

Providing Quality Tooling Services: RME Cutting Tools Inc.

By Paul Adair

WITH HEADQUARTERS IN GUELPH, ON, RME Cutting Tools Inc. has been helping serve the nation's cutting tool needs for almost two decades. Founded in 1995, RME has built its reputation over the past 19 years through its complete customer service experience. From the beginning, RME has maintained a primary focus on its ability to offer both a single source and full-service option for all tooling needs.

To better meet market demand, RME operates seven days per week, providing its customers with peace of mind that their needs will be filled at a moment's notice. It also allows the company to have some of the best turnaround times in the business, helping ensure its customers' continued patronage.

"We pride ourselves on building long-term relationships," says Dan Allen, president of RME Inc. "Our customers love our service, turnaround times and, most of all, our quality. We work for our customers, not just with them."

It is because of this unparalleled focus on the customer that RME finds itself as Canada's largest carbide cutting tool manufacturer, rapidly growing into one of Canada's leaders in distribution, with brands such as Guhring, Nachi, Dormer and Ingersoll. Recently, RME was also awarded the Mitsubishi product line, an exciting addition which expands on the quality tooling the company can provide to its customers.

From humble beginnings

RME had a humble beginning, with a shop based out of several units in an industrial strip mall. The company is now housed within a 20,000 square-foot building, specifically designed and engineered to be the most efficient cutting tool manufacturing facility in Canada, containing CNC Walter Grinders, Platit coating systems and large, manual and turning departments to further expand on its customer demands for regrinding and custom tooling solutions.

"It was a big milestone for RME when we built and moved into our current facility in 2003," says Allen. "We have been able to meet and exceed our initial goals, and now we are on to bigger and more ambitious ones!"

Behind RME's comprehensive complement of services is a dedicated team of account managers, client facing sales, technical representatives and an extensive fleet of delivery drivers. The company strives to maintain a fun, team-oriented workplace environment and to find a great mix of people and personalities to build upon. RME currently employs over 40 people, the quality of whom, RME views as the key to its business' prosperity.

"There is competition for the services we provide, which is good for challenging us to be different and push the limits of

LEFT: CNC Walter Grinders, Platit coating systems and large, manual and turning departments allow RME to expand on customer demands for regrinding and custom tooling solutions.

RIGHT: The company's 20,000 square-foot building has been specifically designed and engineered to be the most efficient cutting tool manufacturing facility in Canada.



RME Inc. is headquartered in Guelph, ON.



our abilities," says Allen. "Part of meeting this challenge is to hire some of the best, most reliable staff in the area, take their skills and give them the best machines and technology available so that we can offer the most innovative tooling solutions for our customers. The result is that we have a strong and loyal customer base."

The biggest challenges the company faces are in managing its steady growth and staying on the front lines of innovation and advancing technologies, which are becoming ever-more prevalent in the cutting tool manufacturing market. However, the company strongly believes that it has a firm grip on meeting these challenges and is poised for great things in the near future.

"We want to continue to be a leader in customer service," says Allen. "We want to continue to explore, push the limits of technology in our tool design and products and to continue our rapid growth in distribution."

As RME grows, it values its membership with the Canadian Tooling & Machining Association, recognizing the great benefit that comes with being part of a larger fraternity of machinists.

"For us, it is about networking," says Allen. "The CTMA provides another forum for us to connect with our peers." ■



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