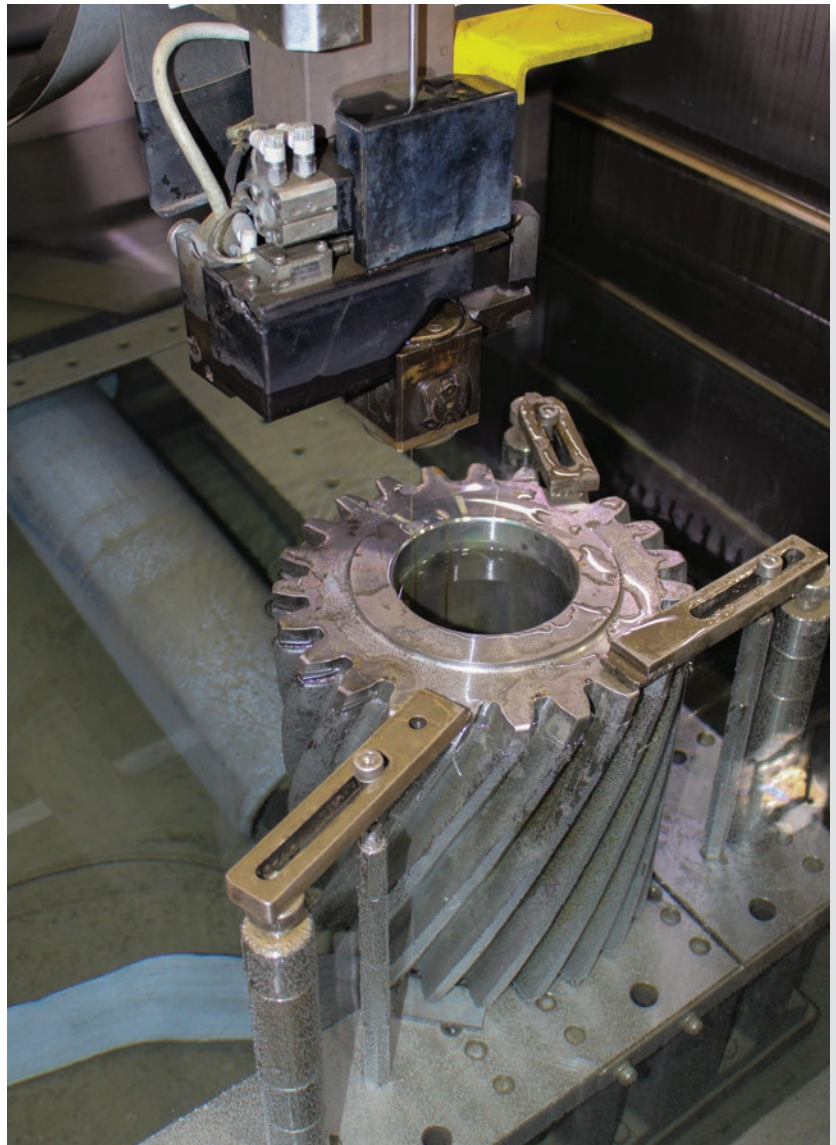
Kevin Cassidy started at Chandler in early 2004. He went through a 4-year apprenticeship before receiving his Journeyman's Certificate. It was clear that Kevin would one day take over the operations

of the company. Jeff taught Kevin not only the manufacturing skills that he would need, but also the business skills that were necessary to run the company. Jeff and Kevin worked together to introduce CNC capabilities, and collaboratively built the company into what it is today. In 2019 Jeff retired and Kevin acquired Chandler Machine.

The Stow, Ohio location has expanded three times. The latest climate-controlled addition added 10,500 sq. ft. to bring the total manufacturing space to 17,500 sq. ft.

The climate-controlled addition is where the more accurate parts are produced on CNC equipment. The Sodick equipment has also given Chandler the ability to work on extremely complex and accurate parts, such as keyway cutting on helical gears. The generous size of their Sodick Wire EDM work tanks make it possible to set up multiple parts for long-term unattended operation – which is one of the primary goals.

Chandler President Kevin Cassidy expressed hope that the labor market will improve. However, he believes that the future of the industry is to move towards automation and unattended operation. Kevin believes that future growth for Chandler will be fueled by the dedication of the Chandler team and their commitment to serving their customers. But Kevin also knows that productivity will come from choosing the right equipment and the right partner, such as Sodick.



*Helical Gear Keyway Cutting*



*Chandler Machine Owners  
Kevin and Michelle Cassidy*

## About Chandler Machine

Chandler Machine is a family owned and operated full service 17,500 sq. ft. manufacturing facility located in Stow, Ohio. Specializing in CNC turning, milling, Wire EDM, CNC gear cutting, internal keyways (blind or through up to 24 inches long), broaching, and gear shaping, Chandler can handle any size order from prototypes to full production orders.

No matter how simple or complex the job is, Chandler works with optimal efficiency to save time and money. With significant internal resources, jobs are controlled in house as much as possible to maintain on time deliveries.

<http://www.chandlergearmachining.com/>

<https://sodick.com/>

