

★ CLIENT PROFILE

In business for over four decades, Amtrak is a railroad passenger corporation that strives on delivering a high quality, safe, on-time rail passenger service that exceeds customer expectations and maintains their leadership as a forerunner in the industry. Amtrak, the national rail operator, connects America in safer, greener and healthier ways. Amtrak has a presence in 46 states, the District of Columbia and three Canadian provinces. It operates more than 300 trains each day to more than 500 destinations. Amtrak also is the operator of choice for state-supported corridor services in 15 states and for four commuter rail agencies.



THE CHALLENGE

AMTRAK sought a supplier for the refurbishment of seat cushions on their trains. This incredible, much-awaited opportunity to work with AMTRAK enabled FSM to showcase their product engineering services. Serving this long-held contract required reverse engineering the parts as well as the development of engineering drawings and patterns specific to industry quality standards.

AND THEN SOME...

A preliminary analysis of the product revealed the need for material substitution which benefitted AMTRAK. To ensure fit and viability of the parts being manufactured, FSM conducted onsite visits to their various locations.

