



*Kevin Chase, CEO, and Carole Chase, Vice-President*

## Our commitment to you

At Chase Plastics, we're real people providing real solutions. It's something we've been doing since 1992, when Kevin and Carole Chase independently set out to redefine resin distribution with one fundamental premise: providing outrageous customer service. With sheer determination, a Detroit-bred work ethic and \$2,500 in their pocket, the husband and wife team worked together to fill a need for plastic processors by doing something the big distributors would not: provide quality specialty, engineering and commodity thermoplastics for small- to medium-sized applications with great customer service. Today, customer service is more than a value, it's instilled in our DNA, and it's inherent in everything we do. Just as the day we started, we're committed to providing real solutions that aren't delayed by red tape, inaction or indecision, but through a genuine understanding of your business and a mutual goal of helping you succeed and thrive.

## Real insight

As the industry evolves, so does your business. That's why we're by your side every step of the way with insight to help you create efficiencies as well as providing solutions to any issues that may hinder your success. We're constantly outpacing the industry and are committed to advancing our customers to help you meet tomorrow's demands today.

- Technically skilled sales professionals with degrees and/or engineering backgrounds with processor experience
- Technical Development Engineers provide custom insight and expertise on materials and processing, over the phone or on your floor
- Exclusive Chase the Knowledge educational programs, webinars and technical blog
- Continuous evaluation and expansion of our supplier base, as well as warehouses across North America

# The ChasePlastics Story

**95%** Net Promoter Score

### **REAL Outrageous Service**

We are proud that 95% of our customers are likely to refer us.

## Real culture

We provide customer service that's so outrageous, and a culture that is so unique, it's renowned throughout the industry. Among many accolades, we're honored to be repeatedly recognized by *Plastics News* on their "Best Places to Work" list.

**Real Responsiveness:** it's vital to your business, to your competitive advantage and it's what we excel at. From our industry-leading product line and value-added services, to the ability to forecast industry trends while anticipating your needs, we pride ourselves on our ability to be nimble, flexible and respond with a sense of urgency when you need us.

**Real Dedication:** When you become a Chase Plastics' customer, from day one you receive a dedicated account team ready and equipped to provide Outrageous Service.

**Real Flexibility:** Chase Plastics offers the industry's broadest product line, featuring more than 35,000 specialty, engineering and commodity thermoplastics, in stock and ready to ship with no minimum order size.



### 2023

#52 on *Crain's Detroit Business* Private 200 List

### 2019

SPE Detroit Community Service Award

### 2015

#85 on *Crain's Detroit Business* Private 200 List

### 2014

*Crain's Detroit Business* Cool Places to Work in Michigan

### 2013

#41 on *Crain's Detroit Business* Fastest Growing Companies List

### 2012

Ernst and Young Entrepreneur of the Year

**ISO 9001:2015 Certification** with Benchmark Ratings in Continuous Improvement, Internal Audits, Management and Resources

## Real service from real people

**Outrageous Service:** it's unheard of and rare in our industry – but it's what we pride ourselves on and it's the center of our Core Values. From real people answering the phone when you call to real engineers providing expertise on your floor when you're down, we're here to help you succeed. We're beholden to our Core Values that promote **high expectations, independence, teamwork, execution, and character.** Through these, you can expect accountability not only for our performance, but from the performance of our valued suppliers, so that you're receiving quality products when and where you need them, every time you place an order.

▶ **Insight** ▶ **Flexibility** ▶ **Responsiveness** ▶ **Dedication**



## Get real solutions – today

New customers rate us **96.4% in satisfaction surveys.** Give us a chance today and we'll show you why!

Call **800-23-CHASE** or email [info@chaseplastics.com](mailto:info@chaseplastics.com)

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