



New Hampshire Ball Bearings, Inc.

A Minebea Company

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inside track

Mary Beth MacKenzie Settling In as Precision's New Sales Manager

Mary Beth MacKenzie has never been one to ease into a new job, and this time is no different. During her first six months as the new Sales Manager of the Precision Division she has hit the ground running. "Since day one, I have been working closely with, and traveling to visit, our customers who have helped to make the Precision Division a success" said Mary Beth.

Looking ahead, Mary Beth plans to maintain and strengthen Precision's reputation for being customer-focused. "I am excited about the opportunity to work at the Precision Division and to make California my home," said Mary Beth. "More importantly, I plan to work with field sales, inside sales, operations, and manufacturing to bring customer-focus to the next level."



Mary Beth MacKenzie

Mary Beth has been a key part of the sales team since joining NHBB in 1988. She began her career as an inside sales

representative and quickly moved into various leadership roles, including inside sales supervisor, field sales engineer and, most recently, sales manager for the Eastern Region. She held this last position for nine years.

"Mary Beth has been an effective salesperson and strong leader throughout her career," said Jack Langridge, VP of Sales and Marketing. "In her relationships with customers and peers, she is enthusiastic, conscientious, and professional. I am confident Mary Beth will flourish as Sales Manager of the Precision Division."

Mary Beth holds an MBA from Long Island University and a BS from the University of New Hampshire. ●

HiTech's Passivation Process Earns Nadcap Accreditation

NHBB's HiTech Division has passed an in-depth examination to receive the aerospace industry's Nadcap accreditation for passivation. This process falls under HiTech's current Nadcap approval for chemical processing (AC7108).

"We are pleased to earn this important Nadcap accreditation, as it serves to strengthen our partnerships with key aerospace customers," said Rich Bardellini, NHBB's Vice President of Manufacturing. "This certification demonstrates that our passivation process conforms to the highest standards of technical proficiency established by the aerospace industry, and that we are committed to aligning our capabilities with customer needs."

Chemical/Environmental Engineer, Kim Vecchione, who was in charge of preparing for the audit, said the goal of achieving Nadcap certification for passivation was established over two years ago. "Before inviting the auditor in, we scrutinized the entire process to make sure every element was in place," said Vecchione. "We reviewed, updated, and revised various procedures for keeping detailed and accurate records, conducting employee training, initiating continuous improvement programs, and monitoring equipment calibration and maintenance. It was a monumental task, but well worth the effort."



The two-day audit was performed by a representative from the Performance Review Institute (PRI), the nonprofit organization responsible for administering the standards.

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Precision Recognized by Stryker Instruments for Exceptional Service

NHBB's Precision Division was honored recently by Stryker Instruments for "taking customer service to the next level." NHBB is the first company to gain recognition as part of Stryker's Supplier Spotlight initiative, a new program designed to showcase their top performing suppliers. Stryker announced the selection of NHBB in their most recent quarterly newsletter.

In choosing NHBB, Stryker solicited nominees from various departments, then evaluated each supplier based on a host of factors, such as sales responsiveness, product quality, service reliability, R&D support, and process improvement. NHBB's service exceeded Stryker's expectations in nearly every category.

"This tribute is a reflection of NHBB's commitment to achieving world class customer service," said Mary Beth



Precision Division Manufacturing

MacKenzie, the Sales Manager for NHBB's Precision Division. "Each person working on the Stryker account understands Stryker's needs, business processes, and objectives—it is the dedication of people like Rodrigo Martinez, Carroll Purvis, Josh King, and Alex Garcia that enables us to deliver a high quality product, on time, at a competitive price."

