

Reflections



PRECISION ELECTRONIC GLASS
Innovation. Technology. Service.

WINTER 2005

Industry Events & Shows

Pittcon 2005

The Pittsburgh Conference will showcase "Everything Science Under the Sun" at the Orange County Convention Center in Orlando, Florida, from February 27 through March 4, 2005.

At **Pittcon 2005**, you will experience state-of-the-art technology at the Exposition and see what's on the horizon at the New Product Forums. Education opportunities abound in the Short Courses, with intriguing new courses added to the already extensive lineup. The Technical Program features speakers and events that are guaranteed to stimulate your mind. Go to www.pittcon.org

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Automation:

Expanding capacity and efficiency

The new year brings exciting new capability to PEG, and the means to better meet customers' needs. PEG has made a significant investment in automation. A physical reconfiguration of the plant, including addition of a new warehouse, was undertaken to accommodate a new automated lathe, one of several now on site.

"Over the past couple of years, we've been developing our expertise in programming and utilizing auto lathes, especially for forming and sealing applications. We're developing a diverse operation that's both capable and flexible," says PEG President Philip Rossi. The goal is to continue to evolve that expertise, manufacturing products that meet and exceed customer specifications, he adds. "We are constantly validating our processes and working to improve in the spirit of Kaizan, the Japanese continuous quality movement."

Automation will permit PEG to deliver improved, consistent tolerances and highly repeatable

outcomes. Fully utilizing the new space and equipment will help minimize turnover time, with lower labor costs among expected results.

Among customers who are looking forward to the increased capacity and potential cost-savings is John Randall. He serves as Manager of Manufacturing Technology Development at Dunlee, the Philips Electronics Medical Systems Division in Aurora, Ill. Randall has a long-term relationship with PEG and depends on the company for bulb shapes made from tubing for its X-ray tubes.

"One of the beauties of a shop like PEG is its flexibility. We have a standing order for certain parts, but we've also asked them for prototypes for new products on a very quick turn-around basis and they've been very responsive."

To learn more about PEG's auto lathe expansion, visit www.pegglass.com.

Steve Farside at the Auto Lathe



In this Issue...



Phil Rossi
President, PEG

Welcome!

I'm pleased to present *Reflections* from Precision Electronic Glass. Our purpose is to inform you about new capabilities and better ways to serve you and your customers. The newsletter is a "quick read"—we estimate about 10 minutes from cover to cover. We believe that brief investment of time on your part will yield valuable information about PEG people, products and technology.

For example, this issue features news about our enhanced capability in the area of metrology. We now offer SmartScope, an advanced system for conducting precise, non-contact measurements. You'll also read about our investment in an automated lathe cell and how our artisans are blending their unique skills with the latest technology.

At PEG we value customer relationships and we want to keep communication channels open. If you have questions about what you read here, or about any of our offerings, I encourage you to visit our website, www.pegglass.com. Also, feel free to email me at phil@pegglass.com. I'll answer you promptly, or promptly find someone who can!

Best wishes for 2005.

Philip Rossi
President

Client Highlight

Smoke, Flame & Gas Detectors

PEG partners with De-Tronics

Detector Electronics Corporation, a global leader in flame and gas detection, plus fire alarm and gas detection systems, has been relying on PEG products for more than a decade. Systems manufactured by the Minneapolis-based company help protect sites including offshore oil platforms, gas pipelines and New York City subway token booths. De-Tronics, as it is known, even provides detection systems for the B-2 bomber.

According to Buyer Kent Dougherty, PEG glass is an important component in the sensing tubes used in the company's diverse offerings. "We have blanket orders in place with PEG, and the parts are released on an as-needed basis," says Dougherty. But what keeps his phone ringing are the frequent changes and last-minute requests that are an inevitable part of meeting customers' dynamic needs.

"Everyone wants things faster all the time. Basically, when I call PEG, they react and they're engaged. I work quite a bit with B.J., (customer service) but I also

Detector's Infrared Fire Detection System features PEG components.



have no problem calling Max, Vince or Bob—they're all good."

Dougherty says he often will contact PEG when a glass need arises, even if it's not related to a particular product or sale. "I go to them for advice on glass issues and

they'll even tell me who to go to for something they don't supply. PEG really works to understand our needs and help us solve problems."

This is just one of many examples of how PEG can partner together to provide solutions and products to fit your needs.

To learn more about PEG keep reading...or go to www.pegglass.com and experience the company in action. Questions? Give PEG a call at 1-800-982-4734 or send an email to info@pegglass.com

"...when I call PEG, they react and they're engaged."

Learn more at www.pegglass.com

Spotlight on Service

A French Connection

Merci, PEG!

It was the last week in July 2004 and PEG crew members were anticipating the start of vacation the following day. (The entire company closes down for a week each summer and a week each winter.)

