



New Hampshire Ball Bearings, Inc.

A Minebea Company

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inside track

New Operations Manager Takes Helm at HiTech



Roy Geiger

automotive, military, and aerospace industries.

Rich Bardellini, NHBB's Vice President of Operations, describes Roy as a passionate leader with a tremendous amount of operational and lean manufacturing experience. "Roy's ability to energize employees and facilitate improvements at all levels of manufacturing has successfully led to streamlined operations, reduced

NHBB is pleased to introduce Roy Geiger as the new Operations Manager of the HiTech Division. Roy is an accomplished leader with more than 25 years of high tech manufacturing experience in the commercial,

costs, and maximized productivity," said Bardellini. "And going forward, we fully expect Roy to successfully lead HiTech to the next level of performance."

Roy joined NHBB in 2008 as Manufacturing Manager of the Astro Division. In 2009, Roy transferred to the HiTech Division in order to manage its Continuous Improvement programs. Since the move, he has successfully led efforts to address critical process challenges, the most significant of which involved scrap reduction. Before his promotion, Roy was serving as both the Continuous Improvement Manager and Interim Quality Manager.

Prior to joining NHBB, Roy worked for Hitchiner Manufacturing for 22 years. He held several high-level leadership roles on the division and corporate level, including Operations Manager, General Manager, Corporate Director of Continuous

Improvement, and Quality Manager of U.S. Operations.

Roy says his objectives as Operations Manager are to elevate product quality, advance productivity, and further develop HiTech's position as a key supplier of complex bearing configurations in the international aerospace environment. "I look forward to working with everyone at HiTech as we strive to meet customer expectations of improved quality and delivery and to solidify our position in the global marketplace," said Roy. "My go-forward plan is to expand the Continuous Improvement activities of Six Sigma and Lean, which will help HiTech become a more agile and meticulous supplier to our aerospace customers."

Roy's promotion was first announced last fall, and his first day on the job was October 1, 2010. ●



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HiTech Welcomes CEO of Hispano-Suiza

Olivier Horaist, the Chairman and Chief Executive Officer of Hispano-Suiza, visited the HiTech Division recently to meet with company executives and tour the facility. Mr. Horaist was accompanied by Hispano-Suiza's Vice President of Purchasing and Industrial Policy, Jean-Pierre Michel.

According to Gary Yomantas, NHBB's President, the meeting between the top management of both companies highlights NHBB's progress toward becoming an important member of Hispano-Suiza's global supply chain. The HiTech Division manufactures complex ball and cylindrical roller bearings for various power transmission systems produced by the French company.

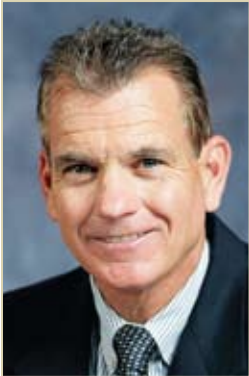
"The long-term business relationship between Hispano-Suiza and NHBB is progressing extremely well," said Yomantas. "Given our continued emphasis on world class customer service, we have an opportunity to become a significant contributor to Hispano-Suiza's success."



The CEO of Hispano-Suiza, Olivier Horaist (second from left), is shown here with Gary Yomantas, President, NHBB (left); Jean-Pierre Michel, Vice President of Purchasing and Industrial Policy, Hispano-Suiza (second from right); and Rich Bardellini, Vice President of Operations, NHBB (right).

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A Message from NHBB's President



Gary Yomantas

For more than twenty years, NHBB has worked to establish an empowered organization on behalf of our owner, our employees, and especially our customers. An important catalyst for this objective is employee training and development. As the adjacent article illustrates, we have expanded our training and development initiatives significantly in the past five years.

Today, our programs cover a wider range of skills and abilities than ever before, including everything from basic shop math to advanced gaging techniques, and from the basics of communication to the subtle art of leadership. In addition to the programs mentioned in the article, there are several other ways that we provide development opportunities for our employees.

At NHBB we place a high value on formal education. Our tuition reimbursement program is open to any employee who wishes to pursue a bachelors or masters degree related to their job responsibilities. This year, 20 employees are enrolled in the program in order to study in such fields as engineering, business administration, marketing, and accounting.

Succession planning is another vital part of the training and development process. We have set in place a process by which we identify and develop the company's leadership for tomorrow. This process ties into the professional development planning (PDP) process described in the article. PDP was first initiated by Gary Groleau at the Astro Division and is now available company-wide.

