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ESCO MISSION

ESCO is a leading manufacturer of technically-rich metal wear parts and components for industrial applications.

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The EDGE is a leading global provider of highly engineered consumable products and solutions for challenging industrial applications in the resources, infrastructure, power generation and transportation markets.

We operate on six continents supplying ESCO branded products through a global distribution network, close to our customers, delivering superior quality, value and speed.

For nearly a century, customers have looked to ESCO for productivity improvement, responsive service and innovative solutions to their most difficult problems related to wear, impact, corrosion or heat resistance.

ESCO is committed to eliminating waste in all that we do and to business practices that lead to sustainable economic, environmental and social benefits.

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MOTHER NATURE TRUMPS TECHNOLOGY

I was in France interviewing Ultralok® tooth system customers when that volcano in Iceland blew its top last April. As its ominous ash cloud billowed toward the British Isles, the airlines began canceling flights in and out of London on April 15. Within hours, airports throughout northern Europe followed suit, grounding jets for fear that the abrasive ash might cause turbine engine failure and send airliners plummeting to earth or sea.

As we photographed ESCO® products on a big highway construction project (see article on page 11), ESCO Europe’s Rodrigo Sanchez was notified that his return flight to Belgium that evening had been cancelled. We soon learned that the grounding of aircraft was having a domino effect. There was a rush to buy train tickets and a frenzy to secure rental cars. Anxiety spread across the continent as travel from Point A to Point B suddenly became very challenging. Rodrigo held on to his precious rental car and ended up driving nine exhausting hours from Lyon back to Frameries.

Meanwhile, using a Eurail Pass, I began the journey from France across Switzerland toward Germany. The regional trains were OK but the major inter-city express trains were packed. The train station in Zurich was a zoo, teeming with people trying to get tickets to Paris, Hamburg, London – wherever they had originally planned to fly. My Eurail Pass entitled me to board trains, fortunately, but it didn’t guarantee a seat. The train to Munich was so oversold that people were sitting on their suitcases in the aisles and in the noisy passages between cars.

It was good to rendezvous in Munich with the ESCO team which was readying our booth for the week-long Bauma 2010 construction exposition (see article on page 4). From opening day, however, it was obvious that the no-fly situation was going to have an impact on attendance. Would-be attendees from North America, Asia, Australia and Africa simply couldn’t get to Germany. Hotel cancellations skyrocketed. Some determined folks from as far away as Spain and Russia drove over 1,000 miles to get to the show, and attendance picked-up at week’s end when air traffic resumed, but it would unfortunately prove to be the most lightly attended Bauma in many years.

The European airports were shut down for six days. The already weak airline industry lost $1.7 billion due to the ash-spewing volcano. My flight home was one of those cancelled, of course. Only with the aid of my sister, an experienced travel agent, was I able to get a seat on the first American Airlines flight leaving Frankfurt for Dallas after the dangerous ash cloud shifted. My stay in Europe had been prolonged only two days. Thousands of others were not so lucky; it took over a week for the backlog of stranded travelers to finally get to their destinations.

We complain about air travel – the uncomfortable seats, packed planes, indifferent service, and the indignities of security screening. But when the airplanes stopped flying for those days last April, you realized what wonderful conveyances they are. As my wife Carol noted, without commercial air transportation the world suddenly became very, very big again. The distance between Munich, Germany and Portland, Oregon would take weeks or months to travel without jet airplanes.

The passengers on my flight applauded when we landed in Dallas, relieved to be on American soil after the delays and uncertainty. That volcano had shown that there are forces even mightier than our vaunted technology. For a few days we were humbled. Too bad it happened during Bauma, the largest and most important trade show for the global construction equipment industry. – John R. Howard, editor
Volcano Affects Bauma 2010 Attendance While Enthusiasm for Ultralok® System Grows

Top left: ESCO executives from left to right Aaron Lian, Cal Collins, and Pat Fonner were able to attend the last days of BAUMA 2010. Bottom left: ESCO Super V® tooth system on a bucket displayed by our dealer Schoch. Bottom right: Ultralok tooth system on a Verco bucket.
The 29th Bauma international trade fair for mining and construction, held in Munich, Germany April 19-25, was nearly a commercial disaster due to a volcanic ash cloud that closed European airports for six days. The resumption of air travel midway through the week, however, allowed a surge of international participants for the final days of the show to salvage success for many exhibitors.

