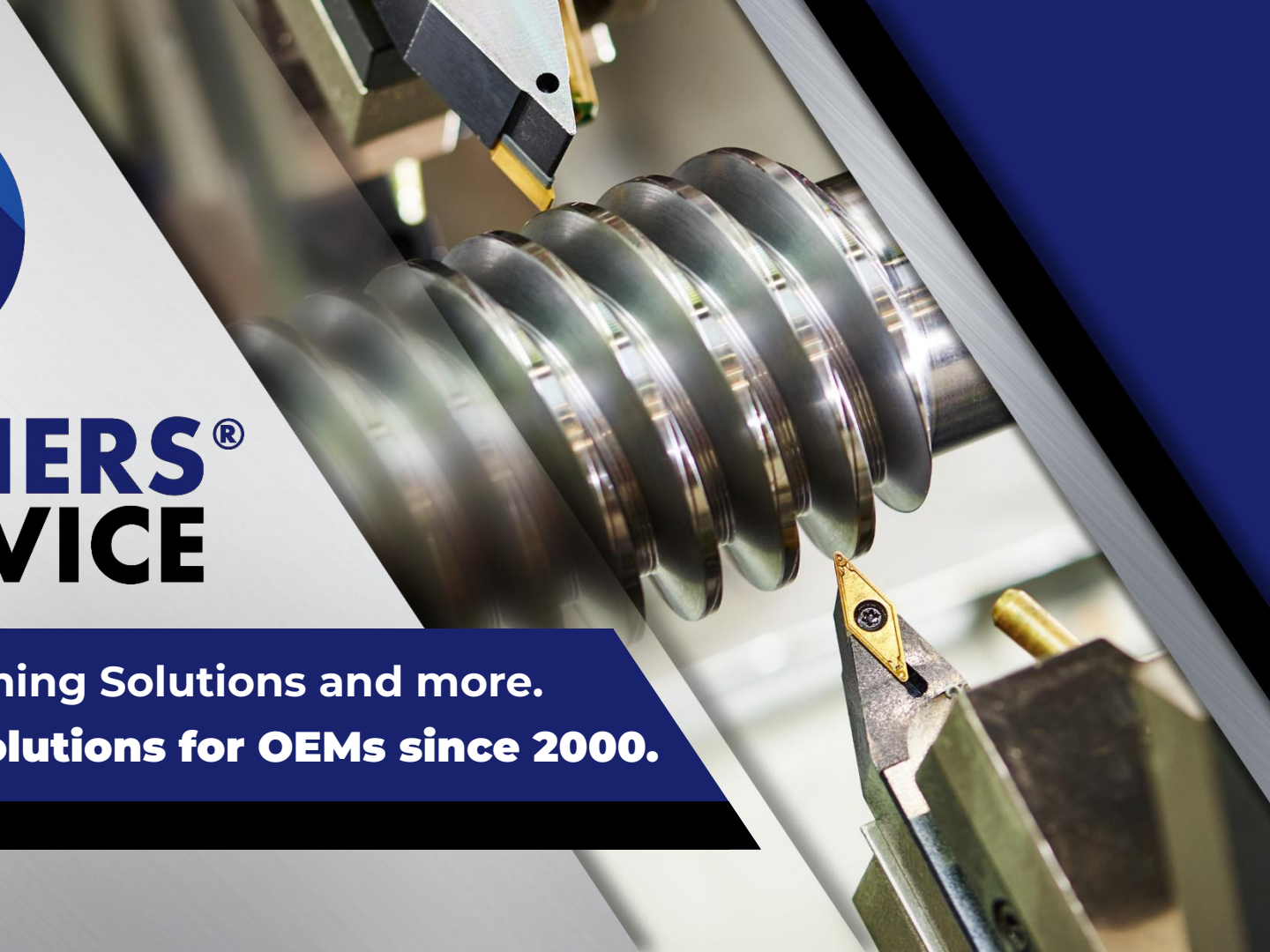




# **FASTENERS<sup>®</sup>** **SERVICE**

**Experts in Fastening Solutions and more.**  
**The One-stop solutions for OEMs since 2000.**





## 1. WHO WE ARE

- Our History
- About Us
- Our Culture
- Sustainability
- Value Statement
- Facilities

## 2. WHAT WE OFFER

- Services
- VMI System
- VMI Flow Chart
- Sourcing
- Our Commercial Process
- Our Advantages

## 3. OUR MARKET

- Industries
- Testimonials

## 4. OUR PRODUCTS

- Main Products

## 5. QUALITY

- Quality management



**FASTENERS<sup>®</sup>  
SERVICE**

# WHO WE ARE

# OUR HISTORY



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SERVICE**



**TORNEXPRESS**

Company established as Tornexpress as a local fastener distributor in Monterrey, Mexico.