Stryker Instruments, a leading medical device manufacturer located in Kalamazoo, MI., produces a wide range of innovative operating room products, from leading power tools to advanced systems for waste

management, irrigation, personal protection, and pain management. Stryker's goal is to improve the surgical experience by developing instruments that are more reliable, more intuitive, and less complicated to use. ●

Myonic and NHBB Attend MD&M West 2010

Representatives from NHBB and myonic shared space at this year's Medical Design and Manufacturing West tradeshow to showcase their latest product innovations. The event took place February 8th through 10th at the Anaheim Convention Center in Anaheim, CA. Shown here



staffing the booth are (from left to right): Wayne Vanderneut, Senior Product Specialist, myonic USA; Mary Beth MacKenzie, Sales Manager, Precision Division; Leo Monsada, Applications Engineer, Precision Division; Alex Garcia, Applications Engineering Manager, Precision Division. ●

HiTech Unveils New Design Guide

HiTech's new Roller and Ball Bearings Design Guide has just rolled off the presses. It features updated product tables, an enhanced special products section, and an expanded engineering reference. New engineering topics include internal bearing geometry, carburizing, shaft and housing fits, silicon nitride balls, and more. The reference tables for materials, cages, seals and shields, and lubricants have been updated, as well.



"The guide represents a starting point for a variety of the concepts and considerations necessary to initiate a bearing design," says Jim Geary, HiTech's Sales Manager. "Although it is but one part of the total resource package we provide to our customers, it reinforces our readiness to work together to find the best solutions possible."

To receive your copy of the new Roller and Ball Bearings Design Guide, contact your NHBB field sales representative or send an e-mail to info@nhbb.com. ●

HiTech Passivation Process

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HiTech's next annual Nadcap audit is scheduled for April, 2010.

HiTech, which manufactures complex ball and roller bearings for the aerospace industry, also holds Nadcap accreditations for nondestructive testing (AC7114) and heat-treating (AC7102). HiTech's AC7102 certification also covers its carburizing process, which was first accredited back in 2008.

Launched in 1990 by the Society of Automotive Engineers, Nadcap is a universal standard that was developed to ensure manufactured aircraft and aero-engines are of the highest quality. It is specified by a majority of the manufacturers in these sectors, many of which are customers of NHBB.

For more information about Nadcap, please visit www.pri-network.org/PRI/. ●

Astro's Safety Record Reaches One Million Hours

Incredibly Rare and impressive is how David Henderson, Executive Director of the Safety & Health Council of Northern New England, described Astro's flawless safety record from December 20, 2008 to March 8, 2010. This unblemished stretch amounted to 1,000,000 labor hours accrued by Astro's 400 plus employees without a single work related injury or illness leading to lost time. This feat has earned Astro a Perfect Record Award, a nationally recognized honor, from the National Safety Council.

"Just five of the 700 members in the region achieved a perfect safety record during the past year," said Henderson. "It's hard for a large industrial facility like Astro's to achieve a perfect safety record in a single month, let alone an entire year, which makes their accomplishment all the more impressive."

The seeds of perfection were planted several years ago by Herb Parkhurst, who, as Astro's Facilities and Environmental Manager, oversees the safety program. Prior to 2007, Astro's safety record was described as first-rate, but Parkhurst saw room for improvement. He said it was hard to convince others at first because the numbers were not that alarming.

"The data notwithstanding, I was convinced the size of our workforce dictated the need for a full-time safety position," said Parkhurst. In 2007, Astro made safety one of its top priorities by creating the position of Safety Coordinator, which was filled by Dana Lamprey, one of Astro's maintenance supervisors who possessed a strong background in, and passion for, employee safety.

Lamprey oversees the activities of the facility's Safety Committee, which includes at least one employee from every department and each shift. The committee convenes once a



*Dana Lamprey, Safety Coordinator
Astro Division*

month to conduct training and report on safety concerns identified by committee members and other employees. Lamprey uses their input to establish his goals and objectives for eliminating workplace hazards.

Lamprey credits the committee for making the Perfect Record Award possible. "Our safety committee is one of the largest and most active in the region," he said. "We definitely take our mission to the extreme."