ESCO was one of 3,150 exhibitors at the sprawling trade show, which covered many acres of inside and outside display space. From sky-high cranes and multi-story processing towers to tiny machined parts and computer programs, virtually every supplier to every aspect of the construction and mining industries was represented.

Our spacious stand at a high-traffic location in Hall A6 included displays of ESCO® blades and end bits, the SV2® tooth system, Posilok® mining tooth system, Whisler Plus® adapter system, Kwik-Lok® runners and other wear solutions. The focus of our stand was ESCO's Ultralok® tooth system for construction. With excellent durability, an elegant hammerless design, and an integrated locking system requiring no pin, the Ultralok system is a giant step forward in tooth engineering and performance.

“The Ultralok system continued to draw attention, with many end users asking for a demonstration of installation and removal,” noted Philippe Kaskarian, general sales manager for the Balkans, Africa, Middle East and the Commonwealth of Independent States. “Many were impressed with the Ultralok system's integrated locking design.”

Upper right: ESCO Super V® teeth on a Case bucket. Below: ESCO's booth at BAUMA 2010 drew a lot of visitors.
Outside of our own booth, ESCO® products were in evidence throughout the show. The SV2® tooth system was displayed on large buckets by Hitachi, Eder, and Liebherr. Bucyrus International displayed our Posilok® tooth system on the big hydraulic face shovel shown on the cover. Super V® teeth appeared on many buckets displayed by both OEMs and independent bucket manufacturers, including Case, New Holland, Mecalac, Doosan, Hitachi, Leihhoff, Sandvik, Schoch, Soilmec and Wimmer. An ESCO EverSharp® lip for underground mining was featured on an impressive load haul dump (LHD) machine by GHH. And our “star” product, the Ultralok® tooth system, was displayed on top quality buckets by Kröger, Leihhoff, and Verco.

The trade show provided a valuable opportunity to evaluate competitors, as well. Of note was the growing number of original equipment manufacturers (OEMs) who are introducing their own proprietary tooth systems, including CNH, Volvo and Liebherr. “These developments suggest that competition is increasing and the OEM channel is changing,” noted Rodrigo Sanchez, marketing manager for ESCO Europe. “We are of course taking counter-measures, and we are confident that customers will recognize the value and performance of the Ultralok and SV2 tooth systems from ESCO.”
Despite the travel problems that reduced show attendance by about 17 percent compared to 2007, the ESCO team concluded that our participation in Bauma was highly worthwhile. A number of productive meetings with dealers and customers were held during the week. The entire team that designed, set-up and manned the booth for the week-long show is to be thanked and congratulated for a successful event. ▶

“Many people made an extraordinary effort to attend this show…”
- Aaron Lian
ESCO

Upper right: ESCO® tooth system on a Doosan excavator bucket. Lower left: ESCO SV2® tooth system on a Liebherr face shovel. Lower right: Visitor in traditional Bavarian attire studies a Posilok® tooth system display.
Top left: Customers examine Ultralok® tooth system display. Top right: Kids pose for photos in a Hitachi face shovel bucket with SV2® tooth system. Bottom left: ESCO’s Francesco Scaccaglia describes features of the ESCO MaxDRP® tooth system. Bottom right: SV2 tooth system on a Eder bucket.
“ESCO’s professional booth and approach to the show were best in class,” said Ken Meyer, business manager for ESCO construction products. “Customers saw our innovative products and commitment to providing value to their businesses. It was also a great opportunity to showcase the quality of people who work for ESCO — knowledgeable, ethical, and eager to help customers succeed. ESCO’s Bauma team did an outstanding job.”

