

Customer service: On-time delivery starts with having something to deliver.



Steve Ward, Maintenance Supervisor, takes his role in exceeding customer expectations to heart.

One reason why Daman has such a great track record of hitting delivery dates for customers is the attention paid to keeping the production process running, and running well.

On October 5, a part broke on a primary piece of equipment on the Daman manufacturing floor, immediately threatening demanding production timetables and tight delivery schedules.

The part was a spindle on a major piece of production equipment, a Mazak CNC mill. Repair firms can take 3-5 days to respond to a maintenance call and often require many extra hours of diagnostic time.

With most companies, this would have caused lengthy shut downs, production delays, and apologetic calls to customers. At Daman, this problem had been anticipated, so work stoppage was kept remarkably short and not one single shipping deadline was missed.

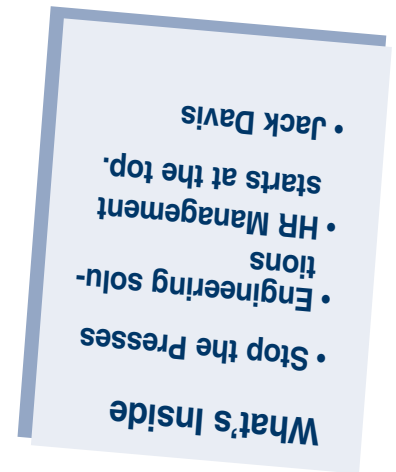
Daman Maintenance Engineer Steven Ward has established regular contact with the Mazak factory in Kentucky to ensure the ready availability of critical parts on short notice. Steven is also factory-trained in machine maintenance and is on 24-hour call so he can get on top of such problems and affect a solution as quickly as possible.

As it turns out, it took only 16 hours from the time the critical CNC machine

shut down until it was up and running, including getting the part from the factory. This is a remarkably short time considering removal and replacement of that particular part is in itself a 10-hour turnaround job.

“Our customers have businesses to run too, so we’re obligated to keep our promises and get products out to them on time,” says Ward. “We keep a supply of high turnover parts for the critical machinery like seals, servo drives, air solenoids and timing belts in-house for quick fixes, but we also have a hotline to the manufacturer for the major stuff, like spindles.”

It’s just further proof that Daman’s commitment to customer service reaches every nook and cranny of the company.



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Manifold News



Sometimes, “Stop the Presses” is not so good.

Daman teams up with a top distributor to solve a customer's problems and keep 600-ton presses on-line and rolling along.

Some time ago, a manufacturer of large platform presses for the contract stamping industry, began experiencing serious maintenance problems with their machines due to misaligned drillings, contamination, and myriad other manifold design flaws. Technical innovation in their presses had placed new reliance on the manifolds to handle more hose

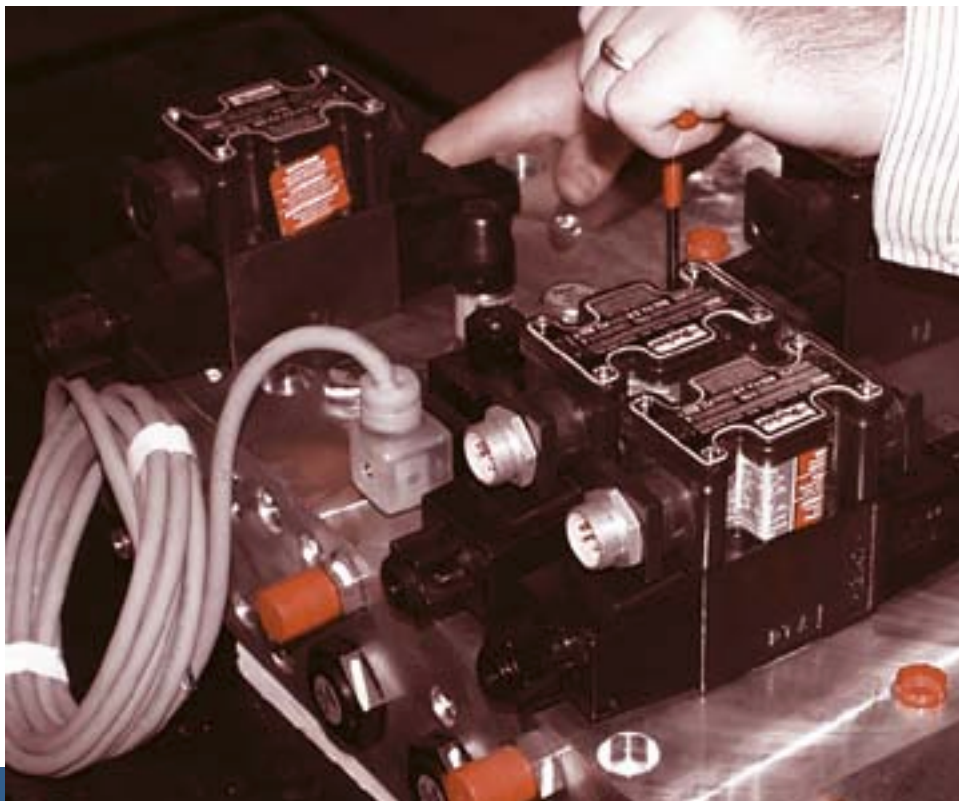
assemblies and integrated circuitry, and the existing manifolds were simply not up to the task.

