



New Hampshire Ball Bearings, Inc.  
— A Minebea Company —

# inside track

nhbb.com

## NHBB opens new center for innovation

In January, company executives, the NPDC staff, and the employees involved in the construction effort came together to celebrate the completion and grand opening of the New Product Development Center (NPDC).

The opening of the NPDC is a significant step toward achieving our goal of fully supporting the technology requirements of our customers. As part of our newly formed New Product Development (NPD) organization, the NPDC will support product development and testing throughout NHBB, as well as within the global Minebea group of companies. While the NPD organization will concentrate on developing solutions for R&S customers in the short term, developing technology for rolling element bearings is within its mid-term expectations.

The NPD organization is led by Dick Ray, NHBB's director of applications engineering and new product development. Previously, Dick was the applications engineering manager for the HiTech Division in Peterborough, NH, a role which gave him a unique expertise in bearing technology and customer requirements. Dick and his team report directly to the vice president of sales, Jim Geary.

Dick explained that the New Product Development organization is set up to be customer-facing. "The most important new product development activity occurs when our applications engineers work closely with customers," said Dick. "The NPDC in Laconia was established to complement their efforts and evolve specialized capabilities as they are needed."

Gary Yomantas, NHBB's president, said the company has been working on plans to establish the NPDC for several years. The capital investment and construction plan was approved by NHBB's parent company, Minebea Co., Ltd., in early 2011. Work began in July with the relocation of existing manufacturing equipment and the framing of interior walls. New machine centers and test equipment were delivered and installed by late fall, and the center was operational by mid December.



*Dick Ray (center) with the NPDC staff of research scientists and product development engineers.*

*continues on page 2*

## Inside this issue:

- [Message from the President](#)
- [Helicopter Bearings in Flight](#)
- [NewsBriefs](#)
- [NHBB in Person](#)
- [New Director of Materials](#)
- [MD&M Trade Show Dates](#)

## Quality audits result in updated aerospace QMS certification

It's official: All three of NHBB's manufacturing facilities are now certified to AS9100:2009 Rev C, the new and more rigorous quality system requirements for aviation, space, and defense markets. NHBB facilities have also been recertified to ISO 9001:2008.

"The AS9100 Rev C certification reflects our ongoing commitment to manufacturing excellence and customer satisfaction," said Rich Bardellini, NHBB's vice president of operations. "It validates the world-class tools and processes we have put in place to deliver the highest quality products and most dependable service to our aerospace customers."

AS9100 is the quality management system (QMS) standard developed specifically for the aerospace industry. It includes all ISO 9001:2008 provisions as well as a number of additional aerospace-related qualifiers. The latest revision, AS9100:2009 Rev C, places additional emphasis on risk management, supply chain management controls, and project

*continues on page 2*



Gary Yomantas

## A Message from NHBB's President

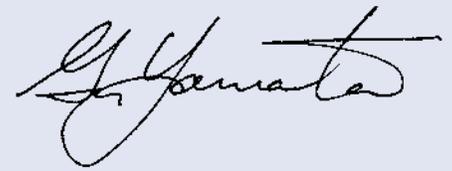
NHBB has created several new roles with cross-divisional responsibilities related to key aspects of our business. These new "corporate-level" positions are designed to guide NHBB's collective intelligence toward the fulfillment of our customers' most pressing needs.

One of our customers' greatest needs is for new products and solutions, so we established a new organization within NHBB devoted to product development and testing and created a new director-level position to oversee it. Dick Ray was promoted to director of applications engineering and new product development last year. He is uniquely suited to the role thanks to his expertise in developing solutions for aero-engine applications while he was HiTech's applications engineering manager.

Another need we targeted for corporate-level support relates to the processing of advanced materials. Because more customers are using exotic alloys to enhance product performance, we created a corporate materials engineering role and promoted Steve Carey, HiTech's materials engineering manager, to the position. Steve has the right knowledge and experience to address the technical issues involved in processing advanced materials.

Some of the biggest challenges our customers face relate to their supply chain, so we created a director-level position dedicated to our own critically important supply base. Barry Wilk was named director of materials in January. Having supported important corporate initiatives in the past, Barry is fully prepared to guide efforts to control costs, mitigate risks, and lead supplier development and global sourcing initiatives for all of our divisions.

