

CUSTOMER AWARENESS

Understanding BST Published Lead Times

A practical guide for purchasing, planning, quality, and shipping personnel

Purpose: This guide explains how BST's published lead times are used, when the lead-time period begins, what may affect an order-specific date, and what customers can do to prevent avoidable scheduling delays.

Five points to remember

#	Key point	What it means
1	The published lead-time sheet is the current planning reference	Use the effective revision provided by BST when preparing new orders and requested delivery dates.
2	Lead time begins after receipt	BST's lead-time period begins on the first business day following a 24- to 48-hour interval after it receives both the parts and a complete, accurate purchase order. Orders received after 2:00 p.m. are considered being received on the next business day.
3	Published lead times are estimates	They are based on current production capacity and represent normal processing conditions. They are not an automatic acceptance of the requested date shown on a purchase order.
4	BST confirms the order-specific date	During contract review, BST evaluates the requested process, quantity, specifications, testing, outside processing, and current workload before confirming the expected delivery date.
5	Special requirements may add time	Laboratory testing, surface-contamination testing, mechanical testing, blasting, straightening, outside processing, complex specifications, or missing information may extend the standard lead time.

Customer actions before sending work

- Review the current Published Lead Times before establishing the requested delivery date.
- Provide a complete purchase order identifying the process, specification and revision, part number, quantity, material condition or type 1 or type 2 part, testing and certification requirements, and end customer or prime when required.
- Contact BST before shipment for urgent, complex, or expedite work. The requested purchase-order date is not accepted until BST confirms the expected date.
- Respond promptly to clarification requests; processing time may not begin until required information is complete.

How BST communicates the expected date

Stage	Communication
Planning	BST distributes the current Published Lead Times for customer planning.
Contract review	BST compares the requested date with current lead time, capacity, and order requirements; clarification is requested when needed.
Confirmation	BST communicates the expected date through email, order acknowledgment, or another documented method.

Expedite and outside-processing requests

Expedite service is subject to capacity and must be approved before shipment. Outside processors and laboratories maintain their own lead times and may apply separate charges. An expedite request is not confirmed until BST provides written acceptance.

Please share this guide: Distribute it to personnel responsible for purchasing, production planning, quality requirements, and shipping. The revised Published Lead Times remain the controlling reference for the current process ranges and testing additions.

Acknowledgment and questions

Email acknowledgment is sufficient; a revised purchase order is not required solely for this general update. For questions or expedite review, contact BST at (818) 842-0975 or greg@burbanksteel.com.

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