Client:	**Millcraft Furniture**
Goal:	**Perfect finishes on premium hardwood**
Industry:	**Custom Furniture Manufacturing**
Location:	**Ohio**
Employees:	**20**
Solution:	**PSA-80 PRO**

omni ROBOTIC

CASE STUDY

Preserving Amish Craftmanship

Eliminating Rework and Frustration[1] with Robotic Sanding

Overview

To resolve costly bottlenecks and rework caused by inconsistent manual sanding, Millcraft Furniture integrated the Omni Robotic System. Despite their lack of technical experience, the Amish woodshop reached full production in less than a week. The switch eliminated quality variations, protected their lifetime warranty, and reallocated over $117,000 in labor costs while maintaining their "hand-built" standard.



Video interview courtesy of our trusted distributor, AW Machinery.

- ✓ **$20,000/year+ Rework Labor Savings[1]**
  Stop the "double-pay" penalty for manual defects.
- ✓ **$117,000/year+ Reallocated Labor[1]**
  Shift your team from sanding to higher-value assembly.
- ✓ **Standardized Finish Quality**
  Ensure every piece meets your highest standard.
- ✓ **Full Production in a Week**
  Go from delivery to full production with zero complex programming.

The Problem

The "Hidden Tax" of Manual Sanding
At Millcraft Furniture, manual sanding by multiple artisans created microscopic inconsistencies that led to uneven stain absorption and mismatched finishes. This "Cost of Poor Quality" acted as a silent profit killer for the 20-person shop. Beyond the $28,500 annual loss in wasted materials like stains and strippers, the shop faced a "Double-Pay Penalty." By paying employees to refinish errors rather than build new pieces, Millcraft didn't just lose money—they lost production capacity.



"With five or six different people sanding, you had a little bit of variation... And also, nobody likes to do the sanding."

— James Coblentz, Owner of Millcraft Furniture

The Solution

Seamless Integration into Traditional Craft
Millcraft Furniture wanted a machine to guarantee a flawless canvas for their finishes. As a traditional, hand-built shop with no advanced computerized machinery, they needed a solution that added value without disrupting their Amish craftsmanship philosophy.

The Result

Rework Elimination: First-Pass Quality
Every rework cycle pulls a finished job back into sanding and finishing, doubling labor on the same unit. The Omni system eliminates sanding variation, ensuring a first-pass finish and keeping production moving forward.

Same Premium Quality. Less Hassle. Less Waste.
Just four months after installing the Omni system, Millcraft Furniture elevated their product quality and entirely transformed their shop environment.

Zero Rework Labor
End the cycle of paying an employee twice to fix the same piece of furniture.

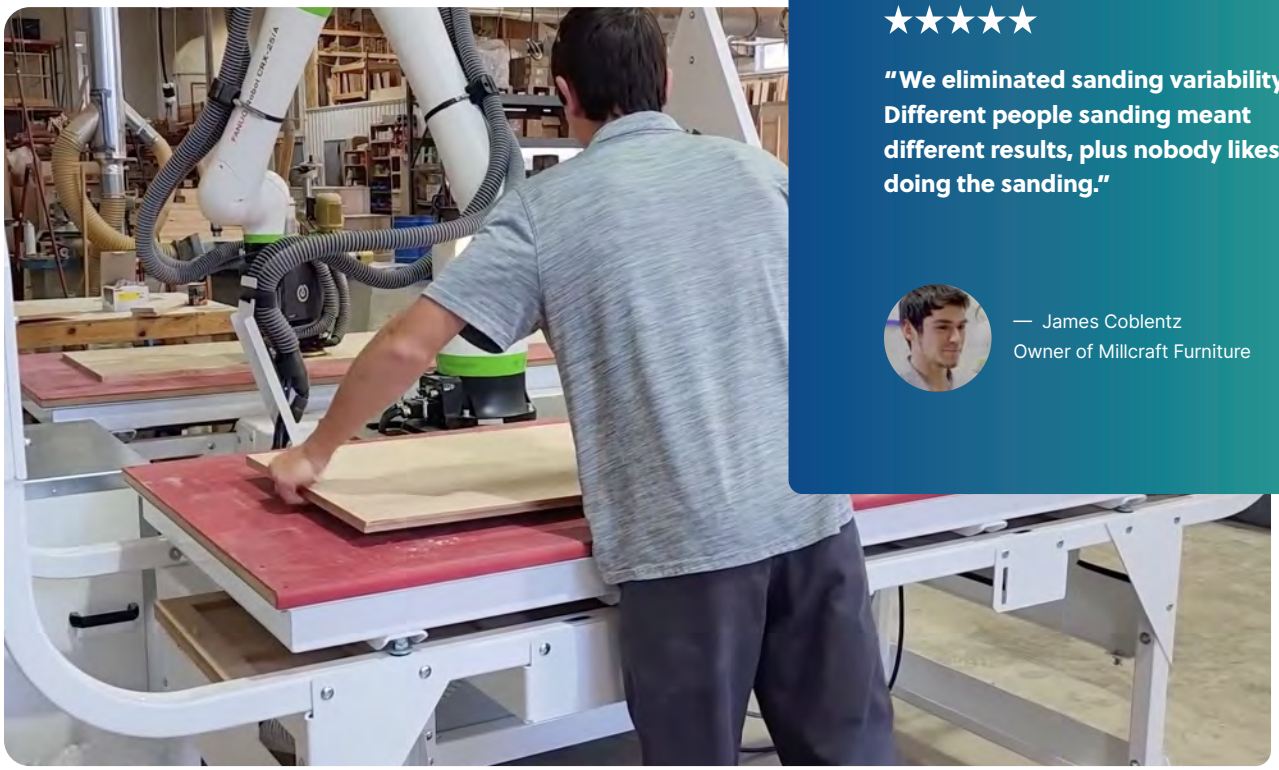
Standardized Quality
Ensure every piece perfectly matches thier brand's highest standard.

Skilled Labor Reallocation
Shift your team's focus strictly to profitable, high-value assembly tasks.

Uncapped Capacity
Take on more complex projects without rushing your artisans.

Predictable Production Flow
Keep finishing schedules stable by eliminating rework loops and unexpected job returns.

Higher Shop Morale
Higher Shop Morale: Keep your best employees happy by removing the physical strain and dust of hand-sanding.



★★★★★

"We eliminated sanding variability. Different people sanding meant different results, plus nobody likes doing the sanding."

— James Coblentz
Owner of Millcraft Furniture

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