

Reflections



PEG

PRECISION ELECTRONIC GLASS
Innovation. Technology. Service.

SPRING 2007

Industry Events



In the Loop

The PEG sales team met customers and tracked industry trends at PITTCON 2007, the world's premier conference devoted to laboratory science. BJ Polise and Mark Andrews spent several days at Chicago's McCormick Place convention center. "PITTCON was a great opportunity to get 'up close and personal' with our customers," said Mark.

Inside Reflections

Guest Feature	2
PEG In the News Our 45th Year in Business	2
Customer Visits Travels With Mark	2
Spotlight on Service Working to Serve You Better	3
Artisan Profile Bob Wilhelm	3
Operations Showcase Recent Quartz Work	3
Engineer's Corner Efficiency in Engineering	4

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M&M Glassblowing

'Clear' Benefits to Glass Partnership

PEG is pleased to be associated with M&M Glassblowing Co. Inc. for more than a decade. The boutique glassmaker is located in Nashua, New Hampshire and opened its doors in 1988. According to President Wayne Martin, M&M specializes in ICP glassware primarily for analytical use in laboratory settings.

"We use PEG for all of our precision tubing needs. We buy various sizes of glass tubes, both Pyrex and quartz, and PEG makes the precision bore or precision OD required for the products we make and sell," Martin adds.

Asked why the relationship with PEG has been such a satisfying one over the years, Martin explains: "Glass specifications are getting tighter all the time and PEG's ability to meet the needs of tighter glass tolerances has been beneficial to us."

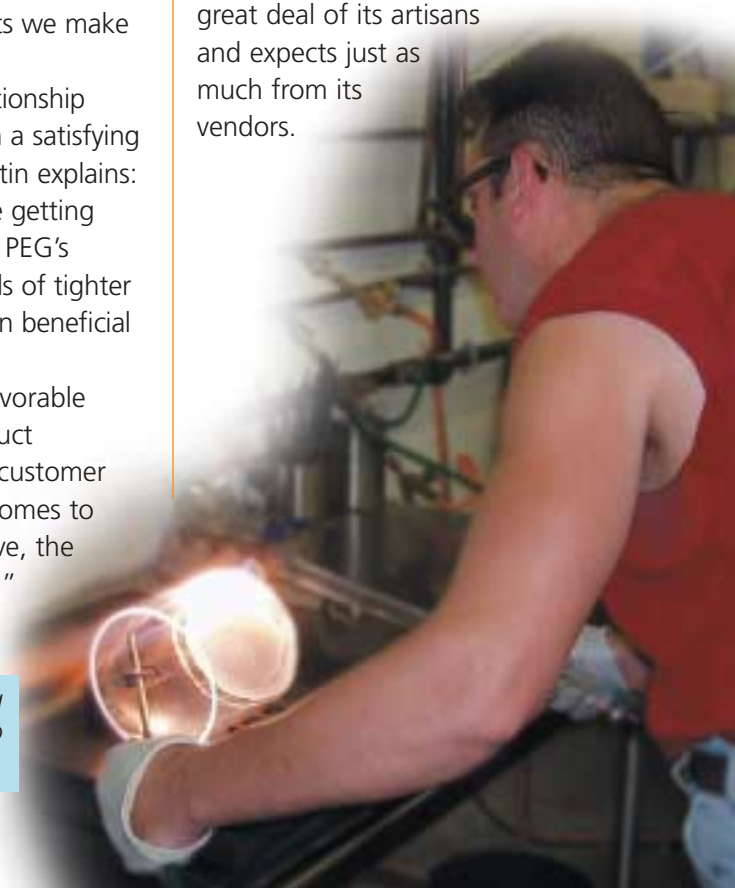
He also points to favorable turnaround times, product expertise and excellent customer service. "And when it comes to meeting the needs I have, the quality is just awesome."

An M&M Glassblowing expert seals two pieces of quartz.



An M&M Glassblowing expert works a Quartz-Lathe.

Like PEG, M&M is an exacting glass specialist that demands a great deal of its artisans and expects just as much from its vendors.





John Rossi, Founder and Philip Rossi, President

Raising Our 'Glass' to John Rossi... 45 Years of Leadership

Editor's note: To recognize PEG's 45th year in business, we asked sales/customer service specialist BJ Polise to interview founder John A. Rossi who hired her in 1968.

Known to many as The Glass Expert and Historian, John Rossi was born on October 24, 1924 in Vineland. After graduating from Elon University John worked as a chemist at the Norfolk Naval Shipyard.

After World War II he worked at chemical and glass companies while pursuing an additional degree in mechanical engineering. Ultimately, he became chief engineer/plant manager at Wilmad Glass where he dreamed of starting his own business.

In February 1962, John, Walter Cherniak and two silent partners opened Precision Electronic Glass. By 1988, John had bought out his partners. He and his sons have run the business since that time.

John's indelible imprint on the company stems from his honesty, integrity and commitment to excellence. A devout Catholic who attends daily mass, John has been more than our boss; he has been an inspiration.

John and Mary Rossi have been married for more than 50 years and have 3 sons, 6 grandchildren and 4 great-grandchildren.

On behalf of everyone at Precision Electric Glass, congratulations to John on 45 wonderful years!

Sincerely,

BJ Polise
BJ Polise

Our 45th Year in Business

Founder's Vision Continues to Guide

Precision Electronic Glass is 45—comfortably middle-aged, with the insights that come with the passage of time. Our progress in 2006 was summed up in the annual write-up in the Daily Journal. Highlights included significant market expansion, specifically in the laser, dental and gas calibration industries. As well, bolstered by capabilities including automation of key processes, we ventured forth into global markets in Europe and Asia.



