



HAVILAND Products Company

421 Ann Street NW
Grand Rapids, MI 49504-2075

Susan Lockhart

Haviland Sales Representative



Susan Lockhart is the Account Manager for Haviland Products Company located in Grand Rapids, Michigan. Susan joined Haviland Products team in September 2004.

Her 25 years in the chemical distribution industry has provided her with the expertise in the commodity chemical industry, while specializing in the solvent market. She is also familiar with the pharmaceutical industry and its standards. Susan's 25 years experience includes purchasing where she was responsible for procuring \$3,000,000 per year in solvents and acids for Haviland Products.

Susan, while purchasing chemicals, was also providing other Haviland Account Manager's with support at specific accounts where Susan already had a relationship with the buyer. Recognizing her desire and drive to be more involved in sales activities at Haviland, when an opening was available, the sales manager offers the position to Susan.

Now after a year in her new position, Susan has gained new business plus has also been able to get lost business back. She has gained this new business and lost business by growing relationships. She believes in not just getting an order, but developing the relationship and earning and keeping the business. This attitude has been appreciated by many of her customers.

In addition to her 25 years in the chemical distribution industry, Susan has taken sales and marketing classes at Baker College, has a certificate in Management, and belongs to the American Purchasing Society as a Certified Purchasing Professional.

Susan's personal pledge to Haviland's customers:

"To provide them with the best follow-up to her ability with any questions and/or issues any customer may have."

For more info. contact Susan at:
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