

Quality Products and Great Customer Service for Gammon **Consistency, Accuracy and an Unwavering Attitude**

When it comes to aviation fuel, a little bit of dirt, a few drops of water or the wrong fuel mix can cause serious damage to the aircraft—not to mention personnel. A pilot expects those who deliver the fuel to his craft to have the highest quality control standards available.

Fuel suppliers turn to Gammon Technical Products, Inc. for the most consistently accurate quality control devices available for field testing.



PEG manufactures the precision bore tubing for Gammon Technical Products' Gammon Gauge™. PEG's tubing is visible through the window on the gauge.

“Ninety-nine percent of the time, the tubing from PEG is perfect,” said Jim Gammon, President of Gammon Technical Products in Manasquan, NJ. “For the other one percent, we can count on PEG to work out a solution quickly and with no questions.”

Gammon and PEG's relationship has been continuous since they

began working together in the mid-1960's.

“There have been extreme changes in the industry since we started working with PEG in the mid-60's. They've worked with us to find solutions to fit the changes—whether it's finding the right glass source or developing new technology,” said Gammon. “There is no easy way to do what they do—their work is more of an art than a science.”

The US Air Force exempts Gammon from calibration; their differential pressure gauges do not have to be sent to a laboratory for testing.

Since 1960, they have been manufacturing and distributing equipment for handling and testing aviation fuels internationally. One client that Gammon is especially proud to supply is the U.S. Air Force.

Normally when the Air Force works with a supplier, the products are put under extreme scrutiny and laboratory testing. However, they exempt Gammon from calibration; their differential pressure gauges do not have to be sent to a laboratory for testing.

Why? Because they can count on Gammon's consistent quality and accuracy.

Gammon's differential pressure gauge works with a metal piston that moves inside of a glass tube. In order to provide an accurate measurement, the clearance between the piston and glass tube is about 5/10,000 (.0005) of an inch—a human hair is 5/1,000 (.005) of an inch.

With tolerances this close, a couple of factors must come together. First, the materials must work together. And they do. The piston's metal expands at the same rate as the glass. Secondly, the parts must be consistent in specifications from piece to piece. There can't be any variance in the dimensions or surface smoothness.

This is why Gammon purchases the glass tubing from PEG.

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Letter from Domenic

Customized Training at PEG



Earlier this year, PEG began working on several training efforts with the help of a Customized Training Grant from the State of New Jersey. The program began with training in Direct Marketing for our Sales, Marketing and Administrative Support Staff. This program will continue throughout the year.

Recently, Reflections reported on our Supervisory Training, a 36-hour program aimed at helping supervisors improve their skills in the areas of planning, communications, and

dealing with people. Max Kirsch, Production Control Supervisor, said the training was “thorough and very helpful in our day-to-day work. I’m glad PEG is providing the tools to help us do our jobs better.”

Lean Manufacturing training began on July 21 with “Lean 101” being offered to production staff. It gives the line worker an overview of the concepts and terminology used in Lean Manufacturing Programs. Those programs help PEG to increase efficiency by minimizing or eliminating non-value added activities in the production cycle; a real cost saver to our customers. Managers and Supervisors start intensive training on August 19.

This Lean Manufacturing training directed to Managers and Supervisors will include Value Stream Mapping (VSM) and 5S Programs.

VSM is a tool used to help visualize manufacturing processes so that we can better understand and streamline work processes. The goal of VSM is to identify and eliminate waste in the manufacturing process.

It is sometimes referred to as the Toyota method since they were the developers of the tool. The method identifies waste as anything that does not add value during the manufacturing process. The seven commonly identified forms of waste in manufacturing are:

1. **Overproduction**
2. **Waiting**
3. **Transport**
4. **Inappropriate Processing**
5. **Unnecessary Inventory**
6. **Unnecessary Motion**
7. **Defects**

All of those things which are not “value added,” are defined as waste and need to be reduced with the goal of elimination. Everyone benefits from waste reduction, especially customers.

The 5Ss are a summarization of techniques or tools used in Lean Manufacturing which are taken from Japanese language terms.

Additionally, PEG is arranging for Microsoft Office training for employees who use programs such as Excel and Word. The intermediate level training will help them use the formulas and macros in Excel more effectively as well as realize the full power of Word.

These training programs will help PEG serve you more efficiently, and create a better flow of information. It is a win for everyone, thanks to our partnership with NJ’s Department of Labor and Cumberland County College.

Domenic Ciancarelli
PEG Secretary/Treasurer

Japanese Term	English Equivalent	Meaning in Japanese Context
Seiri	Tidiness	Throw away all rubbish and unrelated materials in the workplace
Seiton	Orderliness	Set everything in proper place for quick retrieval and storage
Seiso	Cleanliness	Clean the workplace; everyone should be a janitor
Seiketsu	Standardization	Standardize the way of maintaining cleanliness
Shitsuke	Discipline	Practice “Five S” daily—make it a way of life; this also means “commitment”

Announcements

Coming to your city!

We’re planning our travel schedule for this fall and will gladly visit you while we are in your area—give Mark Andrews a call 1-800-982-4734, ext. 240 to schedule an appointment.