**FASTENERS<sup>®</sup>  
SERVICE**

Company rebrands itself as "**Fasteners Service de México**" (FSM) to become a full service partner to US companies that have operations in Mexico.



**FRIEDRICH**

On-going **VMI program** in place with Friedrich



**Warehouse Expansion**  
Double the surface, moving from Regio Parque over to Kalos Industrial Park



**Queretaro Office**  
Company opens sales office in Queretaro

**2000**

**2007**

**2011**

**2012**

**2015**

**2017**

**2022**

**2023**



**New location**

We moved from Milimex to Regio Parque



**ISO 9001:2008**

Fasteners Service de México becomes ISO 9001:2008 standard certified.



**Mexico City Office**

Company opens its operation office in Mexico City



**Fasteners Service de México and Tornexpress**

are certified with the ISO 9001-2015 standard in this year.



**Reynosa Office**

Company opens its sales office in Reynosa

# ABOUT US



**FASTENERS<sup>®</sup>  
SERVICE**

Company with more than 20 years of experience in providing customized solutions to various OEMs industries supplying various types of standard fastening products, special manufacture or by drawing.



**MORE THAN  
6,000**  
PART NUMBERS OF  
FASTENERS SOLUTIONS

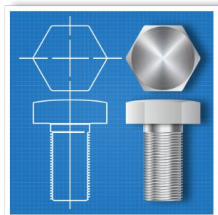


**MORE THAN  
30**  
VMI CUSTOMERS

**MORE THAN  
300**  
SUPPLIERS  
WORLDWIDE



**MORE THAN  
35,000,000**  
PARTS SHIPPED ANNUALLY



**MORE THAN  
3,800**  
UNIQUE PARTS  
PER SPECIFICATION  
OR DRAWING



**96%**  
ON TIME DELIVERIES



**24Hrs**  
QUOTE RESPONSE

# OUR CULTURE



**FASTENERS<sup>®</sup>  
SERVICE**

## Mission

Provide high-quality fastening solutions that exceed expectations. Focused on our customers, we are dedicated to providing reliable service that makes us the premier partner to the OEM industry in Mexico.

## Vision

To be a key partner in the OEM industry through outstanding customer service, value-added solutions, and the power of leading collaborators.

## Our Values



**Integrity**



**Discipline**



**Responsibility**



**Loyalty**



**Collaboration**



**Passion**



**Respect**



**Quality**



**Customer**

# SUSTAINABILITY



**FASTENERS<sup>®</sup>  
SERVICE**

We are dedicated to making a positive impact on the environment and our community. Sustainability is at the core of our business philosophy and guides our decisions and actions.

## Initiative



**Manufacture 25% of our  
products in Mexico.**

## Advantages



### **Promoting regional growth**

Our initiative supports local businesses and stimulates economic growth in the region.



### **Reducing maritime transportation**

Contributes to the reduction of oil pollution in the ocean.



### **Environmental responsibility**

We offer non-chromate technology products that comply with environmental regulations and deliver the highest quality.

# SUSTAINABILITY



**FASTENERS<sup>®</sup>  
SERVICE**

At Fasteners Service, we prioritize risk management to provide our customers with reliable and secure solutions.



## **Our commitment includes the following practices:**

1. Alternate supplier plans for all active part numbers (PNs).
2. Supplier certification to ensure quality and reliability.
3. Annual supplier audits to review performance and compliance.
4. Exclusive partnerships with financially stable accounts under long-term contracts.
5. Market diversification to mitigate dependency and enhance opportunities.
6. Operating with optimal financial ratios through quarterly reviews and strategic planning.



# VALUE STATEMENT

We strive to be the **supplier of choice**. We consider customers as valued partners, and as such, we make sure to identify their needs to offer solutions that **add value** for them. Building their trust and loyalty over a long term sustainable business relationship.



**FASTENERS<sup>®</sup>  
SERVICE**

*We create the ultimate commercial experience beyond customer expectations, being one of the reasons for them to succeed at achieving their goals.*

# FACILITIES

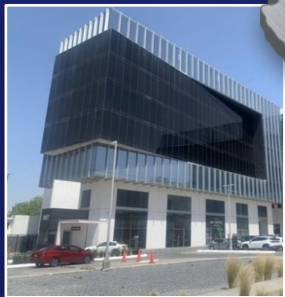


**FASTENERS<sup>®</sup>  
SERVICE**

To offer the best solutions to our customers, we operate in a dedicated way:



-  Operations Office (Mexico City)
-  Local Distribution Warehouse Sales Office (Apodaca)
-  Quadra Headquarters (Monterrey)
-  Sales Office (Queretaro)
-  Sales Office (Reynosa)
-  Warehouse Queretaro (2024)
-  Sales Office Tijuana (2024)





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SERVICE**

**WHAT WE OFFER**

# SERVICES



**FASTENERS<sup>®</sup>  
SERVICE**

*We provide a variety of services*

## 1. Customized VMI Systems

Support your customer's needs with our locally managed inventory, we guarantee that you will always have the ideal stock levels.