Then came the call from GE France, a long-time customer. "They were desperately in need of 20 additional large X-ray bulbs," recalls Production Control Supervisor Max Kirsh. "We

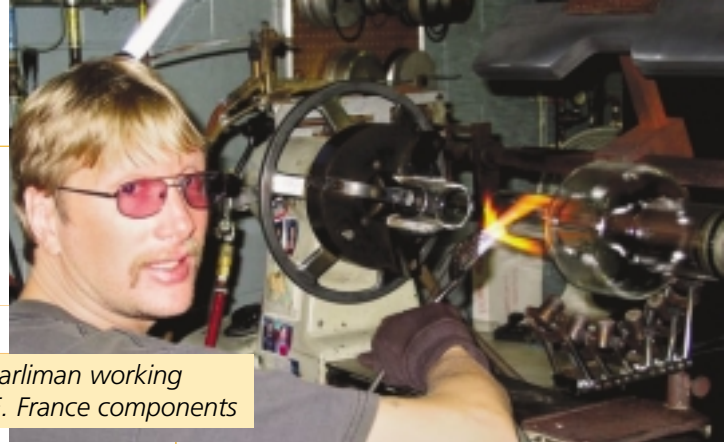
explained that unfortunately there just wasn't enough time to fill the order before shutdown. That was followed by another call—this one slightly frantic—asking if there was anything we could possibly do."

By this time, John Parlman and the production staff had heard about the request and decided to go for it. The pieces would have to be custom-made, fully inspected and shipped overseas within 24

hours. Typically, this would require a four-week lead time.

"Our people worked overtime, but nobody missed a minute of vacation. If a customer absolutely has to have something, we'll do whatever we can to get it to them," says Kirsh.

The head of GE France called PEG President Philip Rossi to personally say "merci" for the team's effort.



John Parlman working on G.E. France components

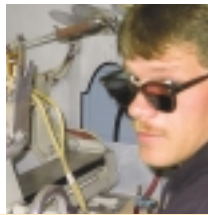
Artisan profile

Unit Leader Charles Woolley is an 11-year veteran of Precision Electronic Glass who likes his role as a supervisor, but still enjoys

the hands-on work he does on the lathe. "Everything in here is made by hand to very tight tolerances." The techniques required for working with quartz, an especially hard mineral, are demanding, and include the use of super-hot, high-pressure hydrogen.

"I'm doing something different all the time, which I really like. And when someone gives me a print, I'm confident that I can make the part based on experience. It gives me a feeling of satisfaction," he adds.

The father of Kristin, age 11 and Charles, 6, Woolley enjoys hunting and other outdoor activities.



Charles Woolley, working with super hot (and bright) hydrogen

Operations showcase

SmartScope

Metrology lab expands

Precision Electronic Glass has acquired an important new asset in the effort to create ultra-precise product measurements. The technology, known as *SmartScope Flash*, is a leading-edge, non-contact metrology system.

PEG Quality Manager Bob Wilhelm explains that *SmartScope* allows precise measurement of IDs, ODs, shapes, angles and points. It's all done electronically and is accurate within microns. PEG originally purchased the nearly \$100,000 system for a customer seeking an improved way to measure an irregularly shaped glass piece used in a night-vision application. The customer had been using a plug gauging system, but the manually-manipulated carbon steel plugs were showing wear and presented the risk of chipping the glass.

"The system worked quite well, and is now being used in other applications in which very tight tolerances are required," says Wilhelm. *SmartScope* can also generate detailed measurement reports and charts. The data is provided with the finished products, which frees the customer from having to re-measure the parts.

SmartScope is one of several systems that make up the high-performance PEG metrology lab.



Questions? Email us at info@pegglass.com or call 1-800-982-4734



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Engineer's corner

Raising Craftsmanship to a Science

How technology and craftsmanship work together

As the world becomes increasingly dependent on technology, it's encouraging to recognize the ongoing importance of craftsmanship. That's certainly true at Precision Electronic Glass, where artisans play an important role, even as automation makes an impact.

Craftsmanship and technology come together in a number of ways at PEG, according to Director of Engineering Vincent Giacomelli. The company's highly skilled artisans are a valuable commodity whose expertise is reserved for demanding production efforts. "It's not like we can find skilled people on the street;

they must be trained, and they need some degree of artistic ability."

With greater automated lathe capacity, these operators can dedicate themselves to the types of applications not suited to automation. This, in turn, creates new capacity for the shop as a whole. "For example," says Giacomelli, "When we try to make a graded seal on the auto lathe, it just doesn't compare to what the operators can do."

PEG artisans also have a role to play in the development of specialized software used to design parts then manufactured by automation. Their familiarity with the process makes their input invaluable, says Giacomelli.

Vincent Giacomelli at the Auto Lathe