2008 Schedule:

New Jersey—September
Western Massachusetts—
September
Connecticut—October
Ohio—October
Kentucky—October
California—November



PEG Welcomes Albert Karwowski

Earlier this year, PEG expanded its management team and welcomed Albert E. Karwowski, CPA, as the company’s Controller to oversee the financial aspects of the company and look for ways to reduce waste and increase efficiencies.

“With the global competition in today’s market, we need to strategically focus on how PEG can continue to produce quality products and services and maintain a balance between effectiveness and efficiency. When a decision is made regarding products, services and employees, we must look at its financial impact to PEG and our customers,” said Mr. Karwowski.

When asked what drew him to PEG, he spoke of their good reputation in business and with employees. “Through professional and personal contacts, I’ve always been told PEG is a great place to work. And, it’s true!” he said.

Outside of work, Mr. Karwowski likes to spend time with his family and volunteers with various non-profit organizations.



An inside look at Precision Bore Tubing

What does Precision Bore Tubing provide?

Precision Bore Tubing (PB) provides the tightest tolerances (up to .0005") available in tubing and sizes that generally aren't available can be produced to meet specific requirements.

How is PB made?

The basic production concept is simple: a glass tube is fitted over a metal mandrel then heat is applied causing the glass to shrink. But, the talent to accomplish the task successfully isn't simple; it takes years of experience and dedicated craftsmen to understand the idiosyncrasies of both materials.

Can PB be customized?

Yes. PEG can produce PB in lengths up to 60" and diameters of 6". PB doesn't have to be round; they can be just about any shape, including hexagonal—with or without a beveled edge.



Precision bore tubing can be customized to most any specifications.

Where is PB used?

PB is generally used in applications that require precision fit or tight volumetric control. Some examples include: flow meters, syringe barrels, laser tubing, and piston and cylinder applications.

What should I look for in a PB supplier?

Look for a company whose research team is constantly experimenting to develop

smoother bores and tighter tolerances. A company with many years of experience with the variables that occur in production understands the nuances of the process. The supplier should constantly monitor their mandrels for damage to ensure consistency and bore smoothness. And, of course, a dedicated staff who knows their craft.

Employee Spotlight The Buzz!

When his career wasn't looking very clear, a good friend told Buzz Smithcors about an opening at PEG. He took that job thinking it would be good until he decided what he really wanted to do. But, 22 years later, it's clear as glass that Buzz made the right choice in taking that job.

Today, Buzz spends most of his time end-finishing and cutting glass tubing. He works with a wet diamond cutter and grinding machine to create the perfect bevel, square or whatever end the engineers specify. He is also an ace at removing any stray blade marks to make a perfectly smooth finish.

His finishing skills have made him a key player on the Gammon production team.

But during his 22 years, he has performed many tasks on many different jobs, like running the annealing machine, working in the acid room and sandblasting. With all of his cross-training, Buzz can work on just about any job—whatever jobs come along, Buzz is there!

Doing what Buzz does is an art—he certainly has an eye for details. His education may have helped hone his eye. Buzz holds a BA in Art Education, K-12 from Glassboro State College (it's now known as Rowan University.) His background in education has made him the "go to" guy for motivation and training—it's also helped him to go with the flow and not form a quick opinion about a situation or person.



But Buzz's heart lies in his hobby. He is a Civil War Historical Interpreter. He and his wife, Viola, participate in living history programs portraying Dr. Dudley and his nurse Cornella Hancock. (His wife is a direct descendant of Hancock's.) He has collected various tools and equipment from Civil War medicine and what he doesn't have, he makes. Before settling into the role of doctor, Buzz portrayed a soldier—'running up the hill with rifle in hand.'

"Like all of my team, Buzz is an asset to the department" said Charlie Ayars, Cutting Department Unit Leader at PEG.

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What a Symposium—It Blew Us Away! **ASGS Symposium**

The American Scientific Glassblowers Society hosted its 53rd Annual Symposium and Exhibition at the Trump Taj Mahal Casino and Resort in Atlantic City NJ on June 16th–19th. This event attracted scientific glassblowers from around the world where they could network with their fellow artisans, share information and techniques, attend informative seminars and visit with the many vendors that exhibited their wares.

As South Jersey has the highest concentration of scientific glassblowers in the country, the overall turnout of attendees, vendors, and glassblowers was the most in years. PEG had a booth displaying our many precision components. PEG President Phil Rossi along with BJ Polise,

Dan Horner, Max Kirsch, Jean Bertonazzi, Rory Atkinson, Jay Freeman and Mark Andrews attended this event.

Mark held the position of Symposium Seminars Chair and sat on the Symposium Committee. There were seven Seminars including one on “A Brief History of Glassmaking” presented by our own Phil Rossi. The PowerPoint presentation prepared by his brother, Domenic Ciancarelli, was derived from the book by the same name written by their father John Rossi. This educational book is available to you at no cost by contacting us at **800-982-4734** or writing to us at **sales@pegglass.com**.

In addition, PEG vendors and associates Clerval Industries, Heritage Insurance, Durphy Packaging, Chemglass, Angstrom Precision



Optics and North Jersey Diamond Wheel provided informational and educational seminars on their core competencies as they relate to the glass industry.

PEG's Dan Horner hosted a demonstration on glass-to-metal sealing. Dan is our Materials Manager who has 11 years of glassblowing experience.

PEG is proud to sponsor and be associated with the ASGS **www.asgs-glass.org**.