

Metal Locking Service Annual Newsletter  
Summer 2003 edition

## In the Shop

Aggregate Repairs Heating Up! This **gyratory crusher spider** weighs in at 42,000 lbs. and was shipped from Rochester, NY. The broken hub was machined and replaced.

We recently increased our precision machining and inspection capabilities by purchasing additional measuring and inspection tooling.

Another addition to our capabilities is the recently added **35T CNC Finn-Power Turret Punch**. This enables us to do custom punch work on a variety of materials, and drawings can be imported through the use of customer supplied CAD drawings.



## Our Valued Employees

Due to increased demands by our diverse customer base, we have added 3 metal lockers, a second welder, and another machinist to our payroll.

We recently celebrated **no lost-time injuries for 2002**. We are greatly appreciative of our employees' efforts and continual focus on safety. Our goal for 2003 is to have another injury free year. Our EMR is now .80.

## Current Events

Metal Locking Service recently exhibited at the **Greater Buffalo Industrial Event** along side S. Howes and Goergen-Mackwirth. We would like to thank all of the attendees that stopped by our booth.

In May 2003, we exhibited at the **Eastern Gas Compression Roundtable** in Pittsburgh, PA. This highlighted our previous work in the compressor and turbine fields.

## Forward Thinking

The **Metal Works Group** was in full attendance again this year for our bi-annual Strategic Meeting, held in Ellicottville, NY. Meeting and exceeding customers' expectations was our primary focus. Marketing the four companies diverse capabilities, as well as quality management were hot topics this year.



Before

**NOTEWORTHY:** Your satisfaction comes first. That is why we have begun to send customer surveys to all our new customers. Our return rate has been phenomenal, 60%! Thanks so much to all of you that took the time to help us better serve you. Your responses were greatly appreciated, and we are pleased with the results. Your constructive criticism helps us to improve on our services.



After

Quarterly updates to our website, [www.metallocking.com](http://www.metallocking.com), have been made. Please check out our latest projects page.