

# ThinkZinc

## Quarterly



SUMMER 2003

### PRODUCT SHOWCASE



## TECHNIC INC.

### REPRESENTS COLUMBIA IN CANADA

Technic Canada, headquartered in Markham, Ontario, has been named distributor for our zinc plating additives sold in Canada. Technic has been an international supplier of plating chemicals and equipment for more than 50 years. The company is a leader in precious and non-precious plating chemistry and processes for electronics. Their products are marketed to the electronics, PWB, semiconductor, general metal finishing, and decorative industries. Columbia Chemical will be providing full technical and lab support to Technic. Welcome aboard, Technic!

### COLUMBIA EARNS GENERAL MOTORS AND DELPHI APPROVALS



Columbia received official notice from General Motors in January that our Colsid AP, Coldip Tri-V120, and Zinc-Chro-Shield processes are GMW 3044 non-fastener approved. Columbia also received Delphi Corporation DX551200 approval. As an approved supplier, all GM and Delphi platers may use these Columbia products.




The new approvals are mandated due to the elimination of hexavalent chromates from automotive components, as demanded by the End-of-Life directive from Europe.

The lengthy approval procedure was "stringent,.." According to Columbia Technical Manager Rick Holland and Service Lab Technician Brett Tilberg, who worked diligently with a team of others to secure these approvals. The process included processing parts at a local plating shop using our chemistry, then submitting the parts for up to ten difficult tests by independent, certified testing labs. There were meetings with automotive engineers regarding criteria, plus a final meeting where the compiled test data was presented to the GM and Delphi finishing committees.



Since receiving approval, Columbia has been working with platers to get their individual shops on the applicator approval list for GM and Delphi. Our knowledge of the required tests and our ability to provide an approved process for plating the parts, gives us an advantage.

Currently, Columbia is working on approval of a three-part process for torque-tension testing. We are also pursuing GM fastener approval. 

## MEET OUR ZINC PLATING EXPERTS

### **PLANT MANAGER**

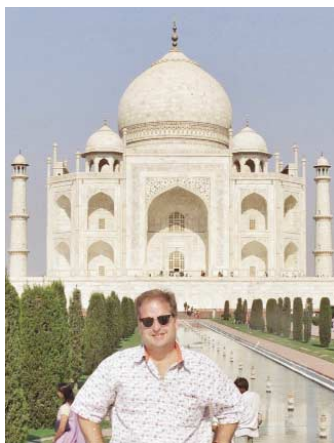
Pete Grasson is stepping up to the position of plant manager, where he will be responsible for implementing Columbia's ISO 9001:2000 quality systems. His duties will include OCEA compliance, hazardous communications, and scheduling manufacturing. Pete is well suited to the job, having served as our quality control expert and lab technician for three years.



Pete Grasson, Plant Manager

### **SALES MANAGER, FAR EAST**

Far East customers will be seeing a lot of Marty Gall, newly appointed sales manager for that region. Marty, who has been involved with the Far East for many years, will be responsible for exports to that area, as well as sourcing and importing raw materials. He has been with Columbia Chemical 11 years, most recently serving as operations and purchasing manager. He is also a member of our Quality Assurance Board.



Marty Gall, Sales Manager, Far East

### **NEW EXPORT COORDINATOR**

International customers are getting to know our newly hired Export Coordinator Marcia Rybacki. Marcia replaces Jessica Bruno, who left the industry to be a full-time mother to her newborn baby. Good luck, Jessica!

Marcia is now the one who communicates daily with overseas customers via fax, phone and e-mail, taking orders and working out the details of their shipments.

She coordinates all overseas orders, which can range from a few five-gallon pails to drums and totes in a full, 40-foot container.

When she is not working out freight details, Marcia volunteers as a Girl Scout leader for her daughters Kelly, 13, and Megan, 10. She and her husband Steve also support their daughters in cheerleading, basketball and softball.



Marcia Rybacki, Export Coordinator

### **CUSTOMER SERVICE GROWS**

Now, when you place an order at Columbia, you may hear one of two voices.

Cathy Patrick, who has been taking orders and servicing customers for 11 years, has

been promoted to senior service representative.

Her new assistant, Suzanne Meldon, moves into the position of customer service representative. She will assist Cathy in expediting orders, advising on shipping, and coordinating shipments with trucking companies.

Suzanne comes to Columbia with years of experience in sales management, purchasing, and business. She traveled around the world with her husband while he was in the military, living and working in Japan for several years. Today, her life after work is active with her sons Will, 13 and Michael, 10.



Suzanne Meldon, Customer Service Representative  
Cathy Patrick, Senior Customer Service Representative

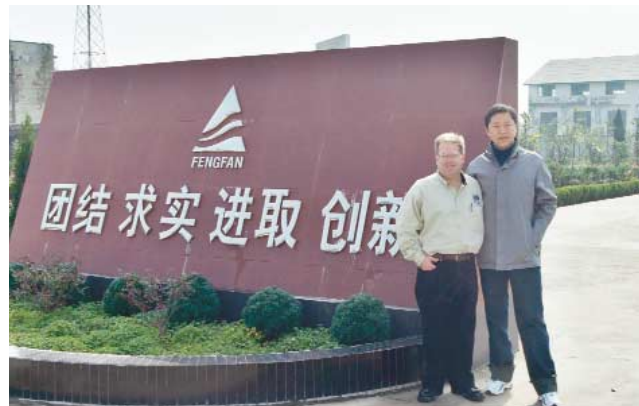


## INDIA AND CHINA SHOWS

Columbia Chemical's technical paper, "Automotive-Related Metal Finishing in India and China: Present & Future," was well received at Surface Finishing China 2002 in Guangzhou and at Asia Interfinish 2002 in New Delhi. Columbia's exclusive distributors, Metalite Chemicals of China, and Consolidated Metal Finishing PVT LTD of India, were also represented at the exhibits.

According to Marty Gall and Jeff Grodecki, who presented the paper, the shows were very large and well attended. "We walked away with a very positive vision for our future in China," says Marty.

# CHINA COAT 2002



## ASIA INTERFINISH 2002





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TENTH issue of  
*Think Zinc Quarterly*

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