

## Quality Products and Great Customer Service Finding the Winning Combination

**“W**e’ve been a customer of PEG for over a decade,” commented Jeff Petrie, Director of Operation for Precision Glassblowing. As a manufacturer of ICP/ICP-MS, general scientific and custom glassware, Precision Glassblowing first connected with PEG at a trade show. According to Petrie, Precision Glassblowing was then working with a competitor of PEG. While the previous supplier delivered a similar quality product, Petrie credits the long-standing relationship between Precision Glassblowing and PEG to outstanding customer service.

“Exceeding expectations and great customer service are vital parts to the foundation of our company,” said Petrie. “PEG not only understands what it takes to deliver quality products in a timely fashion, but they listen to our needs and work with us to meet our customer’s requests.”

Petrie believes PEG’s service is the company’s biggest strength. The people are what sets PEG apart. When asked to explain, Petrie cited a particular incident when an emergency call came in to Precision Glassblowing for a certain size of ICP tubing. The turnaround time was extremely tight and fulfilling the order would require PEG’s assistance. One call was placed to BJ Polise, PEG’s Customer Service Manager, and the challenge was not only met and accepted, but delivered on time.



*PEG supplies the precision bore tubing that Precision Glassblowing then uses to create their ICP custom glassware (right).*

While Petrie credits exceptional service, Polise describes PEG’s reaction as a fact of doing business. “Our Quality Policy highlights this exact scenario: ‘PEG shall deliver premium, valued product, on time with unrivaled service,’” states Polise. “At PEG, our primary responsibility is to listen to the needs of our customers and do what we can to fulfill those needs. We all work together as one team—from those on the floor to senior management—to ensure our customers are satisfied.”

Founded over 25 years ago by glassblower Ken Petrie, Precision

Glassblowing is located in Centennial, Colorado and currently maintains a staff of 20 glassblowers with a combined professional

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glassblowing experience of almost 200 years. The Company’s primary focus is on ICP glass and the ICP industry.

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## Letter from Phil Seizing Opportunities



**S**imply going to the gas station to fill up your car today can make your stomach turn as record setting gas and oil prices increase on a daily basis. What we may fail to realize is that the cost of oil impacts virtually every facet of our lives. We hear the cost of diesel is bankrupting truckers while the cost of fuel is crippling airlines.

As consumers, we have less discretionary income due to the rise in everyday cost. How can businesses offset the additional cost of bringing in freight? The answer is—they can't.

While individuals struggle to offset the increase in costs, there is opportunity in all of this. In the U.S., our weak dollar plus the collective cost of transportation has made us more competitive.

Seizing opportunity and embracing change will open doors for many new and existing U.S. manufacturers. For instance, "Green" is the new word as many of us want to reduce our carbon footprint on the world. The result presents a host of opportunities related to being "environmentally friendly." Green is in, how do we jump on the bandwagon?

Philip Rossi  
President

## Opportunities and Partnerships PEG Spotlights fellow Glass Company Pegasus Glass

**W**ithin a 45 minute drive west of Toronto, you'll find yourself in Cambridge, Ontario, and at the home of Pegasus Glass. Distributing and fabricating borosilicate glass since 1968, Pegasus is the largest non-manufacturer supplier of glass tubing and rods in North America. The Company services a wide variety of industries from academia to private industry, to other glass manufacturers. One of those glass manufacturers is PEG. But according to Mark Trent, CEO for Pegasus, this relationship is more of a partnership where both companies interact as vendor and supplier.

"Pegasus purchases from, as well as supplies materials to, PEG. Although we have certain fabricating strengths—including borosilicate and quartz glass tubing and rods—PEG provides us their personal strengths—precision bore re-sizing, grinding, and polishing," explains Trent. According to Trent, there's been a loose partnership between the two companies for a number of years; however it's been only in the last two years that Pegasus and PEG have forged a much stronger alliance.

On the flip side of this reciprocal relationship, Pegasus sources the

world for blended supply materials such as borosilicate glass and Quartz for PEG, in addition to assisting them with different applications.

When asked why Pegasus chose to work so closely with PEG, Trent's response included reputation, experience, and being a leader in the industry. "From our perspective, not to mention from an industry viewpoint, PEG is (one, if not) the best at what they do. When we wanted to become more strategically aligned with a company that offered their line of services, we sought to pursue only the best." Trent also referenced history and customer service.

"Working with PEG, we continue to realize no issues or errors with any projects we partner on. They fill a need that allows us to focus on our core competences, which ultimately provides our clients highest quality materials and products."