“We should note that many people made an extraordinary effort to attend this show, including our own people,” added Aaron Lian, managing director of ESCO Europe. “We heard stories of 36 hour train rides from Russia and people flying into southern European airports and driving 20 hours to get to Munich.”

“We had very good attendance from European customers, Russians included,” Rodrigo Sanchez concluded. “Traffic at our booth was very good at the end of the week when additional people from Asia, North America, and other distant places were able to arrive. Overall there was a lot of optimism and a sense of recovery from the economic disaster of 2009. Without the volcano problem, it would have been a terrific Bauma for us.”

Top right: ESCO’s Mike Passen poses inside a big Hitachi bucket featuring the SV2® tooth system. Bottom: Some of the ESCO team that manned ESCO’s booth at Bauma.
Major Construction Firms Use ESCO® Ultralok® Tooth System on “Trans-European” Highway.

By John R. Howard

Two of France’s largest and most capable construction companies are working on adjoining sections of the challenging A89 highway project in south-central France. The highway will eventually link the cities of Bordeaux, Clermont-Ferrand and Lyon, but the terrain between the cities is extremely hilly with deep valleys and winding rivers. To build a smooth, modern super-highway through this topography presents a major engineering and earthmoving challenge.
The two mega-firms are Vinci and Guintoli. Both construction firms are utilizing the new Ultralok® tooth system on a limited number of excavators working on the demanding earthmoving project. In an arrangement negotiated by ESCO and our dealer Haladjian, if the advanced tooth system from ESCO meets expectations for wear and performance, the firms are expected to convert a larger number of their excavator buckets to the hammerless Ultralok system. Currently both companies use a variety of tooth systems; to standardize on a single, high-performing system would have a number of benefits vis-à-vis service, safety, maintenance, purchasing and inventory management.

Vinci Construction’s Soletanche subsidiary is tackling a nine kilometer long section that by-passes the town of Tarare. The section includes building two major tunnels, a viaduct, and an interchange to access Tarare. Numerous underpasses for local roads, rivers and streams are included. A total of 400 workers and 70 machines are employed on the project, including a half-dozen big excavators. Some 4.2 million cubic meters of material must be moved to complete the section.

As a trial, Vinci has converted one bucket on a Cat 345 excavator to the Ultralok system, and they are impressed with the tooth performance.

“It only took 20 minutes to change all five teeth, and the locking system is a big improvement, requiring no hammer.”

- Frank Mascaro
Vinci Construction

“The [U45] teeth wear out less quickly than other teeth. They penetrate well and are easy to change.”

- Excavator Operator
Guintoli
have seen so far, but if the good performance continues we may start converting more buckets.”

“We have had no trouble changing the [Ultralok®] teeth,” added Frank Mascaro, work shop manager. “It only took 20 minutes to change all five teeth, and the locking system is a big improvement, requiring no hammer.”

“Vinci is concerned about worker safety,” noted Nicolas Bani, Haladjian’s manager of ESCO® products. “They told us that we definitely have the right system for safety.”

Guintoli is working on a 15 kilometer section of A89 to the west of the Vinci contract. This longer section involves building one tunnel and a number of viaducts and underpasses. Over 6 million cubic meters of material are being moved to create a relatively level roadway through the mountainous terrain. Approximately 200 people are working on the Guintoli section.

When we visited the job site in April, two Guintoli excavators were fitted with the Ultralok tooth system: a Komatsu PC340 and a Liebherr 924. Through a translator, the operator of the Komatsu machine said, “The [U45] teeth wear out less quickly than other teeth. They penetrate well and are easy to change. I’m happy with the product.”

