

# Reflections



**PEG**

**PRECISION ELECTRONIC GLASS**  
Innovation. Technology. Service.

FALL 2006

## Industry Events



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

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[www.pegglass.com](http://www.pegglass.com)

## You Ask... We Respond

**Adding Value by Adding Capability**

**A** business grows not just by delivering a product, but by delivering satisfaction.

At Precision Electronic Glass, that means expanding the scope of our service and capabilities to provide additional value for our customers.

An example is our relationship with Delphax Technologies, a Toronto-based global leader in print-production systems. PEG has historically produced glass and quartz rods for Delphax that provide erasing capability for print heads used in high-speed copying.

Recently, their process was refined in a way that required an additional straightness specification. Although we did not have the capability at the time, we acquired the needed equipment and techniques and were up and running on the new application in less than a month. Ramping up in this way helped us not only respond to a loyal customer, but

added capability with which we will serve additional customers.

At PerkinElmer Optoelectronics, we've continued to identify ways to better serve this customer over two decades. In the past, PerkinElmer supplied us with raw material to fabricate quartz tubing. As a way to meet demanding turnaround times, we proposed purchasing the tubing and maintaining it on a consignment basis. Also, during a recent visit, we showed our contacts a specially produced short video to demonstrate our ability to assemble a PerkinElmer product for which we had been producing components. As the buyers called in the engineers and requested a re-run of the video, they grew excited about our proposal.

Whether you're a long-time customer or new to PEG, we're eager to find ways to add value to your operation. Call us today at (800) 982-4734.



*Delphax facility in Mississauga, Ontario*

## Guest Feature...



Max Kirsch  
Production  
Control Manager

### Changing With the Times

**B**usiness is more evolutionary than revolutionary. That's certainly the case at Precision Electronic Glass, where we respond to changes in the marketplace by altering our business over time. For example, in the past our competitors were down the road or across the country. Today's global marketplace puts us in contention with companies around the world.

Other constraints involve the rising costs of health care and fuel. In response, we've had to make changes, including requiring our employees to wear multiple hats. But there's an upside to all of this. For example, cross-training creates even more expert employees. And combining operations and introducing automation for some processes reduces times and creates more favorable pricing.

Our search for more competitively priced raw materials has, in some cases, led us to even better ones. And the overall demand of foreign competition has led us to successfully identify new markets for our products.

At PEG we are committed to making only those changes that do not compromise quality. Going forward, we will continue to be responsive to needs, agile in the face of change and innovative in our processes.

Please let us know how we are doing and how we can better serve you. It's essential to our ability to improve.

Sincerely,  
Max Kirsch

## Client Highlights

# Case Study: The Delphax File

## Accommodation and Respect

**P**recision Electronic Glass has enjoyed a long and productive relationship with Delphax Technologies. Delphax is a global leader in the design, manufacture and delivery of advanced print-production systems. The equipment is used in publishing, financial security, forms, and commercial printing applications. The Minneapolis-based manufacturer is known for high-speed, continuous-feed and cut-sheet systems.

For nearly two decades, Delphax has depended on Precision Electronic Glass to produce an insulator rod for its printing systems. Once additional components are assembled onto the rod, it serves to neutralize latent charges on the high-speed print

head. Depending on the demands of the application, the rods are produced in both quartz and Pyrex.

According to Delphax senior consumables buyer Roman Leszczyszyn, PEG's reliability and consistency have been hallmarks of the relationship. "The key is that PEG is an asset to our company. We

work closely and strategically. When we get into a bit of a pinch, they work with us to meet our demands."

Among the challenges PEG has helped to address was one involving the availability of quartz. A new consignment program assures that the sometimes hard-to-obtain material is always in supply at PEG. The result is better turnaround times and improved reliability.



## Supplier Visits Travels Mark

**P**EG is a strong supporter of customer and supplier relationships.

In July, Mark Andrews and BJ Polise visited Pegasus Industrial Specialties. Pegasus manufactures process plant components, laboratory glassware, process pipe and many custom manufactured items.

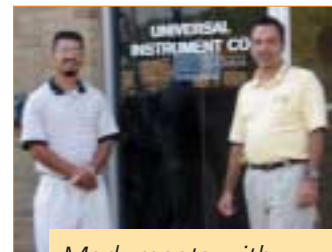


PEG's BJ Polise and Mark Andrews, with Mark Trent, CEO and General Manager, Pegasus Industrial Specialties

From there Mark went to Chicago and met with Art Ramirez of Universal Instrument Company. Universal Instruments is a master manufacturer of

borosilicate (PYREX®, KIMAX®, DURAN®) and quartz glassware for the biomedical, environmental, pharmaceutical, educational, chemical, chromatography and laser industries and governmental agencies.

From these on-site visits Mark is able to bring back the latest product technology and solutions for PEG's customers.