While the committee's diligence has paid off in preventing injuries on the job and keeping people at work, it also helps to support customers' just-in-time product needs. "Having just one employee sidelined due to an injury can make the difference," said Jim St. Pierre, Astro's Operations Manager. "So an excellent safety program becomes another important facet of maintaining and improving good customer service." ●

NHBB's MK Liner First to Qualify in AS81820 Type 'A' Long Life Bearing Series

New Hampshire Ball Bearings, Inc. (NHBB) announces the industry's first self-lubricating liner system to qualify to the new performance threshold of 100,000 cycles for spherical bearing life, established by industry standard AS81820 Type 'A'. The MK



liner utilizes PTFE to provide the long life and wear resistant surface required by the Type 'A' spherical bearings.

Spherical bearings with NHBB's liner give the performance advantage of extended life at high loads in demanding aerospace applications such as flight controls, wing surface controls, actuators, landing gear, engine pylons, and engine mounts. The newly-qualified Type 'A' long life bearing series are dimensionally interchangeable with the AS81820 standard life bearing series (25,000 cycles).

Paul O'Brien, Product Engineering Manager at the Astro Division, states, "For engineers designing aerospace mechanical systems

and subsystems, bearings with NHBB's longer life liner provide distinct advantages. NHBB's qualified bearings offer the same wear limits as the AS81820 standard life bearings but at four times the bearing life. While qualified to the Type 'A' long life requirements, the bearings' performance meet both—the Type 'A' long life, as well as the original standard life, bearing requirements. For NHBB, the MK liner represents our ability to meet customers' exacting specifications and anticipate their needs. We're proud to be the first to qualify bearings to the new AS81820 Type 'A' industry standard." ●

The qualified NHBB bearing part number series are:

<u>AS81820 Part Number</u>	<u>NHBB Basic Part Number</u>
MS14101A	MKB V
MS14102A	MKW
MS14103A	MKW V
MS14104A	MKB

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Manuela Wood

Inside Sales Representative
Precision Division
Chatsworth, CA
Years at NHBB: 5

NHBB In Person

April, 2010 marks the fifth year Manuela Wood has been a member of Precision's inside sales team and a full-time employee of the company, and she has enjoyed every minute.

Manuela is responsible for servicing customers located in the Western Region, plus she handles all of Honeywell's locations throughout the U.S. Her account list also includes the OEMs Raytheon Missile Systems and Woodward HRT among others, and the distributors Wesco, IBT, and Quality Dental.

Manuela says her biggest challenge is time management. "It's not easy, but I try to spend as much time as possible with each account in order to provide a higher level of service."

What she likes most about her job is the challenge of managing change. "Every day brings something different, no two days are ever the same – it's exciting." ●

NHBB Appoints New Distributor Sales Manager



Jeff Schad

NHBB is pleased to announce the promotion of Jeff Schad to Distributor Sales Manager. He has taken over for Tim Dugan, who is now the Eastern Region Sales Manager.

In his new role, Jeff is responsible for managing distributor sales at a national level. He serves as the liaison between all of NHBB's divisions and our elite group of authorized distributors. Jeff said of this opportunity, "I look forward to working with our distribution partners in order to strengthen these mutually beneficial relationships."

Jeff, who started in the Bearing Industry in 1974 at the age of 14, accumulated 20 years of experience working in the bearing distribution field before joining NHBB in 1994 as a senior field sales engineer. He holds a Bachelors Degree in Business Management from the University of Tulsa.

"Jeff Schad is disciplined, personable, and one of the most knowledgeable professionals in our sales organization," said Jack Langridge, Vice President of Sales and Marketing. "Jeff's experience in distribution, coupled with his deep knowledge of bearing products and solutions, makes him an invaluable asset to NHBB as well as our authorized distributors." ●

Central Region Opening Filled



Alan Brakefield

Alan Brakefield is the new Senior Sales Engineer responsible for the Central Region territory once managed by Jeff Schad, which includes Arkansas, Kansas, Nebraska, Oklahoma, and Texas. Alan is an accomplished technical sales person with over 26 years of sales experience with NMB Technologies. He is also a commercial instrument rated pilot and hobbyist who restores antique aircraft. "I am excited to be a part of NHBB," said Alan. "I look forward to facing new challenges and opportunities that arise while serving NHBB's customers throughout the region." ●

We've redesigned
our website—
check it out at
[www.nhbb.com!](http://www.nhbb.com)

