



# Allweld Newsletter

## 1<sup>st</sup> Newsletter

This is our 1<sup>st</sup> newsletter. We have designed it to bring customers up-to-date on issues and changes at Kamloops Allweld Aluminum. We will try to give you an overview of most of the key issues, however, it is not possible to completely cover all topics. If you have any questions that are not adequately addressed here, please call us at your convenience and we will do our best to answer them. Quarterly newsletters will be issued to keep customer information current.

## Our Mission

Our mission is to be an industry leader in the manufacture of aluminum tanks for storage and transportation of industrial liquids. We will provide our customers the highest quality products at the least total cost.

## Services Offered

Allweld offers a full range of services including manufacturing, mobile inspection, repair and certification, proving, on-site repair and maintenance, meter sales and repair, sales and service. Over the next twelve months we look forward to learning more about your business so that we can design our range of services to meet your needs on a timely, cost effective basis.



## Allweld's Business Strategy

Making a transition from one ownership style to a new ownership structure is often a difficult process. We are aware that many of you have also made new business acquisitions this past year, so you understand the challenges that can face a new business owner. Invariably new owners will embark on strategies that are somewhat different to previous management and this can create some challenges. We believe it is important for us to develop Allweld into a supplier that can meet your expanded needs for the future.

*Kamloops Allweld Tanks  
are*

*"Excellent. I was kept  
well informed about that  
status of the tanks under  
construction.*

*...staff were great"*

*Paul Mackie  
Mountain Petroleum Sales*

Our business strategy is to invest in process development that will allow us to meet or exceed historical quality standards while reducing our cost of manufacturing and ultimately the price to our customers. In the past 18 months we have updated our technology through investing in new computer systems, local area networks and updated software. We have also begun to review our existing manufacturing and design processes in order to improve quality, handling characteristics and operating cost of our equipment.

Over the next twelve months we have plans to implement several new systems. They include: advanced information management systems that will better manage the manufacturing process, implementation of leading edge project management software, new systems that link purchasing and inventory management to operations and updated accounting systems. We are becoming more of a process driven organization and we will depend on high quality processes to deliver consistent product quality. We will be able to ramp up production to meet increased market demand and yet provide more consistent, higher quality products at all production levels.

We look forward to providing high quality service that looks more to how Allweld products affect the **total cost** of your business, and aftermarket service that will measure the performance of our products to your expectations.

*“New tank delivery on much shorter notice than competitors...”*

*“I can’t even comment on after purchase service – I now have 4 Allweld tanks as old as 7 years and I have yet needed to do any repairs!”*

**Darcy Mason**

## The Total Cost Concept

We are beginning to analyze our product and service offerings on a total cost basis. We need to understand the total impact that our products are having on your business in order to redesign product offerings more completely. This means we have to better understand your business more completely and look at not only capital cost, but the operating cost of our units in your business environment.

## New Manufacturing Facility



We are pleased to announce that we will be moving to a new 14,000 square foot manufacturing facility in December 2000. Sixteen months ago, we purchased 2.55 acres of land on Kryczka Place in Kamloops, B.C. (just above our existing facility) with the goal of building a properly designed facility for manufacture and repair. While the existing facility has been adequate, it was never designed around the specific needs of our business. Our new

building is being built to maximize employee safety and comfort (improved heating systems, better air management systems and improved lunch room facilities), minimize operating cost, and improve the manufacturing process. We will be utilizing a new overhead crane system to improve materials handling and we will be separating manufacturing and maintenance operations to improve performance in both of these areas. Construction of our new building began in September and completion is expected to be on schedule. Once the facility is complete, we look forward to having you visit us for a tour.

*“Service from Allweld has been excellent...I especially like the follow-up telephone calls that ensure the work was completed to our satisfaction.”*

**Spring Fuel Distributors Inc.**

## Updating Our Customer Information

We will be calling each of you to find out more about your current and future business needs and to determine where Allweld may be able to be of service to you. We will be compiling a database on your equipment in order to better forecast what your needs will be in the future. Allweld will then ensure that manufacturing and repair capacity is available to meet forecasted purchasing requirements.

## Allweld Employee Profile - December 2000

A key to any good company is a quality workforce, and we are happy to say that Allweld continues to be staffed by the best people in the industry.

**Ken Dennis** is Allweld's General Manger. Ken is a mechanical engineer that graduated top of his class at Lakehead University and has over ten years of experience in manufacturing and design. Ken is also a certified fabricator and is ticketed in electronics. Ken came to us from Duncan Industrial Engineering where he was their top mechanical designer.

**Stan Cail** will be a main sales contact at Allweld. Stan will be your first point of contact for new business quotations and customer service follow-up. Stans's role will be to ensure that Allweld products meet your

expectations and that our after-market service supports you through the life of the product.

**Dave Watson** (with Allweld for over 20 years) oversees day-to-day operations as operations supervisor.

**Sergio Feudi** continues to work his fabrication magic. Sergio has been with Allweld for over 15 years. We have also added mechanical staff (allowing us to do CVSA inspections), technical services staff (specializing in computer systems, meters and other on-board systems), and welders ticketed with "A" and "B" tickets.



## New Web Site

We are launching a brand new web site this month at [www.allweld-mfg.com](http://www.allweld-mfg.com). We will be working on improving the functionality of the site to offer more services to Allweld customers over the next year.

## Future Newsletters

We have many other initiatives that we are working on today; all designed to improve the service that we offer you. As each of these initiatives are completed, we will relay them in future newsletters.

## Call Us!!!

We would love to hear from you! Call us today to talk about your business and our ability to make your operation more cost effective.



Ph: (250) 372-2725 Fax: (250) 372-2216 [www.allweld-mfg.com](http://www.allweld-mfg.com)