

Reflections



PEG

PRECISION ELECTRONIC GLASS
Innovation. Technology. Service.

FALL 2005

Industry Events



Going out "into the field" and meeting customers is a key part of PEG's business philosophy. Recently, PEG President Philip Rossi and Quality/Sales Engineer, Mark Andrews, have made extensive travels to many customer locations.

Inside Reflections

In This Issue	2
Client Highlights:	
Case Study: PEG helps ITT realize its 'vision'	2
FAQ RFPs... What's the Process? ..	2
Spotlight on Service:	
PEG Veteran	3
Artisan Profile	
John Parlman	3
Operations Showcase:	
Traditional Skills	3
Engineer's Corner	
The PEG Auto Lathe	4

www.pegglass.com

PEG *On the cutting edge*

Since PEG opened for business more than 40 years ago, the company has responded to the dynamic markets it serves. Early on, one of the leading products was a glass device that permitted steel manufacturers to obtain samples of molten steel to test for various chemical properties. But as testing methods changed, the device was no longer in demand. CRT monitors are another example of an industry need that was edged out by technological advances, specifically the LCD. Precision Electronic Glass President Phil Rossi says the growth of the business comes from this constant migration.

with replacing saw blades. As well, they are highly consistent and reliable.

Laser applications require a high degree of expertise in dimensions and tolerances, areas of proven competence at PEG. Prototypes are currently under development with client testing to follow.



PEG is becoming increasingly involved in laser cutting—a high-demand industry with diverse applications.



To that end, PEG is becoming increasingly involved in laser cutting—a high-demand industry with diverse applications. Although the company has, for years, created laser components for plastic surgery and dentistry, the expansion is leading to new applications, including laser etching and the cutting of wood and cardboard. Because lasers do not dull, they contribute to savings associated

Contributing to one of the most exciting industries in the world has everyone fired up at PEG, from the engineers developing the devices to the artisans who will create them. Rossi says PEG has been warmly welcomed in this new marketplace. "We're very excited about this opportunity. The challenge of this business is to constantly push ourselves to identify and pursue new industry categories in which we can be competitive and successful."

In this Issue...



Phil Rossi
President, PEG

On the Road Again

In last spring's newsletter I told you about our efforts to get better acquainted with customers and prospects the old-fashioned way—face to face. I'm happy to report that our 2005 visitation plan was quite successful and we plan to do even more in the New Year.

We've learned a great deal during these visits and hope our customers have, too. The visits—which involve travel to distant destinations like China and Europe, as well as companies in our own area code—give us an opportunity to see operations and needs up close. In some cases, this has meant attracting new projects, but in other instances we've helped by recommending a solution that has nothing to do with PEG and precision glass components. When customers visit us, they come away with a much clearer picture of our capabilities and how we can better assist them.

While these visits have been extremely rewarding on a personal level, our goal is to do more than meet pleasant people and share a meal. We want to use our technical capability and experience to solve problems.

For as long as you extend the welcome mat, we'll be out on the road. Hope to see you in 2006!

Philip Rossi
President

Client Highlights

Case Study:

PEG helps ITT realize its 'vision'

For nearly 20 years, PEG has supplied ITT Industries with glass components for its night-vision goggles. ITT, a leader in the industry, is the primary provider of night-vision equipment to the U.S. military, and has an increasingly strong overseas presence.

Senior Subcontracts Administrator Larry Clegg has been on the job for about 17 years. He's seen demand for the eyewear and other night-vision devices increase, especially now that the gear is standard issue for all U.S. troops serving in war zones.

PEG artisans create a polished glass housing that's delivered to ITT in Roanoke, Virginia where ITT professionals bundle it with their own glass cylinders. The device is fused together, then the outside coating—the PEG component—is ground off and the remaining optical unit is mounted onto a face plate.

Night-vision equipment has come a long way since it was pioneered by ITT about 30 years ago.

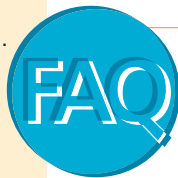
Today's goggles weigh only about 2-3 pounds, and they protrude just slightly from the face



ITT Industries
Engineered for life

compared with earlier models, which extended some 6-7 inches. "Basically they looked like those long car coffee cups coming out of your eyes," recalls Clegg. He calls night-vision technology "amazing" and says anyone who has ever tried the goggles would agree.

ITT's relationship with Precision Electronic Glass has been a long and productive one. "PEG always caters to our needs. And they're eager to work with us to pursue new and innovative ideas," he adds. A couple of years ago, ITT partnered with PEG to help acquire new quality control software that's not only assisted ITT, but has benefited other PEG customers. "We enjoy the relationship with PEG and will definitely continue to work with them in the future," Clegg concludes.



RFPs... What's the Process?