## 2. IMMEX

Permit that allows temporary imports with benefits such as tax exemptions and simplified customs procedures.

SE



**IMMEX**

## 3. Consolidation of Fasteners Suppliers

- More than 300 partners worldwide.
- Delivery to your doorstep.
- Local supplier.



# VMI SYSTEM



**FASTENERS<sup>®</sup>  
SERVICE**



Our VMI management system optimizes your inventory. Our detail-oriented process and people guarantee that you have access to all of the inventory you need.

## Main Benefits

- Inventory ownership close at hand.
- Safety Stock.
- Zero Shortages, through manufacturing scheduling and inventories on a forecast basis.
- Rapid response to peak demand.

# VMI FLOW CHART



**FASTENERS<sup>®</sup>  
SERVICE**

## CUSTOMER

Minimum and maximum stock count



**INVENTORY REPORT**



## TORNEXPRESS

Send work order to warehouse



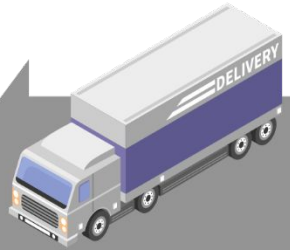
## ASSEMBLY LINE



# VMI



**Delivery to the customer's point of use or storage point.**



**Preparation and delivery to the customer.**

# SOURCING



**More than 300  
Suppliers Worldwide**



**FASTENERS<sup>®</sup>  
SERVICE**

***Partners with top  
manufactures to provide  
exceptional service.***

**LOCAL SUPPLIERS:** Approved high quality local suppliers in place to support any quick turnaround needs that might occur due to abrupt fluctuations in your demand.

Our TOP main supplier base is located in Asia, Europe, USA and Mexico.

# OUR COMMERCIAL PROCESS



**FASTENERS<sup>®</sup>  
SERVICE**



**Commercial Agreement**



**Samples Delivery**



**Samples Approval**



**Purchase Order**



**First Release Manufacturing**



**Quality Inspection**



**First Release Shipment**



**RFQ**



**Quote**

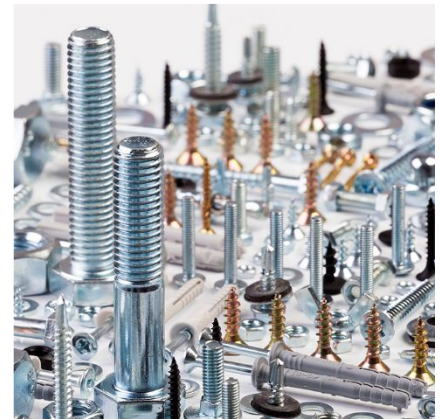


# OUR ADVANTAGES



**FASTENERS<sup>®</sup>  
SERVICE**

- ← Superior quality in product and services.
- ← A vast variety of products and engineered solutions.
- ← Competitive pricing.
- ← Value added services and legendary customer support.
- ← Flexibility to make quick decisions locally to expedite shipments or solve problems with our senior management being located in the region.
- ← Third Party Logistics Program (3PL): Warehouse space under contract already available in Guadalajara, Mexico City, Monterrey and Queretaro.