Perhaps the most important development relates to how these programs are developed in the first place—through collaboration. During the past ten years, the separate divisional HR teams have moved closer together. Now, they conduct an annual HR conference and stay in touch throughout the year in order to share training development ideas and best practices. Their efforts have fostered a company-wide culture in which professional growth is valued by employees at every level.

As we look toward the future, it's difficult to project what our specific training needs will be. However, one thing is certain: we'll remain dedicated to creating an empowered company that's flexible enough to respond quickly to whatever needs arise. ●

Astro's Safety Coordinator Named a Rising Star of Safety

Dana Lamprey was one of 40 young safety professionals honored by the National Safety Council (NSC) as part of their 2010 Rising Stars of Safety program. Dana was recognized during the opening session of the 2010 NSC Congress & Expo held on Oct. 4th in San Diego, California. Honorees were chosen from among nearly 200 nominations.

Dana became Astro's full time Safety Coordinator in 2007. Under his direction, Astro's 400+ employees logged over one million labor hours without a single work-related injury or illness leading to lost time. This milestone earned Astro a Perfect Record Award from the NSC. ●



Dana Lamprey

Training and Development Considered Essential for Growth

"A smart way of doing business" is how Richard Conner described NHBB's employee training and development initiatives. Richard Conner is NHBB's Director of Human Resources. He believes employee training is what links employee recruitment, retention, and job satisfaction together with excellent organizational performance and customer service.

"You cannot have a top performing organization without top performing employees," said Richard. "Employee training and development is a win-win for our employees and the company. It helps employees grow professionally and leads to improved business performance."

NHBB's current slate of training initiatives covers everything from technical skills needed on the shop floor to leadership skills required at all levels of management and supervision. The HiTech Division, for instance, has introduced two training modules that concentrate on enhancing shop floor skills.

Last year, HiTech initiated a Statistical Process Control (SPC) training program as well as a refresher course in shop math and gage utilization. The ten-week SPC course was established to reinforce basic principles and introduce more sophisticated techniques. It teaches participants how to collect and analyze data using histogram charts and statistical calculations, how to identify and solve causes of variation, and how to make process improvements to control tolerances in real time.

The refresher course, Basic Math and Indicator Interpretation, is intended to bring all manufacturing employees up to the same skill level before introducing them to more advanced skills. The course is taught by Mike Sykeny, a former technician in the metrology department who is now a full-time trainer. Mike gives a skills assessment test at the start of the five-week session, which usually reveals disparities among the participants.



Precision Division managers, supervisors, and office employees attend a monthly leadership seminar.

"How well they do on the pre-test often depends on which department they work in, their years of service, and their job responsibilities," said Mike. "The post-tests have shown that, in addition to increasing the skill level of each employee, we are closing the knowledge-gap, overall."

Such intensive and continuous training programs are essential to HiTech's future says HiTech's Human Resources Manager, Donna Marcin. "The complex bearing assemblies we manufacture today demand a higher level of skill than standard products. In addition, our customers have set higher goals for quality and delivery," said Donna. "We need to provide extensive training opportunities, on an ongoing basis, in order to meet our customers' needs and expectations."

Adding to its strong array of technical training programs, the Precision Division has concentrated recent efforts on leadership, communication, and team building skills. Every month, Precision's HR department conducts a mandatory, one-hour leadership seminar for all manufacturing leads, supervisors, and managers. Participants are exposed to a wide array of people skills, including stress management, active listening, effective speaking, negotiation, emotional intelligence, and ethics.

"Each session is designed to teach a discreet skill set, like how to resolve conflict or give a positive review or listen to others," said Maria Fernandez, Precision's Human Resources Manager. "But the program as a whole has a much broader goal, which is to build a culture of teamwork based on open communication, collaboration, and trust."

Jesse Ontiveros is a manufacturing Unit Manager in the turning, tumble, and heat treat departments. Jesse has worked at NHBB for 25 years, and he manages over 40 employees. Jesse has participated in the leadership seminar since the program's inception. He believes the leadership training has instilled greater collaboration and cohesiveness between the different manufacturing departments.

"The environment here is hectic. Everyone is always busy and there are always interdepartmental issues to resolve," said Jesse. "The biggest change I've witnessed involves our communication

skills. Everyone is listening to the concerns of others, which has promoted greater trust and respect. It feels as though we are all working toward the same goals, like a team should."

