

Case Study: How Cosmic Fischer Delivered on a Daunting Deadline with PDQ



Customer Overview

Company Name	Cosmic Fischer Locks
Industry	Commercial Door & Hardware Integration
Location	New York, NY
Key Context	Known for speed and efficiency on complex projects

Project Background

Challenge:

A major client requested installation of 550 hollow metal doors and frames before Christmas, 700 miles from Cosmic Fischer's home office. The biggest hurdle? Sourcing large quantities of master-keyed cylinders, which typically have 16–20 week lead times from major manufacturers.

Goals:

Deliver the project on time without compromising quality or security.

Why They Chose PDQ

Cosmic Fischer had recently toured PDQ's Pennsylvania facility and was impressed by their ability to quickly provide large quantities of master-keyed products. When the urgent request came in, PDQ was the clear choice.

Solution Implemented

Products Provided:

- 570 master-keyed cores
- Change key sets
- Key blanks and control keys

Implementation Details:

PDQ delivered all items labeled and built exactly as requested within 8 working days, compared to the industry norm of 16–20 weeks. Dedicated PDQ point person helped them tracked every detail to meet the critical deadline.

Results & Impact

Quantitative Results:

- Delivery in 8 working days vs. 16–20 weeks
- Over 570 cores and key sets shipped accurately

Qualitative Results:

- Cosmic Fischer was shocked and relieved by the speed and accuracy
- PDQ earned all future keying business from Cosmic Fischer

Customer Quote

"Within eight working days we received 570 master-keyed cores & change key sets, all labeled and built exactly as requested. This compares to 16–20-week lead time from the other big manufacturers — to say we were shocked (& relieved that everything arrived!) was an understatement. PDQ has earned all our keying business going forward." – Cosmic Fischer Locks

Key Takeaways

- PDQ's speed and reliability enabled Cosmic Fischer to meet an impossible deadline
- Dedicated communication ensured zero errors
- Partnership approach secured future business