When viewed collectively, these new positions reflect a continued transformation of our organizational structure and realignment of our resources. What these roles have in common is the underlying rationale driving their formation — they reflect our commitment to continuous improvement, the sharing of best practices, and the development and empowerment of our employees. By creating new leadership roles with company-wide responsibilities, we are better able to harness the collective capability of our organization in support of the growing needs of our customers.



## Quality audits result in updated aerospace QMS certification

*continued from page 1*



management, all of which are designed to ensure a higher level of quality and customer satisfaction. The previous revision, Rev B, expires on July 1, 2012.

Our ISO 9001:2008/AS9100:2009 audits took place in January and February of this year. The HiTech Division was issued its Certificate of Registration on March 7, 2012. Astro's and Precision's certificates were issued on March 27, 2012, and April 4, 2012, respectively.

For more information about AS9100:2009 Rev C, visit [standards.sae.org/as9100c](http://standards.sae.org/as9100c). To review or download a copy of our quality certifications, visit [nhbb.com](http://nhbb.com) and click on "Commitment to Quality" under "About."

## NHBB opens new center for innovation

*continued from page 1*

"The New Product Development Center is another great example of Minebea's ongoing support and investment in NHBB," said Gary. "With Minebea's continued assistance, we've been able to support our customers' evolving technology requirements through the expansion of our capabilities."

The NPDC is located within the Astro Division in Laconia, NH, and contains a development lab, chemical lab, test lab, and office space for its staff of scientists and product development engineers.

### The new Airframe Control Bearings catalog is now available.



Request a printed copy or download a PDF version at [nhbb.com](http://nhbb.com).

## New pitch control bearing system performs well in flight

Gino Crecco, Astro's product sales manager, reports that the performance of NHBB's new rotary wing pitch control bearing system (L2010) has been outstanding. Since it was released into production last October, the L2010 has logged flight-hours on both commercial and military helicopters.

"The feedback we've received from customers has been positive," said Gino. "The new bearing system is living up to its stated capabilities to resist wear and contamination and to extend bearing life by two and a half times that of previous designs."

The L2010 is designed specifically for rotary wing pitch control applications. This patent-pending solution consists of an enhanced self-lubricating liner system paired with a specially coated ball that's engineered with enhanced tribological characteristics. It establishes a performance benchmark for extremely low wear – 0.003 inch or less – over 1,500 hours, and delivers improved resistance to the high alkaline compounds found in most cleaning solutions, which are proven to shorten bearing life.



**Contact Astro's Product Engineering group for more information.**

## News Briefs

### HiTech's Quality Department under new leadership



Theresa Lloyd

The HiTech Division is pleased to announce the hiring of Theresa Lloyd as quality manager. She is responsible for the areas of quality assurance, quality control, and metrology.

Theresa comes to HiTech with more than 20 years of leadership experience in quality, including more than 10 as a quality manager. Her background also includes relevant experience in the aerospace industry – she worked for Hamilton Sundstrand as program quality manager for GE/Rolls-Royce.

Theresa is a Certified Quality Engineer through ASQ and a Six Sigma Black Belt, and she is intimately familiar with ISO 9001 and AS9100. She holds two bachelor's degrees, one in physics from the University of Arizona, and another in economics from the University of San Francisco.

The quality manager position opened up when Scott Swinehart accepted the position of product engineering manager, a position vacated by Dick Ray's promotion to NHBB's director of applications engineering and new product development.

### Astro devotes new training space to lean and CI programs

The Astro Division has built a second training facility to accommodate the increased amount of training taking place throughout the division. The new training center opened in early January and is primarily used for lean manufacturing and continuous improvement (CI) training and events. The 700 sq. ft. space is larger than the original training room, and can be configured as a traditional classroom or for round-table discussions. Bob Hammond, Astro's manager of lean manufacturing and continuous improvement, is thrilled to have a space dedicated to his department. "With the new facility, HR is able to conduct employee training and development at the same time we're engaged in a time-intensive Kaizen event," he said. "This change demonstrates NHBB's commitment to supporting the growth and maturation of our lean manufacturing and CI programs."