Looking forward into 2008, Trent believes the Pegasus/PEG relationship will only grow. As Pegasus makes internal strategic moves and enters into new markets such as research pharmaceutical, he sees more potential with current and future projects producing win/win situations for both companies.



*Pegasus maintains a reciprocal relationship with PEG and looks to them to do a number of services including polishing precision bore tubing, which returns the luster and transparency of the glass.*

# A Christmas Present Surprise

## PEG Receives Training Grant

**O**n December 25, 2007, PEG was named one of three Cumberland County glass companies to receive grant funding from the state of New Jersey. Earmarked for instructor-lead training, PEG was given a year to use the funding and immediately began working on the best way to take advantage of the Christmas opportunity.

The grant was made possible through Cumberland County College's Department of Professional and Community Education and its Executive Director Vicki Simek. Earlier in the fall of 2007, PEG's Domenic Ciancarelli approached

Simek to discuss funding opportunities specifically for training. At the time of the request, she was in the midst of authoring a training grant for two fellow glass companies: Gerresheimer Glass and Kimble Chase Life Science and Research Products, LLC. Quickly realizing there might be strength in numbers, Simek responded with the possibility of PEG being added to the proposal, thus making the grant a consortium grant.

According to Simek, a consortium grant would only strengthen the collective needs of the three companies in the eyes of the state and hopefully result in successful funding for all. "Writing one grant for three local glass companies helped make the case to the state and showcased the value of collaboration," explained Simek. She noted all three companies act as both competitors and members of each other's supply chains. Stipulations to the grant required the respective companies to match the state's investment in terms of time and money. For instance, the grant



*Shrinking Department Unit Leader Omar Rodriguez reviews class notes with Cumberland County College instructor.*

covered instructional fees; however, the respective companies would be responsible for compensating employee time and wages lost while attending the training sessions.

Simek stated this grant was the first of its kind for the glass industry in Cumberland County. "The glass industry is an established industry and not one of New Jersey's key investment zones. To successfully create the case for attention and be rewarded, reinforces the state's commitment to growth across all industries."



*PEG Production Manager Max Kirsch*

## PEG Embraces Change

# First round of training completed

**P**EG recently wrapped up its first training course for a select group of middle and upper management. The course focused on change in terms of how to manage both people and the production area. "Today's workforce must respond differently than their predecessor did 10 to 20 years prior," explains PEG Production Manager Max Kirsch. "To remain competitive and successful we must move in a positive direction, as Leaders, we need to change how we operate."

Kirsch mentioned the course he attended lasted 8 weeks and ran every Tuesday for four hours. The goals of the class were to identify how PEG could continue to meet and exceed customer needs, maintain a friendly productive work environment and reduce costs and waste. To meet these goals, the classes focused on empowering, team building and leadership skills.

"These classes helped us realize the need for change which is occurring across the entire manufacturing

industry. Change is sometimes feared, so it was comforting to know PEG's management recognized and supported the need to take a fresh look at how we do business," said Kirsch. "The good news is PEG is ahead of the curve. We are learning and embracing these new management styles and concepts, establishing teams, and implementing programs that we learned from the training." PEG's next round of training sessions will focus on Lean and Cellular Manufacturing.

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



## PEG Plays Role in **Upcoming ASGS Symposium**

**T**he American Scientific Glassblowers Association (ASGS) will hold its 53rd Annual Symposium and Exposition June 16–19, 2008 at the Taj Mahal Casino Resort in Atlantic City, NJ. This annual event is poised to be the most highly attended Symposium in many years, as it is close to the country's largest scientific glassblowing community, Vineland NJ. With over 30 exhibitors, demonstrations, seminars, workshops, and the many good friends slated to attend, there will be something for everyone to enjoy.

PEG's involvement with this year's Symposium is extensive and includes Sales/Quality Engineer Mark Andrews as seminars

chairperson and planning committee member. In addition to being an exhibitor, PEG will also host two separate events:

- "A Brief History of Glassmaking" seminar presented by PEG Secretary/Treasurer (and company Historian) Domenic Ciancarelli based on the book by the same name written by his father and PEG founder, John Rossi.
- Multiple demonstrations on glass to metal sealing, highlighting the artisan approach of achieving the highest integrity seal conducted by Materials Manager Dan Horner.

For more information on the 2008 ASGS Symposium, please visit [www.asgs-glass.org](http://www.asgs-glass.org).