**FASTENERS<sup>®</sup>  
SERVICE**

# OUR MARKET

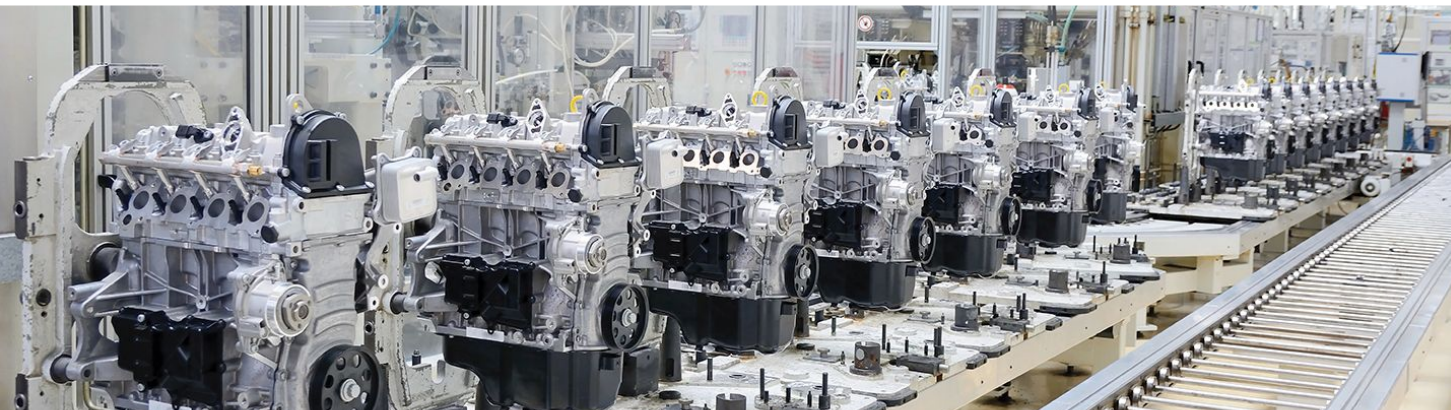


# INDUSTRIES



**FASTENERS<sup>®</sup>  
SERVICE**

With years of experience in varied industries, we create custom solutions that extend beyond the exceptional hardware we provide.



**The support you need in a variety of industries**



Automotive



Agriculture



Healthcare



HVAC



Heavy  
Duty Trucks



Aerospace



Home  
appliances



Energy

# TESTIMONIALS

"Fasteners Service has been a key partner in the success of our projects. The biggest benefit we have obtained is undoubtedly the VMI, which allows us to have precise control over inventory shortages. Thanks to them, we have been able to save costs and space in our warehouse, as they efficiently manage our inventory. Additionally, their highly competitive prices have instilled great confidence in their work. We recommend FSM as a reliable supplier committed to customer satisfaction."

Jesús de León  
**Purchasing Director, Friedrich Air  
Conditioning Co.**



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SERVICE**



**FRIEDRICH**



# TESTIMONIALS

"FSM has always been a Customer service and cost saving focused company. They have supported us in expediting parts whenever we have an immediate requirement and they are committed to support our needs. Regarding quality, they are focused to fulfill our needs and work even beyond our expectations proposing both, short and long term improvements."

Luis Otero  
**Buyer, Invacare / Invamex**



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SERVICE**





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SERVICE**

# OUR PRODUCTS



# MAIN PRODUCTS



**FASTENERS<sup>®</sup>  
SERVICE**

Our wide variety of products ensures that you will find what you need. We have the highest quality products at the most competitive price.



*Standard  
Fasteners*



*Special  
Fasteners*



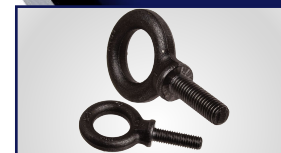
*Screw Machine  
Products*



*Wire  
Forms*



*Extruded  
Fasteners*



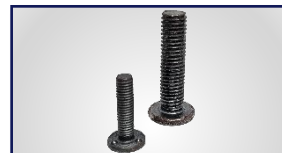
*Forged  
Fasteners*



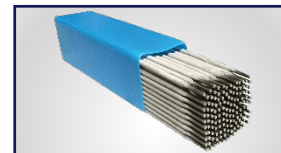
*Springs*



*Plastic  
Fasteners*



*Welding  
Fasteners*



*Welding  
Wire*



*Electronic  
Hardware*



*Stampings*



*Kitting Services*



*Pipe Plugs*



*Connectors*



*Secondary  
Processing*





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SERVICE**

A close-up photograph of an industrial machine. A camera lens is mounted on a mechanical arm, positioned over a circular tray filled with various screws. The scene is lit with dramatic blue and white light, creating a high-tech atmosphere. The camera lens has some technical markings on it, including 'F 1.8', 'G 1:1', and '1/25'. The mechanical arm it's attached to has a label with the number 'B260000827D'.

**QUALITY**



# QUALITY MANAGEMENT



**FASTENERS<sup>®</sup>  
SERVICE**

- **ON-SITE VENDOR AUDIT:** An on-site vendor audit is performed on all our vendors to ensure they meet FSM's quality standards.
- **PPM's:** Maintains PPM levels at minimum with all vendors, in case their quality rating drops below acceptance, all orders are suspended until issues are solved successfully.
- **ANNUAL REVIEW:** According to periodic evaluations, all of our suppliers are subject to ratings and performance goals that are set for them to be accomplished in the upcoming year.





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SERVICE**

# Thank you

**Contact us:**

Phone: **+52 1 81-1539-9174**

Email: ***sales@fsmfasteners.com***