Pictures are Easy! | Customization

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Posted by RacquetQuest

It is easy for me to post pictures of racquets being made ready for shipment to tournament players. However, there is a lot more work before these can be tagged, bagged and packed!

Paperwork is what I am talking about! I have included some of the paperwork in this image, so you get some idea of what is involved. Not many people like paperwork but for this work it is essential!

Every racquet we do has the same "paperwork", but local customers normally don't need racquets customized and shipped overnight! Out of town customers, your racquets are typically prepared as close to the "use by" date as possible. So these racquets were strung and tweaked this morning and shipped (via overnight) this afternoon. Most of the customization can be accomplished before stringing but final adjustments, if required, are the last thing on the list.

The "paper work" on the right is data from the ERECA Balance System, and this information is taken at each step in the customization, and at a "play ready" status. While I still rely on swing weight as the primary dynamic property I use the ERECA system for very precise static balance, total weight, and a quickly calculated swing weight.

The other "paper" is my standard Racquet Record software data that contains over forty (40) pieces of data that are a permanent record in the customer file.

It sounds like a lot of paperwork, but it is necessary to assure consistency and organization. Every racquet gets the same treatment.

So, the next time you see pictures remember there is a lot more to it than stringing, bagging, and shipping.

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