The Faces of Production Management at Anoplate

With well over 100 years of experience in manufacturing and plating, our Production Management staff is instrumental in helping Anoplate satisfy our customers’ quality, delivery, and cost requirements using Lean Six Sigma tools and concepts. They are responsible for enabling the skills of our platers and plating assistants to occur within the technical boundaries of our capabilities, customers’ requirements and manufacturing space.

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Here’s Anoplate’s Production Management team members:

**Jack McCarthy**, SBU 1 Manager and his Flow Leader **Mike Finnigan** manage the following finishes: Chem Film, Chromic Anodize, Sulfuric Anodize, Hard Coat Anodize, Titanium Anodize and Dry Film Lube.

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**Anoplate Makes Significant Upgrade with Electroless Nickel Line Expansion**

Anoplate continued to make significant capital upgrades to its facility in 2012, including an expansion of its electroless nickel (EN) capabilities. In addition to its hand EN line, Anoplate has a linear, manually-operated hoist line utilizing the latest chemical technology to produce high-phosphorus grade EN deposits on steel and copper substrates. Featuring adjustable-speed hoists and advanced chemical handling and safety designs, the new production area allows Anoplate to refine EN productivity and process management. The upgraded EN line - installed in early 2012 and now fully operational - offers a host of key improvements:

- **Efficient, expandable EN production.** The area is designed with wide, level, open-grid catwalks and stairways for improved traffic flow and tank access. The one-ton hoist/roll system has improved traffic flow and tank access. The area is designed with wide, level, open-grid catwalks and stairways for improved traffic flow and tank access. The one-ton hoist/roll system has improved traffic flow and tank access.

- **Improved worker safety.** Point-of-use exhaust (rather than general room exhaust) is installed at key tanks. Chemical and solution transfers are accomplished through manifolded valves, which automates these transfer functions and minimizes manual contact with plating solutions - and also minimizes the likelihood of spills, either large or small.

- **Advanced environmental protection.** Chemical spill controls include a fully bermed, pitched floor/sump system with a chemical-resistant coating. Nickel-bearing waste water is segregated for special pretreatment that optimizes metal precipitation and thus enhances recovery. Oil removal, filtration, and agitation pumps have not only enhanced the performance of EN solutions but prolonged their useful life as well, reducing the volume of waste nickel products.

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**Upcoming Trade Shows:**

- **BIOMEDevice**
  - April 10-11, 2013
  - Boston Convention & Exhibition Center
  - Boston, MA
  - Booth: 331

- **EASTEC**
  - Eastern States Exposition
  - May 14-16, 2013
  - Pennsylvania Convention Center
  - West Springfield, PA
  - Booth: 520

- **MD&M East**
  - Atlantic Design & Manufacturing
  - June 18-20, 2013
  - Pennsylvania Convention Center
  - Philadelphia, PA
  - Booth: 4521

- **SAE 2013**
  - AeroTech Congress & Exhibition
  - September 24-26, 2013
  - Montreal, Quebec, Canada
  - Booth: Coming Soon

For more information, see: www.anoplate.com/newsandevents

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Customer Satisfaction Survey

This past fall, Anoplate polled its top 255 customers to see how we have been performing in meeting their expectations along the lines of quality, delivery, communication and competitiveness just to name a few. Of the 255 customers, 55% of them responded to the survey request, which was a company-best response rate (most satisfaction surveys are in the 15-20% range). We truly thank you for the candid and overwhelming feedback we received through this survey, both good and constructive. We then benchmarked ourselves against the last customer satisfaction survey released in 2004. Based on the feedback received, Anoplate has improved remarkably in the following areas since 2004:

- Overall Quality
- On-Time Delivery
- Availability of Anoplate personnel
- Technical Ability of Anoplate personnel to meet your coating requirements
- Standing behind our coatings and quality

Our overall customer satisfaction has increased from 3.50 in 2004 to 3.66 in 2013 on a 5-point Likert scale (5 being best).

For those that were asked to participate in the survey, we want to thank you for the time you took to complete the survey and give us your honest feedback. We are proud of the improvements we have made to improve product quality, on-time delivery, and technical service over the years and we will continue that journey.

Fast Facts – ISO Approval

In early November, Anoplate passed our latest Surveillance Audit of our ISO 9001 Quality Management System and our ISO 14001 Environmental Management System. Several opportunities for improvement were suggested and we were commended for the progress made in our “On-Time to Customer Promise” initiative.

Our auditor quoted: “Anoplate has a strong system and should be proud of it.” The system documentation is good; impressive in some cases.

In addition to exhibiting at the Trade Shows listed on the back cover, Anoplate will be attending the MD&M South (Orlando, FL) and the Aerospace Industries Association Member Conference in El Segundo, CA in March.
**Q&A**

**To give the reader an indication of corporate specifications.**

Investigations and issued their own manufacturers have conducted their own. **2417 and/or ASTM B841 on their hydrogen embrittlement potential.**

While some aerospace companies acid formulation that resulted in low 1988 which specifically covered an cadmium replacement as evidenced. **by US patent # 4765871 issued in zinc increases the hardness of the deposit which makes the coating tougher and more wear resistant.** That said, the Boeing Corporation has had interest in zinc nickel as a cadmium replacement as evidenced by US patent # 4765871 issued in 1988 which specifically covered an acid formulation that resulted in low hydrogen embrittlement potential. **BAC 5637 covers such deposits. While some aerospace companies are specifying zinc-nickel to ASM 2417 and/or ASTM B641 on their drawings, others, like helicopter OEMs and landing gear manufacturers have conducted their own investigations and issued their own corporate specifications.**

**To give the reader an indication of continued on page 3**

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- **Efficient, expandable EN production.** The area is designed with wide, level, open-grid catwalks and stairways for improved traffic flow and tank access. The one-ton hoist/roll system has improved traffic flow and tank access.

- **Other improvements:** Open-grid catwalks and stairways for enhanced operator mobility, a fully bermed, pitched floor/sump system with a chemical-resistant coating, an improved design for optimal chemical handling and safety, and enhanced process control and monitoring through automated equipment.

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