First and second shift set-up operators participate in a set-up reduction event in the new training facility. The team analyzed each of the 84 steps involved in the set-up of two new multifunctional work centers.

### New materials manager joins HiTech

Roy Geiger, HiTech operations manager, recently announced the hiring of Bill Anderson as materials manager. Bill is responsible for all of planning/production control, shipping, and receiving.

Bill has more than 25 years of experience in manufacturing and materials leadership roles, including more than 17 years as a materials manager. He has worked in manufacturing environments since 1995 and is Six Sigma Green Belt certified. He is a corporate charter member of APICS (the Association for Operations Management) and a corporate member of the Association for Manufacturing Excellence. Bill's contributions helped his prior employer receive the "Best Plant" award from *Industry Week* magazine in 2008.

### Precision earns supplier honor from medical OEM

Cardiovascular Systems Inc. (CSI) presented the Precision Division with the 2010-2011 Circle of Champions award. We met or exceeded CSI's established quality and delivery performance goals, which include 100% effective lot yield, zero supplier corrective actions requests (SCAR), and 100% on-time delivery. It's the second time we've received this award from CSI, a leader in the assessment, development and commercialization of medical devices for treating peripheral arterial disease.



**Kelly Turcotte**

Inside Sales Representative – HiTech Division  
Peterborough, NH • Years at NHBB: 2

**NHBB in Person**

**Working in account management, I always try to listen to my customers and understand their needs. I want them to feel confident that we are making every effort to resolve issues to their satisfaction.**

The biggest challenge we face in sales is aligning our deliveries with customer expectations. Through careful planning and execution, we have achieved excellent results for our customers.

What I appreciate most about my job is the responsiveness of the entire management team. Whenever issues arise that need immediate attention, everyone works together to resolve problems and meet customer expectations in a timely manner.

My goal is to continue learning about our products in order to help support customer needs and grow our business.

For comments or questions about *Inside Track* contact:

Hans Baker  
NHBB • Peterborough, NH  
603.924.4100 • hbaker@nhbb.com



Barry Wilk

**NHBB creates, fills director of materials position**

Barry Wilk's recent promotion to the newly created position of director of materials is a critical step in the development of a robust and agile supply chain management program at NHBB. Barry is now directly responsible for all NHBB procurement efforts, and has collaborative responsibilities for materials management within all of our operations.

Barry had more than 20 years of experience as a materials professional before he joined NHBB. He has been the materials manager of the Astro Division for more than 14 years, and for the past four has also supported critical corporate initiatives. Barry holds a BS in economics and business administration from Worcester State University and is APICS certified. Barry will continue to support Astro through their materials management transition.

**Morrissey retires**

Joe Morrissey has retired after nearly 35 years of dedicated service to NHBB and its sister company, NMB Technologies. "The history of NHBB is filled with loyal employees like Joe who have grown up with the company and helped drive its growth," said Walt Sweet, sales manager of the Western Region. "On behalf of NHBB, I wish to thank Joe for his many contributions and wish him the very best as he embarks on a new stage in life." Joe's career started with NMB in 1977 and includes assignments in Florida (district manager), Texas (regional manager), and Seattle, Washington, where he has served as a field sales engineer for NHBB since 2002. Joe will continue to live in the Seattle area after his retirement.

**NH's governor drops by for a visit**

Governor John Lynch recently paid a visit to the HiTech Division in Peterborough, NH. He met briefly with company executives then toured the 236,000 sq. ft. facility. The visit was prompted by NHBB's participation in the state's job training program. Governor Lynch even mentioned our involvement in the program during his final state of the state address, which he delivered in January.



Shown here meeting with Governor Lynch (center) are Roy Geiger, operations manager of the HiTech Division (left), and Jim Geary, NHBB's vice president of sales (right).

**MD&M 2012 Show Dates**

Mark Your Calendar

**MD&M East**

**May 22-24, 2012**

**Pennsylvania Convention Center**

**Philadelphia, PA**

**Booth #934**