ESCO and Haladjian are pleased that the Ultralok system is working so well for these major contractors, and we are hopeful that the system’s safety and excellent performance on the A89 highway project and elsewhere will result in the conversion of many more machines to ESCO in the future.

“So far we are very pleased… if the good performance continues we may start converting more buckets”

- Ludovic LaForet
  Vinci Construction
Groupe Haladjian, headquartered in Avignon, France, is ESCO’s largest dealer in Europe. The firm was founded in 1962 by Serge’s father, Pierre Haladjian. In 1967, the company became a Bucyrus Blades dealer, and three years later it became an ESCO dealer serving part of France. Today, with more than 300 employees at five locations, Groupe Haladjian is a master distributor for ESCO, serving customers throughout the entire country of France.

The firm provides customers with spare parts and attachments for heavy equipment, including mechanical parts, undercarriages, buckets, couplers and wear parts such as ESCO® blades, points and adapters. In addition, the company’s HALECO division provides environmental protection products, and its TPC division provides job site tools, repairs, and equipment.

The EDGE interviewed Serge Haladjian following the recent Bauma 2010 trade show in Munich, Germany where the Ultralok® tooth system and other value-added ESCO products were featured.

How important are ESCO products to your business, Serge?

ESCO provides us with high quality, patented products for a mature market. A mature market means that customers have opportunities to find patented systems offered through dealers as well as manufacturers. ESCO helps us develop our business with customers in a very competitive market.

How is business activity in France today? Has it recovered from the 2008-2009 economic downturn?

Ever since October 2008, the French economy has been badly affected by the crisis. This year so far is just as quiet as 2009 and we are not expecting any major improvement before 2012. The crisis affected every customer’s purchasing plans, and price is now a more critical consideration than ever.

What are your thoughts about the ESCO-Haladjian relationship?

It is a long-term partnership to anticipate market changes, serve customers and protect the interests of both ESCO and Haladjian. This cooperation must continue to improve and develop strategies for a market that is changing and growing more challenging for those who make and sell tooth systems.

In what ways might ESCO improve its service to you and our customers in France?

We are happy when our customers are happy. In order to be happy, customers expect a high quality product, good service and a good price — it is as simple as that. We do offer a quality product, and we do have good service, excellent product knowledge and quick deliveries. Where we need to be careful is price-wise because of growing competition. This is a very fast-changing market which demands that ESCO’s strategy and our strategy be aligned for success.

Prior to Bauma, we visited the A89 highway project near Lyon where contractors Vinci and Guintoli are trying our Ultralok tooth system. What is the significance of "getting our foot in the door" with these giant firms?

To some extent my answer is in your question! Giant construction firms represent a huge potential to be developed for suppliers such as ESCO and Haladjian. To develop this opportunity we have all the necessary tools: a new and innovative product with the Ultralok tooth system, a long-standing relationship and knowledge of these firms, and a commitment to customer service, including special pricing, service in the field and easy transactions with an ERP [enterprise resource planning] system. Haladjian invested in a sophisticated ERP system a few years ago and we are now easily able to meet new market opportunities with such big firms.

The marketing manager for a competitor at Bauma told us that he thought the Ultralok system was an “interesting engineering concept” but wondered whether the market will embrace it. What do you think?

It is necessary to have a good, value-added product to increase your chance of success in the competitive wear parts market. But even more important than an innovative product is how you develop your strategy to show the difference and the advantages of your product over your numerous competitors.
JOAN Excavating & Transportation
Catalonia, Spain

Joan Rodriguez, owner of JOAN Excavating & Transportation, had not heard of the Ultralok® tooth system in 2009, but he knew of ESCO and its reputation for value-added products. ESCO’s Marc Parmentier, Tessa Dussart, and our Spanish dealer ByG urged him to try the new, hammerless system. Rodriguez agreed to a trial of the Ultralok tooth system on buckets for several hydraulic excavators working on rail bed preparation for the Spanish high speed train, the AVE.