To make matters worse, the nature of the stamping industry dictated that many of the presses be in operation 24/7, placing even greater strain on equipment and systems. Needless to say, press downtime was an economic disaster in this very competitive

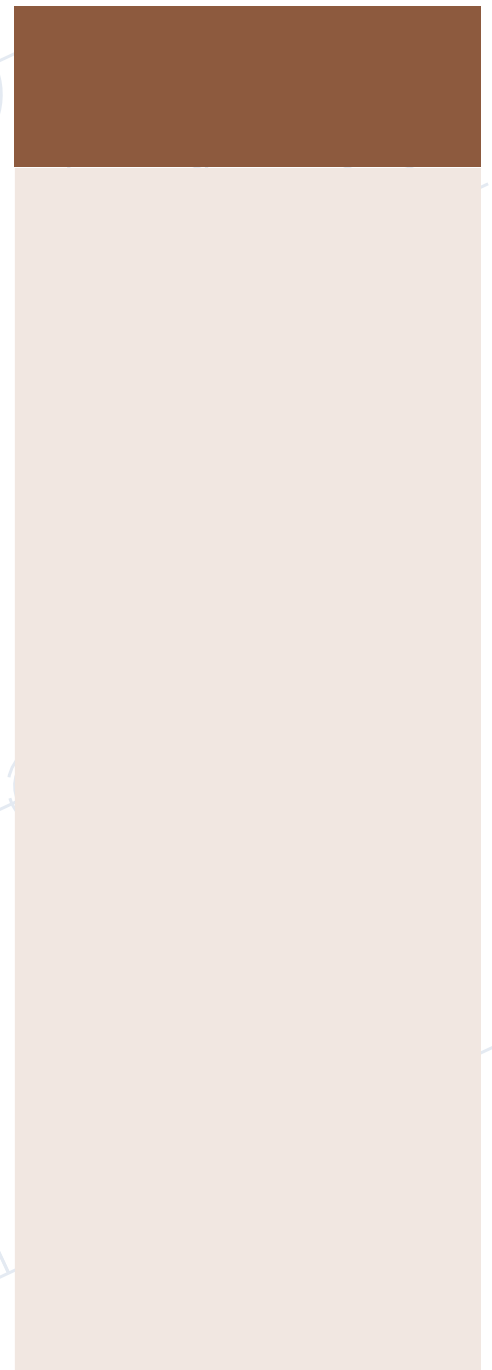
industry, so the manufacturer needed reliability as well as performance to protect customer confidence in their presses.

A Daman distributor, stepped in and introduced the manufacturer to Daman's precision design and quality control capabilities. Daman immediately noticed that, among other things, too much design emphasis was being placed on unit cost reduction in lieu of performance and manufacturing precision. This front-end cost consciousness apparently kept overall product costs down, but the money saved on expert manifold design and manufacture was being more than offset by the devastating effect of manifold performance failure.

Initial manifold designs based on Daman's circuit specifications were so successful that confidence in the coalition was quickly established and all of the manifold problems went away. The manufacturer manifolds not only performed with incredible reliability and accuracy, but also were free of the chips and burrs that had been causing hydraulic system contamination.

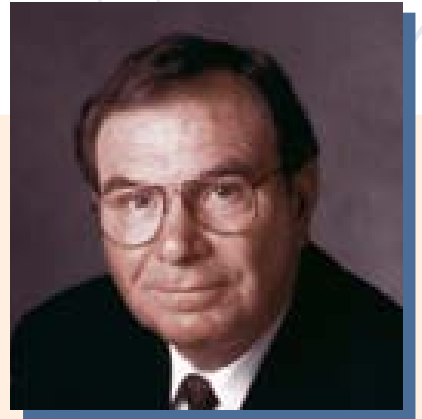


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**Interestingly, Daman's Lean
Management system subsequently**

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DAMAN *****

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