

# Reflections



**PEG**

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

**SUMMER 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.

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

## Precision Problem Solving

**Focused on solutions**

**R**esponding to customers' needs is as basic as it gets for companies that want to build loyalty and profitability. But Precision Electronic Glass goes one step further, partnering with customers to solve problems, sometimes quite difficult ones. For long-time customer BAE Systems, the challenge was that one of the types of glass used by PEG to create a component in a BAE infrared missile defense system was discontinued.

According to PEG Quality Manager Bob Wilhelm, PEG design engineers quickly got involved in seeking a solution. They worked with BAE to identify an alternative

glass with an expansion coefficient and other properties compatible with the other types of glass used in the instrument. Although a seal was achieved using the alternate glass, it wasn't sufficient for the requirements of the application.



Aided by sales and purchasing personnel, the PEG team searched and was ultimately able to find and certify a five-year supply of the discontinued glass,

and purchased it for the customer. The material is stored at PEG and used on an as-needed basis. Meanwhile, PEG is working closely with BAE on an alternative design that will not require the original glass. The new design is currently undergoing evaluation.



*PEG works with BAE Systems; an international company that develops advanced defense and aerospace systems.*

***That's Precision problem-solving!***

## In this Issue...



Phil Rossi  
President, PEG

### We're Reaching Out!

The billions of emails and phone calls that fly through the air every day have pushed personal relationships to the back burner. But at Precision Electronic Glass we believe they're as important as ever...if not more so. That's why we're on the road these days, visiting customers and their operations to learn all we can to serve you better.

The addition of Mark Andrews to our staff has significantly boosted our efforts to deliver superior service. He and B.J. Polise, whom many of you know, spend their time assisting customers and, increasingly, visiting them one-on-one. It's our goal to maintain that open channel of communication with buyers and engineers to ensure the realization of new products, as we continue to focus on cost reduction and quality improvement.

This newsletter focuses on the connections between our staff and our customers. You'll read about a special effort that solved a significant resource problem for one customer, and you'll meet one of our most accomplished and committed artisans.

Thank you as always for your business and your loyalty. Our goal is to help you meet your obligations to your customers; we do so proudly.

Philip Rossi  
President

## Client Highlights

# Case Study:

## Supporting the BAE mission

**B**AE Systems is a global producer of advanced defense and aerospace systems. Headquartered in Rockville, MD, BAE is a \$10 billion company with 45,000 employees worldwide. For nearly 20 years, BAE has turned to Precision Electronic Glass to create specialized glass components for its world-class infrared systems.

Greg Talbot, Manager of BAE's IR Source Department, explains that a number of years ago, BAE produced a glass housing for the systems internally. But eventually, the company decided to outsource production and turned to three glass vendors, among them Precision Electronic Glass. For diverse reasons, the other vendors fell by the wayside and PEG became the sole supplier of the part.

The glass component is part of a proprietary BAE infrared countermeasures system that provides protection from heat-seeking missiles. It is essentially a graded seal made

of various grades of glass that must be expertly matched.

"We have developed a close partnership with PEG," says Talbot. "It's a classic type of vendor relationship that basically puts us on the same team," he adds. The companies have visited one



PEG helps BAE on a glass design for infrared missile defense systems.

another's facilities to better understand the needs and the capabilities. Talbot says BAE interfaces with a number of key personnel at PEG and values these relationships.

As a military contractor, it's likely that BAE's needs will continue to be significant for the foreseeable future. For Greg Talbot and others at the company, getting the parts they need when they need them is essential. So too is the peace of mind that comes from working with a vendor they know will get the job done right.



## PEG Buying Power Adds Value

Business is all about relationships and that's certainly true when it comes to buying power. PEG's long-term relationships with leading suppliers of glass and quartz result in value pricing that's passed on to customers.

Mark Andrews, PEG Quality/Sales Engineer, states that "PEG negotiates the acquisition cost with raw-material vendors based on volume purchasing to receive

better terms" than businesses could achieve individually.

PEG has ongoing purchasing alliances with leading providers like Schott for glass and Heraeus for quartz. Both are top German companies known for exceptional quality. In some cases, PEG serves as a "just-in-time" supplier, warehousing inventory and delivering it as needed. It's one more way PEG adds value and efficiency to customer operations.

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

## Spotlight on Service

# New Shipper

## A packing pro

Laura Chainey admits that even as a child she was awfully good at wrapping Christmas presents and covering schoolbooks in brown paper. When Laura joined PEG this summer as Shipper, she brought her natural talents, plus a decade of experience with UPS to the job.