One machine was a New Holland 305 fitted with U30C teeth. The other excavator was a Liebherr 934 fitted with U40C teeth. The operator of the Liebherr 934, Rafael Astete, told us he was impressed with the long wear life of the Ultralok system compared to the non-ESCO teeth they replaced. The Ultralok teeth lasted over 450 hours, compared to 300 hours that was typical of the competitor’s brand.

Rafael was also impressed by the easy removal and installation of the Ultralok system. “You save time and you avoid getting a sore wrist with this system,” he said. “You just insert the pry bar and push.”

“With this Ultralok system, the most time-consuming thing you do is clean around the lock,” he continued. “After a little cleaning this system can be removed in minutes. It takes only 20 minutes to change a whole bucket compared to two hours for other systems. The others just are not as practical as this [Ultralok] system.”

He liked the penetration and performance, and added “the teeth don’t end up looking like a boxing glove like the competition.” They stay sharper much longer.

ESCO is pleased but not surprised that this Spanish customer is impressed by the Ultralok system.
ESCO Nisku

Canadian Plant Achieves Record Tonnage and Impressive Productivity Gains on its 5th Anniversary

By John R. Howard

Nisku, Alberta, Canada — The 100 employees of ESCO Nisku celebrated the plant’s fifth anniversary as an ESCO-owned facility in May. But they had a lot more to celebrate than longevity. Over the last five years the plant has used Quality-Value-Speed (QVS) tools to transform itself from an underproducing foundry with a multitude of challenges to one of ESCO’s top-performing plants.

ESCO added the Nisku foundry when it acquired the assets of Quality Steel Foundries (QSF) in May, 2005. Randy Green, previously the manager of ESCO’s foundry in Guisborough, England, was installed as the manager of the Nisku operation. Production then was one-third of what it is today. The foundry was dark, smoky and inefficiently laid-out. Injuries were not uncommon. Attrition was high. Very high-paying jobs in the booming oil sands nearby made it tough to keep employees.

“When I think back five years, it is hard to imagine how far the plant has come in a relatively short period of time,” said Randy. “That first year when visitors came they would say: There are so many problems, you sure have your work cut out for you! But we saw the problems as opportunities for improvement. I truly believe that if you involve, train, respect, and share responsibility with people they will take ownership and great things will happen.” The Nisku ‘success story’ is proof of that.

Beginning in 2005, the Nisku team tackled sub-par safety, work flow, and efficiency one small step at a time. They enlisted the help of the Organizational Effectiveness Team and others from throughout the corporation to share skills and best practices. Everyone from managers to team leaders to shop floor employees received training. Many tools in the QVS toolbox were used to integrate the Nisku foundry into ESCO’s ‘lean culture’ and address issues of safety, communication, teamwork, quality, tonnage, responsiveness, cost reduction, etc.

The training modules held at Nisku have included 6S, Standardized Work, Leader Standard Work, Total Productive Maintenance (TPM), Interactive Performance Problem Solving, Training Within Industry (TWI), Value Stream Mapping, Process Management, Foundational Lean Training, and Observation Based Safety. In addition, some Nisku employees have traveled to other ESCO sites for training, sharing and inspiration.

Rayleen Brosha serves as the plant’s continuous improvement leader. For the last two years she has coordinated the QVS process management at the plant — and has contributed to the good results. “We’ve made progress in the form of standard work, daily accountability, idea generation, leader standard work, A3s and constant one-on-one coaching. By making all these small continual changes, it gives us a competitive advantage over other manufacturers,” she said.

“I truly believe that if you involve, train, respect, and share responsibility with people they will take ownership and great things will happen.”

- Randy Green
Manager - ESCO Nisku
technology for heat analysis. In addition, a project is underway to fit hoods on the furnaces to capture particulates and greatly reduce the amount of smoke released into the building.

