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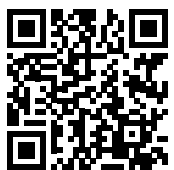
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CROM Contracting

Innovate, Collaborate, Deliver: Blueprint for Customer-Centric Metal Fabrication



Kris Bengtsson,
President

In the dynamic realm of metal fabrication, a symphony of processes, such as cutting, burning, welding, machining, and forming, orchestrates the creation of various products, ranging from essential hardware to intricate structural components. This sector stands as a linchpin in manufacturing, yielding an assortment of goods from basic tools to precise handrails. Its substantial contribution fuels an approximate annual growth of three percent, bolstering global industrial advancement.

Yet, amid this continual expansion, the metal fabrication field has its share of challenges. Everything operates on demand and customers anticipate a streamlined experience even in an industrial setting. They want prompt product delivery, cost-effectiveness, and transparency in progress and expected delivery times.

Achieving these expectations proves challenging due to the intricacies of the supply chain, fluctuating material costs, production delays stemming from equipment maintenance or breakdowns, and the complexities of coordinating various fabrication stages. This necessitates fabricators to adopt flexible processes that enable accurate cost estimates and empower them to efficiently handle intricate customer requests to stay ahead of the competition.

“As a bespoke welding and fabrication company, our unwavering dedication lies in achieving complete customer satisfaction through a commitment to excellence. We pride ourselves on swiftly generating solutions and ideas for fabrication, ensuring the efficient and quality-driven delivery of products at affordable prices,” says Kris Bengtsson, president of CROM Contracting.

The company provides comprehensive solutions, from simple repairs to intricate fabrications, covering both light and heavy construction to meet the diverse client requirements. CROM’s specialization encompasses various aspects of

fabrication, including construction, high-end particle accelerator products, steel and metal fabrication, with a focus on stainless steel, steelwork pressure, ultra-high vacuum systems, and precision tasks like high-polished finishes.

The client journey in the fabrication process commences with a meticulous examination of the client’s drawings. This is followed by collaborative sessions with the client to delve into the intricacies of their processes, aiming to identify potential shortcomings in the design. CROM’s team actively refines and enhances the fabrication process to improve the final product. This is achieved while remaining within the defined budget, emphasizing optimal results without compromising financial parameters.


To prevent workforce overwhelm, CROM strongly emphasizes capacity management. This ensures that the team is well-equipped to deliver on promises without sacrificing quality or timelines. The primary focus is on prioritizing the needs of existing customers, positioning their requirements at the forefront of its operations.



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This dedication to customer satisfaction is rooted in CROM’s two-decade-long presence in the industry. Over the years, it has honed its skills and developed a team with extensive experience to exceed metal fabrication needs. The team share a strong sense of camaraderie and mutual understanding and deeply understand each other’s strengths, allowing seamless collaboration. The team members readily seek out colleagues with specific expertise to enhance their skills. The goal is to advance projects collectively, showcasing a unified team effort.

The company’s commitment to delivering exceptional service is complemented by its dedication to outstanding workmanship. It recognizes the importance of product delivery and project completion, making a determined effort to adhere to timelines. With a steadfast focus on fostering lasting customer relationships, it aspires to attract new clients by pledging to consistently deliver high-quality products at fair prices. This underscores CROM’s overarching objective of ensuring customer satisfaction and building a reputation for reliability in the industry. 

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The annual listing of 10 companies in Canada that are at the forefront of providing Fabrication services and impacting the marketplace