

Madsen Fixture & Millwork Inc.

chines are two Weeke CNC machining centers, a Holzma panel saw and a Homag edgebander, all from Stiles Machinery, as well as a Timesavers sander and a Cosmec gang rip saw.

The company's project managers are largely responsible for getting the project to

the shop. If it is a prototype, there are meetings to make sure that everyone involved is on the same page.

"That's something we're doing more and more of, getting more people involved in what is the best way to take a particular custom piece and make it a production run," Trippe says.

Madsen also takes a lead role in the installation of the product, as part of its customer service. "We line up the shipping and deal with the general contractors that come in," Murray says. "Our customer doesn't have to be the middle person. It takes a little step away from them, so they've got more time to spend on their end."

Madsen's employees are equally adept at

working on a run of 250 units or a set of prototype fixtures. In either case, the company is aware of the deadlines involved in the fixture industry and strives to deliver the product in time.

The company recently completed a series of fixtures for the gift shop of a new dinosaur-themed restaurant. "They came in about a week before they set up and said, 'We need fixtures that look like dinosaurs,'" recalls Paul Munson, one of Madsen's project managers. "We scoured the Web for pictures, brought them into Adobe and traced them out. It all went over really well."

"I think we had six working days to turn the thing around," Trippe adds. "It was at the last minute where they asked us to do a couple of things, and it ended up being a whole store's worth of fixtures."

One of the company's current projects is building glass fixtures for a prototype store. "With most of our stores, we can knock something out in a week. But with something like this, with glass cubes and new types of items, it's going to be a challenge," Trippe says, "but we'll get it done."

Along with meeting its own deadlines, Madsen has occasionally had to step in to meet other company's deadlines. "I've been asked by our customers to step in for competitors to replace parts or complete projects on job sites because they were unable to complete them on time," Morgan says.

Trippé adds that cooperation between all parties is important for the success of its projects. Madsen's owners like to show their appreciation to employees, customers and vendors alike by hosting events like an annual golf tournament, in keeping with its people-friendly image.

"We've got a great crew and have had great cooperation," says Trippé. "We really take care of people, and I think our customers will tell you we try to make it fun." ☼



The fixtures that Madsen produces can incorporate everything from wood, veneers and laminates to metal, glass and solid surface.



Some of the office staff of Madsen Fixture & Millwork, from left to right: Paul Munson, project manager/estimator; Kristyn Murray, controller; Jim Murray, project manager; Jeff Trippé and Chet Morgan, owners. The reception desk was designed and built by a Madsen employee as part of a company contest.