

Carbide Processors Inc. Newsletter

2733 S. Ash St. Tacoma, WA. 98409-7850 800 346-8274

Holiday Issue 1996

Your Christmas Card is feeding a child

This is a traditional time of year to thank people, express good feelings and wish people well in the coming year. Instead of a special card we will thank you here and make a donation to a local food bank.

This makes sense to us for several reasons. As we have gotten more international there are more customers than ever who do not observe Christmas. While we have our own religious beliefs we also respect the differing beliefs of all others. In addition, feeding hungry children is pretty much recognized as a universal good and we can always express our best wishes in this newsletter.

We work with an excellent local food bank that passes out about \$20 worth of food for every dollar donated. The cost of a Christmas card will feed a baby for about a week.

Make More Money

Our High Impact alloy and ECP surface treating are being used by some people to make "High Impact Saws". They are selling these saws for more money.

The ECP treatment and High Impact alloy both work really well. They make a saw so much better that customers can appreciate the difference and are willing to pay the extra money.

Govt. Regulations Get Tougher

The EPA has announced that it is tightening air quality regulations. Between 1980 and 1995 the number of children admitted to emergency rooms with asthma problems has increased dramatically. The EPA is requiring tougher standards. This means that there will be a much greater impact on medium and small businesses.

The big businesses have already been heavily regulated. The really large businesses have been forced to make dramatic improvements. The medium and small businesses have been largely ignored by comparison. There is not much room for the EPA to show improvements by focusing on big business. The EPA will now begin to focus on medium size and small businesses.

I got this information from a class I am taking on Environmental Compliance. The instructor is an EPA administrator. This is all public information. If you have not heard the news then call the EPA or OSHA or whomever and ask for information on regulation changes and changes in enforcement policies

You need to be in compliance, you need to know you are in compliance and you need to be able to prove you are in compliance according to government standards. The proof is as important or more important than the actual fact as far as the government is concerned. (See article P.3

I am writing this article for two reasons. First, we talk to a lot of

people who know they need help but who are hiding and hoping the government will not notice them. This may have worked in the past but the government is going after more and more smaller businesses all the time. The EPA, OSHA and all the rest are targeting medium and small businesses because there is not much left to squeeze in big businesses. Second, we do consulting and would like more work.

We do consulting on environmental and safety and health issues. I am not trying to scare anyone into giving us business. I do not like that approach and I will not use it. You can use us or another consultant, you can sometimes get help from the government or from your insurance company. You can learn to do the work yourself. We offer some free material that will point you in the right direction if you want to do the work yourself.

The important point here is that you need to do something if you are not already doing it. If you do nothing you will be caught and fined and you will be required to make immediate changes. There are cases where governmental organizations have required plants to shut down until they got cleaned up.

Doing something is expensive and a lot of work. Not doing anything will definitely be more expensive and more trouble.

Cold Joints

When you are through brazing a saw look at both sides. A good, skilled brazer can catch the temperature so close that the temperature will be

exactly right on the top side and just a tad cold on the bottom side. You can see this because the solder will flow to form fillets on the top side and will bead up on the bottom side.

Save Money on Coolant

We have been doing coolant research for about a year. We are seeing coolant life double. This saves half on coolant, half on disposal costs and it saves a lot of labor. If you are interested in cutting your coolant costs please call Michelle.

Check Your Fillets

Fillets are the solder that oozes out of the braze joint. Checking your fillets can tell you a lot about how good a braze you really got. The fillets should flow back onto the metal. If they bead up next to the saw tip then the plate may have been dirty or may not have gotten hot enough. Some tests show that good fillets can add up to 20% strength or more to a joint.

The size of the fillet will tell you how much solder came out of the joint which will help you determine how much solder was left in the joint. We put an average silver depth of .010" on top of a sawtip. this will give good fillets and a braze joint thickness of about .003" to .005". This should give the maximum combination of bond strength and impact protection.

Patent Granted

The patent office has written to us and told us we will be granted a patent for our ECP process. This application was expedited because of the important environmental benefits the process has.

Saw Blade Folders

I got a great, funny advertising letter from Bob Hanekamp of Packaging Unlimited. His company

specializes in saw folders and related packaging. Call and ask for a copy of the letter. Krista Uhl 502 584-4331.

Honest but Human

Robert Ames wrote Michelle to very tactfully pointed out that I had not sent him a copy of a research paper he had requested.

I meant to send it. I had it all written. I just wanted to do a little rewrite to include some new research. A guy wants to send out the best he can. Somehow I never got the paper finished.

We work really hard to keep our promises and we do really well. Our on time delivery rate is well over 99%. Every now and again we make a mistake no matter how hard we try. We really hope that people trust us enough to call and let us know when we drop the ball on anything.

Free Consulting

We do free consulting. If you are a customer for something we manufacture or sell and you have a problem we will do our best to help you. We are getting quite a reputation for being both good and helpful. We are also getting more calls for help from people who are not customers. We like helping people but we are running a business and we need to be paid somehow.