Following president Phil Rossi's mandate that customers find us easy to do business with, we visited a number of customer locations, providing them with

direct contact and easy access. We also continued to enhance customer service through on-site technical support and easy access to in-house engineers.

Throughout 2007 we will be working harder than ever to realize founder John Rossi's dream of giving customers a product and service second to none. Incorporating John's vision of honesty and integrity in everything we do is an ongoing priority.

Today, PEG seeks to become the most technologically advanced glass shop in our industry.

As always, please let us know how we can better serve your needs. Only then can we know if we are meeting our goals. **Feel free to contact us at 1-800-982-4734.**

Customer Visits—Travels With Mark

Again this fall and winter, sales team members Mark Andrews and BJ Polise logged some impressive mileage visiting PEG customers. The ongoing visitation program isn't about solving problems as much as it is about enhancing relationships.

Says Mark: "It doesn't take something going wrong to get us in

the door. BJ and I so enjoy making these visits. We get to observe customers on their own turf and see what it takes to turn the glass we make for them into high-value products."

Recent visits included: Pegasus

Industrial Glass, Sturbridge, Mass.; DC Scientific, Pasadena, Maryland; and National Instrument, Baltimore, Maryland.

Adds BJ: "John Rossi believes old-fashioned face time is the best way to understand and serve our customers. We wholeheartedly agree!"



BJ Polise observing a liquid filling system with Jack Supplee, Purchasing Agent of National Instruments.



Doug Sisson, BJ Polise, Mark Andrews and Susan Montgomery

Spotlight on Service

Working

to Serve You Better

Two service-related achievements are worthy of mention. The first is PEG's affiliation with GlobalSpec.com, a specialized search engine serving the scientific and technical markets. The site provides users with an array of Web content and other resources for engineers and related professionals.

Take a look at the site; we think you'll find it valuable.

Also newsworthy is PEG's recent ISO 9001 surveillance audit. The annual event involves an onsite assessment of processes at ISO-certified facilities, such as ours. The goal is to ensure that quality standards are being met and to

identify needed areas of improvement. Next February, Precision Electronic Glass will undergo a more comprehensive audit as a prerequisite for re-certification.

PEG was first certified by ISO (the International Organization for Standardization) in 1996.



Artisan Profile

In 1980 a local glass-manufacturing plant closed, leaving young Bob Wilhelm in need of a job. A degree in industrial technology and some experience in the glass industry piqued the interest of PEG founder John Rossi. Bob was hired to work on process inspection.

"As time went on I expanded into other areas, inspecting work and helping with modifications to the final inspection system. I was made assistant supervisor of the inspection department, then supervisor." Bob rose to his current position as Quality Manager, where he has been instrumental in writing procedures for quality and documenting process flows.

Bob enjoys the people and culture here at PEG. "It's not a cold, hard business environment, but a place where people really care about each other."

Bob is an avid Civil War hobbyist. In addition to participating in battle re-enactments, he is a sergeant in the Sons of Union Veterans.

Bob and his wife Patricia have three adult children, Matthew, Cherie and Brian.



Bob Wilhelm

Operations Showcase

Recent Work

PEG's Quartz Work Is Hot!

For more than four decades, Precision Electronic Glass has fabricated top-quality quartz products. Operator skill in achieving exacting tolerances has made PEG the preferred vendor among leading companies in the electronics, biomedical, analytical, laser and scientific markets.

Starting with quartz tubing selected by degree of purity, the 12-member PEG quartz staff manipulates the material by lathe or, in some cases, by hand. Senior quartz technician Jay Freeman, a 20-year veteran of quartz production, is among those who work by hand.

"Depending on the need, we can also make prototype parts. A customer can send us a drawing, even a relatively rough sketch, and our engineers will help interpret it to the thousandth of an inch," Freeman explains. The operators work in a controlled, clean environment. Superior ventilation keeps them safe and comfortable.

Quartz is manipulated in extremely high temperatures. Heating is achieved by combining hydrogen gas and liquid oxygen in torches or "cradle burners." PEG's highly skilled operators adjust the arc of the torch to the precise degree required.

To learn more about the PEG quartz department, contact Mark Andrews at 1-800-982-4734 extension 240.



Jay fabricates an ICP Torch.



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Engineer's *corner*

Efficiency

in Engineering Is Job One

Regular readers of this newsletter know that PEG has been emphasizing automation and benefits like increased yield, consistent quality and cost control. Our engineering focus has expanded this year to include a comprehensive study of our manufacturing processes in order to bring about specific improvements.

Among these are increased overall efficiency, improved throughput and expanded use of cellular manufacturing. (A single-process system in which equipment and workstations are arranged in an

integral 'cell' that minimizes transport and wait times.)

Under the leadership of President Phil Rossi, the internal review will also contribute to cost control while helping PEG provide and maintain superior quality. Early results from the study, which will review every manufacturing process, are quite promising.

In other department news, PEG is pleased to welcome Manufacturing Engineer Nick Corso who joined the staff in early February. Nick hit the ground running and has made valuable



*Nick Corso
working the
Auto-Lathe*

contributions. His expertise in automation and robotics is already benefiting PEG and its customers.

As always, the engineering department continues to work to meet customer needs by selecting the right materials for the job and developing manufacturing processes that are efficient, cost-effective and yield top-quality products.

Learn more at www.pegglass.com