The Astro Division accelerated its training programs in recent years to manage what Astro's Senior Divisional HR Manager, Gary Groleau, refers to as a workforce paradox. "Our need for skilled machinists and technically competent production workers has increased," explained Gary, "while the prevalence of these desired skills among the region's labor pool has decreased."

One of the programs Astro (and HiTech) adopted recently is Tooling University, an online training provider focused on the unique needs of manufacturers. Tooling U's diverse learning modules cover a wide range of manufacturing concepts and techniques, such as computer numerical control (CNC), shop math, quality inspection, and continuous improvement. The curriculum blends theory with practice in self-paced, increasingly challenging training modules.

In the first year of implementation at Astro, 62 employees participated in Tooling U, which amounted to 2,200 training modules and 1,948 training hours. Another 80 employees will finish the program by September, 2011.



Like the Astro Division, HiTech is utilizing Tooling U as a training resource. A total of 45 employees will finish their online programs by March, 2011, with each student currently averaging a total of 27 classes.

Of equal importance to Astro are skills in problem solving, team dynamics, and leadership development. For employees who want to take training to its highest level, Astro offers the professional development plan or PDP. "With PDP, we initially focused on organization leaders because they are responsible for vision and change," said Groleau. "But since leaders exist at all levels of an organization, we extended it across the entire division. Approximately 20 hourly workers now have a custom tailored PDP."

Richard Conner says that NHBB's dedication to being an exceptional company is evident in the current slate of training and development initiatives. "We are providing our employees multiple paths for professional development, which is the right thing to do," said Richard. "At the same time, it makes good business sense because it takes a skilled, satisfied, and committed workforce to continually meet customer needs. ●

For comments or questions
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NHBB's newest brochure is now available.

NHBB just published a brochure about its new series of long-life, self-lubricating spherical bearings. This new product features the first self-lubricating liner system to qualify to the new performance threshold of 100,000 cycles established by industry standard AS81820 Type A. To request a copy of the new brochure, please visit the catalog request page on our website, nhbb.com.



Frank McLaughlin

Inside Sales Representative
HiTech Division
Peterborough, NH
Years at NHBB: 14½

NHBB In Person

Frank McLaughlin describes his approach to customer service as both personable and business-like. "I've always felt that it is important to build a rapport with people," said Frank. "I always strive to be professional and fair. Not taking difficulties personally is an important part of that approach."

A big part of Frank's job as the Inside Sales Representative for many of HiTech's high-profile aerospace customers is problem solving. "Whether it's on my own or with the help of others, I enjoy resolving issues and moving things forward," he said.

But he doesn't let his determination dampen people's spirits. "What I enjoy most of all is the cast of competent characters I work with. They make it easy for me to take seriously the task at hand while maintaining a sense of humor." ●

Carroll Purvis Earns Promotion



Carroll Purvis

NHBB is pleased to announce the promotion of Carroll Purvis to Senior Key Account/New Product Administrator. Carroll has been an integral part of the Precision Division's customer service department for 28 years, during which she has served as Sales Coordinator, Inside Sales Supervisor, and, most recently, Product Specialist.

In addition to supporting key customers, Carroll manages prototype activity, ensuring a timely response to customers' design needs, and she provides product support to Inside Sales and Application Engineering. Carroll also serves as a team leader for NHBB's participation in the Medical Design & Manufacturing Tradeshow.

"Throughout her career, Carroll has been recognized by her customers and peers alike for her exceptional service," said Mary Beth MacKenzie, Sales Manager for the Precision Division. "From a technology standpoint, Carroll is also one of the most knowledgeable professionals in the bearing industry. We are extremely fortunate to have her on our side."

Carroll's promotion was first announced in the fall of 2010. ●

Hispano-Suiza

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A subsidiary of the Safran group, Hispano-Suiza specializes in airborne power transmissions and electronic power controllers and electrical systems. Its customer base includes the world's leading engine manufacturers, including Snecma, CFM International, and Rolls-Royce; Hispano-Suiza products equip major aircraft programs for Airbus, Boeing, Bombardier, Dassault Aviation, Eurocopter, and Gulfstream. The company operates two facilities near Paris, France, and one in Poland. ●

Mark Your Calendar MD&M 2011 show dates:

MD&M West February 8-10 Anaheim Convention Center Anaheim, CA Booth #3281	MD&M East June 7-9 Jacob K. Javits Convention Center NYC Booth #1931
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