We do free consulting for our customers. We also do contract consulting. In this case, all people buy from us is our opinion. If all you are interested in is our time and expertise then we need to charge for that. We will discuss things briefly and may give an opinion but if you are not a customer we will ask to be paid for the time we spend consulting. Our ordinary rate is \$200 an hour.

We have people ask us for help who think \$200 an hour is too much money. That is their opinion and they are certainly entitled to it. When I was starting out \$200 an hour would have looked like a fortune to me. We also have people who are very satisfied with what we do and the prices we charge. We do the very best we can no matter what we do. We are working harder to find people who appreciate our work and think our prices are fair and to just work with those people.

The thing we have least of is time and what we love to do most is research. Four years ago I started a formal Research and Development department that has been a tremendous success. It has made tremendous differences in our operation. We have a couple dozen projects of our own we are trying to get to and need the time.

If you have a new project and would like help, please call and we will certainly be happy to discuss it with you at no charge. We will work free to develop new products for customers if we get to manufacture the product they want to sell.

Remember if you are a customer the help with our product is free. If you are not a customer we will charge for the work we do.

Machine Shop Services

Good machine shops that are willing to take small jobs are really hard to find. We represent two excellent shops. One is Tony the Welder who builds machine frames and equipment. The other shop is a precision die and pattern shop.

Both shops are busy but they are willing to take on additional work. Medium sized production runs of precision parts with a good lead time

are ideal. If you have machine shop work you need done and would like to get a quote call Michelle please.

How Government People Are Different

What works in the private sector does not work in the public sector. We can't just transfer to government the lessons learned in business.

The purpose of private and public sectors are almost diametrically opposed and so are the ways they set their goals.

1. Public agencies answer to everyone, have to do everything anyone wants with resources spread very thin and have top management change every four years by election and more like every 18 months by attrition.

A successful organization in private industry has to do with people in a structured environment who are

given the resources they need to do a particular job exceedingly well. It has constancy of management and continuity is valued and achieved.

2. External forces impact the public manager in greater numbers and more complex ways than they do the private sector counterpart.

3. The public sector does not use process and performance measures to measure success instead they use compliance to guidelines. The essential question for government is "Is everyone being treated fairly?" rather than "Did the job get done in the most efficient manner." Process counts for much more than product.

4. The fourth area of difference is structure. Private managers have a

great deal of freedom while public sector managers deal within a complex network of legal, constitutional, political and regulatory restrictions. This is compounded by the overlapping

Additional Papers

We offer the following papers at no cost. These are short papers that give some idea of the work we do. If you would like research such as this done for you please contact us. We feel the best way to judge the work we will do for you is by the work we have already done.

Free

1. Cobalt and Chromium Exposure in the Filing Room - A Short Look At a Big Problem
2. A Possibly Superior Braze Alloy
3. Solving Safety and Environmental Problems
4. Establishing a Grinding Coolant Testing Program
5. Health Hazards of Cobalt vs. Nickel - requested by John Gammelgard
6. Why Products Gradually Get Obsolete
7. A New Braze Treatment for Carbide
8. Steering Your Business In a New Direction - Why and How

Papers for Sale

1. Cobalt in the filing room - \$20 ea.

Carbide Processors, Inc.

Ph 800 346-8274 Fax 206 383-5802

E Mail address <http://www.carbideprocessors.com> also NW Research Institute @ <http://www.nwresearchinstitute.com>

Carbide Processors, Inc.

Newsletter

2733 S. Ash St. Tacoma, WA 98409-7850 800 346-8274

Ph 800 346-8274 Fax 206 383-5802

complexities of the three levels of government: federal, state and local. It is never clear who is to do what. The result is usually confusion and overlapping and intermingled problems.

5. The private sector attracts the best people and can remove those that do not perform. Higher wages, better work, more responsibility and better facilities and equipment plus the chance to make more money doing what one loves are powerful inducements to private industry. Government offers pensions, a large salary at lower levels but a small salary at upper levels and the assurance that it is almost impossible to get fired or otherwise lose your job depending on seniority.

Quality magazine is a good magazine and free to qualified readers. Ph. 630-462-2319 Fax 630-462-2225

We started out as a hand assembly operation. We used research to turn that into a manufacturing operation. Over the years we developed a reputation doing good research on a cost effective basis. That means we provide solutions that work financially. We have formalized this broad ranging research approach as **NorthWest Research Institute, Inc.** We do the odd and strange. If you want a fresh approach or have an area no one else wants to address we may be able to help. We have access to a great many really intelligent people internationally, we work very hard and we are intensely focused on customer satisfaction.

Manufacturing

Services

carbide pretinning
contract brazing

Products

precision wire choppers
small tunnel ovens
custom pump and filter systems

Research

Grinding coolants
Ceramic surfaces
Workplace safety
Environmental compliance
Manufacturing systems
Niche market identificatio

Consulting

Customer service
Customer communication
Customer Satisfaction
Brazing consulting
Environmental consulting
Safety and Health consulting
Limited general business

Carbide Processors, Inc.
NorthWest Research Institute, Inc.
2733 South Ash Street
Tacoma, WA 98409-7850

BULK RATE
U.S. Postage
P A I D
Tacoma, WA
Permit No. 657