

# COLSON CASTER OFFERS CUSTOMERS ‘SPY’ TESTING

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Colson Caster Corp., a manufacturer of standard and custom application caster and wheel products, has offered its customers the opportunity to “spy” on the testing procedures performed on their products. The company’s new program provides its customers, and potential customers, with video of custom wheels and caster products taken during Colson’s actual testing processes.

“Our testing procedures are rigorous and unique,” says Charles Harris, engineering manager for Colson. “We thought that just a photo and data of the complete process did not do the testing programs justice, and certainly did not provide the type of active review for the customer that this new methodology does.”

Colson has three electronic cameras detailing the testing processes designed for both turntable test machines and its drum tester. As Colson can create unique quality and performance procedures dictated by each customer’s needs, the written description and photographic testing sometimes was still difficult to visualize and evaluate.

With actual video of the testing, accompanied by supporting and informational data and results, it is easier for customers to understand the value of the testing performed by Colson engineers. The company says the benefits of this new “test viewing” ensure that adequate and appropriate products are secured without the fear of limited performance or the unnecessary cost of overperforming product selection.

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Yes, we've made substantial procedural changes to