*Majail Sangha*, supervisor of Molding and Finishing with 25 years of foundry experience, noted, “Our people like to learn ways to make things better. They don’t just work for the money; they want this foundry to be successful.” Sangha mentioned a number of positive changes in his areas as a result of training and QVS process improvements. Walls have been removed and large pieces of equipment repositioned for better flow. Cranes have been installed for easier casting handling. The lighting and ventilation have been improved in the burning and grinding areas. Color-coding, labeling, idea boards and other visuals have improved flow and communication. Castings do not pile-up as they once did; work-in-process has been minimized.

Molding team leader *Harinder Mandair* credits training, frequent mold inspections, sand testing and machine calibrations for reducing mold-related quality issues. TWI training for the loop line molders has resulted in standard work procedures, more consistent results, and a lower rate of scrapped or reworked castings.

One very notable capital improvement was the design and installation of a more efficient, smoke-free shakeout table, dubbed the “push-pull” or “air knife” system. Designed by ESCO engineer Sam Baird, the system uses powerfully forced air to intercept the smoke and dust before it can infiltrate the foundry. This technology has greatly contributed to the environmental health and efficiency of the plant and is being considered for installation at ESCO foundries worldwide.

*Daljeet Minhas*, operations manager for the plant, provides inspired leadership to the entire Nisku foundry team. “I never have a problem getting people to do what needs to be done or accept changes in the way we do things,” he noted. ▶

While all the hard work, training and changes were taking place throughout the plant, the Nisku team bore the additional challenge of becoming familiar with and producing ESCO® brand castings. From zero ESCO products in 2005, now about 85 percent of their production is ESCO ‘green paint’ castings. Much of this output includes mining wear parts destined for customers in the Alberta oil sands, just 300 miles to the north. Because of extreme abrasiveness in that application, most of these parts receive E3 overlay processing at Nisku’s sister plant in Edmonton.

The remaining 15 percent of Nisku’s production includes bimetal wear parts, process piping, industrial products, recycling products and a limited number of castings made under contract for Bucyrus International. The castings Nisku produces range from 20 pounds to 6,500 pounds, a varied product mix that is not always easy to manage efficiently.

The foundry uses four induction furnaces to pour over 25 tons of clean castings daily. Their daily output was just 8 tons in 2005, so they have increased tonnage by over 300 percent — and rising. Their current target, without adding melting capacity, is 30 tons per day.

“It if we continue to take waste out of the system — wasted motion, wasted time, short pours and run-outs — I believe it is possible to pour 15 heats and produce 36 tons a day in this foundry,” said *Sam Prasad*, Nisku’s Melting supervisor. “We have achieved this on single days, so now we must learn to sustain it for an entire month.” As examples of the improvements made in his area, Sam pointed to many visuals posted in the Melting Department, a reorganized and orderly steel scrap area, a large digital readout showing ladle weights, two new induction furnaces, and state-of-the-art spectrograph
**ESCO NISKU (continued)**

“We have developed a mindset that we can continually improve so long as we all feel a part of a team and take pride in our accomplishments. Since ESCO purchased the foundry we have seen very positive gains in the areas of safety, quality, production [SQP] and teamwork.”

To sustain those gains, Daljeet holds a leaders’ meeting every morning to discuss SQP issues, product trials and ongoing capital projects. Every supervisor and team leader in attendance is required to mention at least one observed safety issue, and the group discusses how to fix it. Accountability is key. **Dean Hardman**, Maintenance manager, always leaves these meetings with a list of projects and due dates, as requested by Daljeet and/or the various department supervisors.

Dean, team leader **Don Hampshire**, and the 11-person Maintenance team have played an important role in installing efficient new machinery and keeping every piece of foundry equipment up and running — a key to increasing tonnage and decreasing waste. Moreover, the Nisku plant is embarking on an ambitious Enterprise Asset Management (EAM) program where all assets are inventoried and a sophisticated computer program will help track, plan and control maintenance costs with great precision.

“We embrace change at Nisku,” Dean Hardman said. “Every day we have a goal to make the plant run a little better.”