Mark meets with Art Ramirez at UIT

## Spotlight on Service

# Proposals:

## Getting It Right

**W**e believe the quality of a proposal says a great deal about the quality of the work to follow. That's why we take the RFQ process seriously.

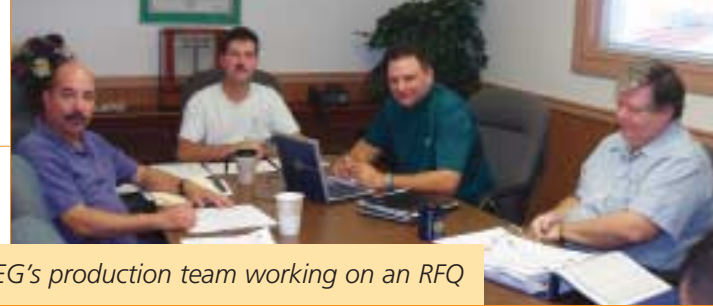
It starts with a call to (800) 982-4734 or a click from [pegglass.com](http://pegglass.com) (see RFQ on the lower

left of the home page). In either case, it will be received by BJ Polise who reviews the need for glass, mandrels and tooling before handing it off to an engineer who presents it at a team meeting.

If needed, the engineer will call the requestor to get any missing

information. Once a determination is made, a complete package is promptly sent to the customer.

"It's a process that eliminates re-work because it is so comprehensive," explains BJ. "Customers can feel quite comfortable that the quote is rock solid. And we feel comfortable that we've given it our best."



PEG's production team working on an RFQ

## Artisan profile

**A** recommendation from a friend led Cliff Downing to apply for a position at PEG some 20 years ago. And the rest, as they say, is history. Cliff is a skilled machine operator who has spent two decades in the PEG shrinking department. There, he and five colleagues perform precision bore tubing for glass and quartz. They shrink inner diameters to demanding tolerances for diverse customer needs.

"It's a challenge because every day brings something different," Cliff explains. The job

includes preparing the metal rods or mandrels, making sure they are impeccably clean and loading them in the tubes

without scratching the glass. Technique and experience make all the difference, especially when demand is high and the pace is quick. Beyond enjoying the work itself, Cliff likes the friendly atmosphere at PEG and his enjoyable co-workers.

During his off-time, Cliff enjoys spending time with his wife, Doris, and daughters, Doris and Shanta, at their Vineland home. Cliff's work ethic and loyalty make him a valued member of the PEG family.



Cliff Downing has over 20 years experience at PEG

## Operations Showcase

# Runs Of All Sizes

## Inside PEG's Shrinking Operation

**K**nown widely for glass and quartz precision bore tubing, PEG has equipment that can accommodate from 1 to 20 pieces, and more than 140 spindles, with the capability to accommodate runs of all sizes.

According to shrinking department unit leader Omar Rodriguez, the department can shrink inner diameters from .0007 to 10 inches, with tolerances of plus-or-minus 0.05 percent. Rodriguez, a 26-year veteran of PEG, leads a highly skilled team that bores tubing used in torches, syringes, computers, aircraft and other applications. "We're one of the few companies in the world with these capabilities. The challenge is more than meets the eye," Rodriguez explains.

Among skills required is assuring that mandrels used to support the glass are carefully removed to avoid scratching or contaminating the completed tube. Some jobs are performed in a clean-room environment to further reduce the possibilities for contamination.

The department works hand-in-hand with PEG engineers to accommodate customer needs. An example is customized adapters to hold especially heavy parts during boring or sizing.

At PEG, glass-shrinking is a state-of-the-art operation, carried out with skill and precision.



Omar observes a job in progress

Questions? Email us at [info@pegglass.com](mailto:info@pegglass.com) or call 1-800-982-4734



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# Quartz and Glass

## Understanding the Differences

**B**oth glass and quartz are used in tubing produced by an open flame. But that's about where the similarities end. These diverse materials are quite different, as are their industrial applications.

Glass (Pyrex or borosilicate) is a manufactured product, whereas quartz is a natural element. Quartz is often selected for high-temperature applications such as ICP torches used for analyzing compounds. As well, quartz is mechanically harder and more wear-resistant to abrasives than glass.

Most of the glass used by PEG is imported from Germany or the Czech Republic; the world's finest quartz comes from Germany. Both products are handled by domestic distributors. The bulk of PEG's production is in glass, primarily for graded glass-to-metal seals. In order to make these seals, we start with the Pyrex, a very robust and relatively inexpensive glass, and grade to the most delicate types to seal down to the stainless steel, titanium or other metals. The result is the highest quality glass-to-metal seal available.



One important similarity between glass and quartz: Both are expertly handled by PEG's staff of talented and experienced artisans. Learn more at [pegglass.com](http://pegglass.com).



*Steve Farside automating a quartz process*

Learn more at [www.pegglass.com](http://www.pegglass.com)