

Maximizing the Performance of Industrial Machinery

[www.machinedocs.com](http://www.machinedocs.com)

**Address:** 5807 W Fenrick Rd

**Business Name:** The Machine Doctors

**Describe your products/services:** We help customers maximize the productivity of their industrial machinery by providing trouble shooting services, repairs, and upgrades of all kinds to all types of industrial machinery. We also offer engineering consulting services.

**Directions & Business Hours:** We bring our service to our customers! Our office hours are from 7:30 am to 4:30 pm Monday through Friday but our service hours are from 6:00 am to 10 pm Monday through Saturday.

**Do you have a favorite saying that applies to your business?** Measure twice and cut once!

**How did you get interested and/or started in this business?** I've always been interested in mechanical and electronic devices. I've been working with automated equipment since I was a co-op student in college. I finally decided I could help more people by working independently than working for a custom machine builder.

**Name:** Paul Terpstra

**Phone:** 877-MACH-DOX

**Title:** President

**What are your future plans for your business?** To network with more and more independent experts and small businesses so we can provide more, and better, services for our customers.

**What do you do that differentiates you from your competitors?** We offer a local presence with a broad range of expertise and experience in both the mechanical and electrical aspects of machinery.



**What do you find most rewarding about this type of work?** Seeing a machine come back to life after being lifeless and the appreciation of a satisfied customer.

**What have been some of the challenges you've faced and how did you work them out?** Keeping ourselves from becoming too dependent on one or two major customers. I've had to learn to limit the percentage of our work that is being done for any single customer. Sometimes it's hard but it has kept us more divers-

fied.

**What have you learned from this business?** Just be truthful and people will respect you.

**What kind of training or background do you have?** I have a degree in mechanical engineering and have been working with machine controls of all types for more than 25 years. Over the 19 years that I worked for Gilman Engineering I worked on a huge variety of different machines.

**What or who has had the most influence in the way you do business?**

Seeing how poorly some companies treat both their customers and their suppliers.

**What type of customers uses your products/services?** Any company with automated industrial equipment.

**When was the business started?** We began full time operation in January of 2004.