Cliff Mattson, Manufacturing manager responsible for day-to-day operations, attributes Nisku’s success to exceptional teamwork at all levels of the organization. He says, “The excitement and enthusiasm in our group allows us to improve processes daily and break production records month after month.”

**Umar Abdullah** wears several “hats” at the Nisku operation, including Observation Based Safety (OBS) team leader, production support and editor of “The Nisku News”, an outstanding newsletter. Umar has been a force in the plant’s in achieving 100 percent site participation in the OBS program. “Safety is not an afterthought here at Nisku, it is a core value,” he emphasized. “I go out on the shop floor ten times a day to ask employees if they have seen at-risk behaviors or conditions. Our goal is to resolve safety issues immediately. We’re trying to be a safety role model for all ESCO plants.”

As you may have deduced from many of the names above, the Nisku plant’s workforce has an unusual ethnic profile: about 70 percent are of East Indian origin. Born in India, many emigrated to Canada for career opportunities. A number of the shop floor workers, in fact, earned college-level degrees in engineering, computer science or business in India before leaving their homeland. As a result, Nisku’s workforce is unusually well-educated. The Indian culture permeates the plant and contributes to the family feeling, exceptional teamwork, and drive to succeed. Notably, some of the signs in the plant are written in both English and Punjabi script.

Chairman Steve Pratt and Engineered Products President Cal Collins were guests of the Nisku plant in May when it marked its fifth anniversary and record tonnage. The men toured the plant, met with every department, listened to presentations, asked questions and posed for photographs.

“Our group is so proud of being an ESCO plant and achieving those milestones in safety, quality and tonnage,” noted **Terry Pence**, Nisku site manager. “It was worth gold to our group when Steve and Cal came here, following visits by Larry Huget and Allan Wedderburn. When Cal explained how important this plant is to the corporation and how proud and impressed top management is with the improvements this group has achieved, it made our day!”
Nisku's success story is one of the right people with the right training and attitude making the right decisions at the right time. In Terry's words, “The stars lined up.” It began with the technically-strong Randy Green, the plant's first ESCO manager, setting the tone for improvement and getting the right foundry equipment in place. The plant focused on safety and 6S improvements first. They built upon the early achievements and growing team enthusiasm in these areas to learn and implement additional QVS principles with the help of Marion Pender. Momentum for continuous improvement increased. When the foundry was asked by Ian Bingham, then responsible for Canadian operations, to accept additional products and additional tonnage, they were prepared for the challenge.

Importantly, the impressive gains in safety, quality and tonnage at Nisku have not been achieved by creating a “work harder” environment. On the contrary, many employees told the EDGE that there is less on-the-job stress now than ever; they enjoy their work and have embraced the challenge of reaching higher goals. They have experienced the benefits of continuous improvement and a smoothly running operation.

At the end of June, Terry Pence moved on from Nisku to take the site manager position at ESCO’s Port Coquitlam, BC plant. Al English moved to Alberta as the new site manager for the Nisku plant.

“I will miss the team at Nisku,” Terry concluded. “They were the most cooperative, eager and focused team I’ve ever worked with. They enjoy being challenged by targets and breaking records. I am sure Al will have success working with that excellent team to reduce costs and continually improve processes. I have no doubt the ESCO Nisku success story will continue.”

Top left: Daljeet Minhas, Nisku’s operations manager. Bottom left: Glowing tooth castings before quenching. Right: Grinding ESCO® teeth.
ESCO AUSTRALIA

ESCO Builds Team and Strategies for Australia

ESCO is focused on developing a better-than-ever strategy and infrastructure to serve customers in the important Australian mining and construction market. By mid-July, a new management team will have moved into ESCO offices in Brisbane and begun setting manufacturing, supply chain and customer service strategies into motion that will have far-reaching benefits to customers in the Australian market.

