

ARROW GEAR News

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Arrow Gear CEO/Chairman receives AGMA award



*Arrow Gear CEO
and Co-Founder
James J. Cervinka
(right) receiving
the AGMA's
Chairman's
Award for
Excellence from
Arlin Perry.*

In March, Arrow's CEO and Chairman of the Board, James J. Cervinka was presented with the Chairman's Award for Excellence by the American Gear Manufacturers Association (AGMA).

The award was presented during the AGMA's annual meeting, which was held at the Weston Mission Hills Resort in Rancho Mirage, California on March 9th. Presenting the award to Mr. Cervinka was Arlin

R. Perry, current Chairman of the AGMA.

In Perry's introductory comments, he cited Mr. Cervinka's tenure in the gear industry that dates back to 1947 when he co-founded Arrow Gear. In the time that has followed, he has provided ongoing support for the efforts of the US gear industry and the initiatives of the

AGMA. In addition, many of Arrow's employees have played instrumental roles in the AGMA - both as officers and members of various committees.

Mr. Cervinka was the premiere recipient of the Chairman's Award for Excellence, which is presented to recognize outstanding contributions of individuals in the gear industry.

All of us at Arrow Gear wish to congratulate Mr. Cervinka on this prestigious honor. ❖

*James J.
Cervinka
delivering his
acceptance
speech for the
award.*



Arrow receives updated quality certifications

In April, Arrow Gear was pleased to announce the achievement of ISO9001-2000 and AS9100 certification.

Arrow achieved ISO9002 and AS9000 certification in April of 1999. When the updates to the new standards were introduced, the company was anxious to seek compliance.

"We always want to be on the cutting edge. We want the industry to know that Arrow Gear is in compliance with the

"We want the industry to know that Arrow Gear is in compliance with the most rigorous quality systems available."

most rigorous quality systems available," stated Mike Kocka, Arrow's Quality Assurance Manager.

A primary change with the updates to ISO9001-2000 and AS9100 pertains to customer satisfaction. The previous standards were not as specific in terms of their methods for measurement. The new standards strive to promote total customer satisfaction. To facilitate this change, Arrow initially sent email based surveys to the top 50 customers - requesting feedback on several

key areas including delivery and responsiveness. The results of this survey provided Arrow with vital data that will be used in ongoing improvement efforts. This survey will be repeated on an annual basis.

The certification came after a three day audit. Notably, the audit revealed only one minor non-conformance - a performance which is considered to be quite exceptional.

In addition to ISO9001-2000 and AS9100, Arrow continues to hold NADCAP certification for Magnaflux, Surface Temper Inspection and Heat Treatment.



New CD-ROM program highlights complete gearbox capabilities

Arrow Gear is nearing the completion of a new CD-ROM based orientation program that documents the company's capabilities for producing complete gearboxes.

The interactive program, which is slated for completion in late September, is intended to inform customers of Arrow's extensive expertise in the area of complete gearboxes. Included in the program are four video segments that provide an overall introduction, as well as specific information on the company's capabilities, facilities and background. A digital photo gallery of Arrow's past gearbox projects,

spanning the past 25 years, is also featured.

To order an advance copy of this program, please contact Jodi Apostle at (630) 969-7640 x241 or via email at jgapostle@arrowgear.com



The user interface allows for interactive access of the program's topics.

Arrow Gear at the Farnborough Airshow

On July 19th - 25th, the Farnborough International Airshow was held in England.

The bi-annual show, organized by the Society of British Aerospace Companies (SBAC), was attended by the major producers and suppliers of the aerospace industry. With more than 1,200 exhibitors, the show was housed in over 800,000 sq. ft. of temporary structures in addition to five main exhibition halls. SBAC reported overall attendance at nearly a quarter of a million people.

Due to Arrow's extensive involvement in the aerospace industry, numerous systems on display at the show contained products produced by Arrow. This setting provided an excellent opportunity for Arrow to meet with customers and vendors. Representing the company was Arrow President, Joseph Arvin, accompanied by Arrow's European Representative, James Kenny.

The Farnborough Airshow features displays by aerospace producers from around the world.



As a result of the recent global downturn in commercial aerospace business and the overall economy, reported transaction volume was down in comparison to the 2000 show. However, exhibitors polled by Aviation International News indicated an almost unanimously upbeat perception of the show regarding the caliber and quantity of visitors. ❖

Arrow hosts Pratt & Whitney Showcase of Power

On April 11th, Arrow Gear hosted Pratt & Whitney's "Showcase of Power" mobile exhibit.

The Showcase of Power exhibit was presented to educate the public on the F-22 Raptor and the Joint Strike Fighter

programs. These aircraft are powered by Pratt & Whitney's F119 engine.

In attendance were Arrow employees, numerous government and business dignitaries, as well as the general public.

Arrow is involved in the F119 engine project and has been a supplier to Pratt & Whitney since the 1950s.

The exhibit was housed in a custom built, 75 foot long

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The Showcase of Power was presented in a truck-based display for Arrow employees, dignitaries and the community.

Exhibit

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tractor trailer. Contained in the exhibit was a 16' x 8' HDTV surround-sound video theater which featured an exciting video presentation of the F22 and JSF aircraft. Following the video presentation, visitors to the exhibit experienced a full size model of the F119 engine which was hung at simulated aircraft height. Numerous graphics were also displayed, highlighting the positive impact of the F119 program on American jobs, the

balance of trade, and technology development.

Members of Pratt & Whitney's staff were on hand to provide information and answer visitor's questions.

The mobile exhibit has made other appearances at numerous facilities across the country during its 12 month tour, which ended this August. ❖



Interior view of the Showcase of Power Exhibit.

Orientation materials available

To effectively communicate the scope of Arrow's operation, numerous orientation programs are available for our customers, vendors, employees and representatives. Topics provided include Arrow's advanced manufacturing technologies, computerized design, as well as career opportunities in the gear industry. The programs are presented in a variety of media including CD-ROM, print and video.

For more information, and to obtain copies of these materials, please contact Jodi Apostle at (630) 969-7640 x241 or jgapostle@arrowgear.com. ❖



"My calendar is way overbooked and I'm three months behind in my work — I don't have time to attend a time management seminar!"

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