We're frequently asked about the process for submitting a request for proposal (RFP). Quality/Sales Engineer Mark Andrews responds:



Mark Andrews

The request is generated by the customer via phone or fax and is reviewed by Customer Service/Sales Representative B.J. Polise. We try to keep the turnaround to within 48 hours, although some require more time. Next, the request moves to

engineering and manufacturing before being sent back to B. J. for pricing and returned to the customer.

We also offer a web-based process which starts by visiting www.pegglass.com, then clicking the "RFP" bar on the left-hand menu. However it's generated, the quote is a thorough document that gives customers the most competitive price, with the best quality and value possible.

Learn more at www.pegglass.com

Spotlight on Service

PEG Veteran

Service with a smile



PEG's customer service/sales representative, B. J. Polise

While still a student at Vineland High School, B. J. Polise took on a work/study job that would turn into a career...and a way of life. That was 37 years ago and today B. J. is still proudly employed at Precision Electronic Glass. Over the years she's held a variety of positions – in bookkeeping, payroll, purchasing and

as office manager. For more than a dozen years she has served as customer service/sales representative.

Working closely with engineering and production, B. J. creates a quote. If the order is placed, she enters it into the system and gathers all necessary documentation to produce a work order. At that point, her role is to follow each job through delivery.

PEG's loyal customers appreciate the single point of contact B. J. provides. "They know they can come to me with any issue and I'll steer them in the right direction. They also appreciate how we treat them—some customers come back after trying other vendors and say our quality and services are second to none."

B. J. Polise has the most longevity of any PEG employee except for PEG founder John Rossi. "Mr. Rossi was my original boss and still is," says B. J., whose teen-age daughter has recently started to work part time at the business.

Artisan profile

Lathe Department Team Leader John Parliman lives and leads quietly. A 10-year veteran of Precision Electronic Glass, John started as a lathe operator after gaining experience at Wheaton Science Products. He still enjoys working on the lathe, which he balances with his management duties.

"Our department is like an engine," he says. Everybody's very professional and needs very little supervision. "I'm responsible for making sure everyone has the work orders and supplies they need, and that the work is ready for them on Monday morning. Then I follow the process all the way through."

As one of three PEG team leaders, John works closely with his counterparts in the grinding, shrinking and cutting departments. "I'm very happy here; it's family-based and very personal. You just don't get the owner walking by and saying good morning every day at other places. They really make you feel welcome."

John and Vicky Parliman live in Millville with their five children.



John Parliman, one of three PEG team leaders.

Operations showcase

Traditional Skills

Benefit new applications

Applying traditional skills to new demands keeps the PEG staff stimulated and productive. That's exactly what's going on as the shop gears up for increased activity in industrial cutting lasers.

PEG Manufacturing Engineer Steven Farside explains that considerable progress has been made in creating a complex glass laser tube that includes a condensing coil that helps magnify the laser beam. A standard condensing coil is fairly loose in terms of specifications, but the tolerances required for this part are quite high, he says. Close coordination between PEG's lathe department and engineering created a 16-step process to produce the tube assembly.

"It's a considerable departure from typical parts we produce, but the skill level in the shop is so high that we can turn in just about any direction with excellent results," he adds. Ultimately, PEG will produce every element of the tube, except for the Kovar, a metal used in the flange.

Drew Parsons, First Class Lathe Operator, observes "It's definitely a challenge that's taken my glassblowing experience to an exciting new level." Drew and Department Unit Leader Dennis Woolley are the two PEG glassblowers involved in the project. It's expected that the tube assembly will be in production by early 2006.



PEG Craftsmen gearing up for increased activity in industrial cutting lasers.





PRECISION ELECTRONIC GLASS

Innovation. Technology. Service.

1013 Hendee Road
Vineland, NJ.08360-3295 USA
800-982-4734
856-691-2234
Fax: 856-691-3090
www.pegglass.com



Engineer's corner

The PEG Auto Lathe

Comes of age

Based on customer demand for products that are consistent, reliable and will maximize yields, PEG began about four years ago to hone its capability in automated lathe operations. Six machines are now in operation, according to PEG Secretary/Treasurer Domenic P. Ciancarelli. "It's been a long and complex process, but we feel we've developed mastery in this area. We worked closely with customers to make sure we fully understood and met their needs, including optimizing yields and saving money." The equipment was developed in-house by PEG engineers.

Automation saves money because it requires less skilled labor with improved throughput and repeatability. Every unit produced is consistent with what the customer has gotten before. Adds Ciancarelli, "We've taken our best journeyman operators and had them hand-make the parts, then translated that into a program that runs



The auto lathe saves money and increases throughput.

repeatedly." PEG artisans are called on to make alterations depending on customer



Domenic P. Ciancarelli

feedback and changing needs. Among leading applications on the auto lathes are photomultiplier bulbs and infrared detector bulbs. These have been highly successful because the automated process delivers consistent glass-to-glass seals.