Laura Chainey ships Precision Glass products around the globe.

Her role is to complete the cycle of service by sending finished products via the customer's shipping company of choice in a timely way and, of course, in mint condition. Asked



about the tools of the trade, Laura responds, "Double bubble and lots of peanuts," referring to bubble wrap and packing peanuts.

Once they are completed and inspected, PEG jobs are shipped promptly to their diverse destinations, including California, Canada and Europe. Whether she's working on a box the size of a toaster or an entire pallet, Laura brings precision and patience to her work.

## Artisan profile

Fortunato Santucci is a Senior GlassBlower who, like his name suggests, feels lucky to come

to work every day at PEG. Trained, experienced and passionate about his craft, "Nato," as he is known, has been with PEG since 1998. Before that, he gained considerable experience with top glass shops, including PerkinElmer, which in recent years has contracted its work to PEG.



Veteran glassblower Fortunato Santucci, delivers quality and artistry.

Nato's "home away from home" is the PEG quartz room, a state-of-the-art facility he shares with five colleagues. "I work with a great group of people. When I first came I showed them how to work with quartz and they showed me some of their techniques. We're a tight group and we work very well together."

The increasing demand for PEG quartz products puts some pressure on Nato and his team, but he's excited about the growth and eager to be part of it.

When he's not fabricating parts for precision instruments, Nato and his wife Erma love to work on their property in Mullica Hill.

## Operations showcase

# High-Tech Facility

## The Quartz room

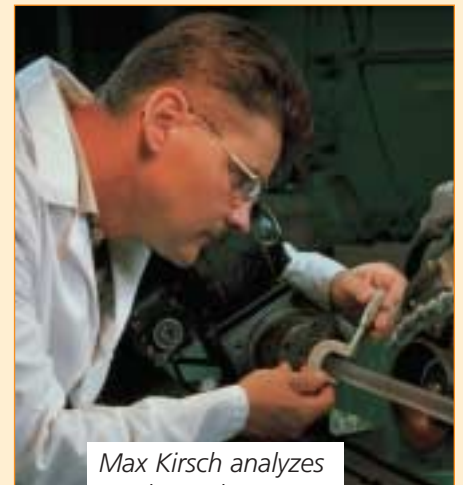
Responding to the increasing demand for quartz components, PEG launched its quartz operation in 1997. Originally constructed to accommodate work outsourced to PEG by PerkinElmer, the facility is busier than ever, with growing capacity to respond to new customers.

According to Max Kirsch, PEG Production Control Supervisor, "Quartz requires a great deal more heat to work with and is much more difficult to shape than borosilica and other glass components. Once it reaches the melting point there's very little time to work with it." The finished products can also withstand a great deal of heat, which is why quartz is preferred for lasers, plasma torches and other demanding applications.

The PEG quartz facility is a high-tech clean room that meets the highest level of air quality standards.

The shop is completely enclosed and provides individual fresh air sources and exhaust systems for each of the six artisans. Under the direction of Unit Leader Charles Wooley, much of the quartz work is done by hand, which requires a superior level of skill and experience.

If you have questions about PEG's quartz capabilities, please contact Max Kirsch at (800) 982-4734, extension 231.



Max Kirsch analyzes product tolerances in the quartz room.

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



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**Engineer's corner**

# Problem Solvers

## Speaking the language OEMs understand

People who live in glass houses shouldn't throw stones. But there's nothing wrong with turning over every stone to find a solution. In fact, that's routine at PEG. Glass is exotic and often not well understood by those who need it, says PEG Secretary/Treasurer Domenic P. Ciancarelli. "We supply original equipment manufacturers who are making a sophisticated product and who know their part of the business, but the glass part is not something they're familiar with. That's where we fit in." PEG's engineering experts speak the language OEMs understand, and help them determine the ideal design for a particular application.

PEG adds value to available glass by altering it dimensionally and in terms of its visual qualities, all within extremely tight tolerances. "Some of our capabilities are similar to those of a metal machine shop. We perform a related type of magic with glass." That means anything from reshaping basic tubing into exotic shapes or creating challenging glass-to-metal seals.



PEG provides exotic glass for custom components.

PEG makes it easy to do business. Customers routinely work directly with PEG President Phil Rossi or others who assemble an engineering and quality team to tackle a specific challenge. But

Ciancarelli believes the company's greatest asset is its expert craftspeople who understand the demands and can respond with speed and quality.