The new ESCO Australia management team includes Chris Biehn, marketing manager; Michael Meidow, technical manager; Paula Disney, supply chain manager; and Peter Matthews, finance director. All are highly experienced with ESCO and familiar with the Australian market. The ESCO Australia team reports to Jeff Kershaw, managing director for ESCO’s Asia-Pacific region, who will also be based in Brisbane. The Asia-Pacific region includes offices in Singapore, Shanghai, Calcutta, and now Brisbane, Australia.

On June 1, ESCO announced a pending acquisition of the mining, service and engineering divisions of Swift Group. Once the acquisition is finalized, the Mackay and Kingaroy facilities of Swift Group will operate as ESCOSupply® stores, providing ESCO® crushing wear parts, bimetallic wear solutions and truck bodies, as well as fabrication, refurbishment and on-site services to mines, quarries and construction projects. The acquisition includes a sales office in Jakarta, Indonesia which will continue to support the sale, fabrication and after-sales service of the truck body line in Indonesia. Additional ESCOSUPPLY sales and service centers will be added in key locations throughout the Australian market. The sales and service centers are part of an ESCOSUPPLY strategy being unfolded throughout the Asia-Pacific region.

“Australia is a very important market for ESCO and we plan to be there for the long term,” Jeff Kershaw emphasized. “Customers have been using value-added ESCO products ‘Down Under’ for over 50 years. Our ESCOSUPPLY strategy is to offer a suite of products as well as fabrication and rebuild services through a network of sales and service centers located close to where our customers are concentrated and tailored to the needs of local markets. The Swift acquisition is the first of a number of acquisitions planned for Australia in support of our ESCOSUPPLY strategy.”

Currently, the majority of ESCO products are being distributed in Australia, New Zealand and Paupua New Guinea through Bradken under a license agreement which will expire in June 30, 2011. Upon expiration of the agreement, ESCO will directly supply the Australian market with its complete line of ground engaging tools, wear parts, buckets and attachments. This full line will be sold and serviced through a network of ESCOSUPPLY sales and service centers and independent distributors throughout Australia, New Zealand and Papua New Guinea.

“Preparations are underway to ensure ESCO’s customers are fully supported once the license terminates,” Jeff concluded. “We will be ready!”
Terry Briscoe
40 • ESCO Portland

After majoring in Mechanical Engineering at the University of Portland, Terry joined ESCO as a design engineer and has gone on to master a variety of positions including marketing manager, project engineer, manager of sales engineering, and manager of New Product Development. He is currently a senior engineer in the Technology Development team. What Terry appreciates most about ESCO is his colleagues, the opportunity to meet people all over the world, and developing innovative new products. He lives in Cedar Mill with his wife, Kathy, and enjoys golf, travel and time with friends and family.

John Lymp
40 • ESCO Portland

John Lymp was born in California and graduated from Bellarmine High School, and California State College. After serving in the Navy, John joined ESCO as an accountant, focusing on sales tax and fixed assets, and is now the application developer in the IT Department. He considers the motivated people and the technical challenges to be two of the most rewarding elements of working at ESCO. He lives on Trask Mountain in the coast range with his wife, JoAnn, and has three children and four grandchildren. In his spare time John enjoys building projects, ranching, and a variety of outdoor activities.

Kurt Ball
35 • ESCO Portland

Kurt is the manufacturing technical manager at ESCO Portland. Prior to joining ESCO, Kurt worked as an equipment engineer on the Lower Granite Lock and Dam (Washington) and as a construction engineer for a general contractor. His 35 year career with ESCO commenced as a summer intern in the Product Engineering Division, and he was awarded an ESCO scholarship to support his engineering studies. Kurt has enjoyed dealing with a diverse range of products, the challenging foundry process, and appreciates the culture at ESCO. He lives in NW Portland with his wife Bonnie, and enjoys target shooting, travel and photography.

Jim Ewing
35 • ESCO Portland

Jim was born in Danville, IL. After graduating from the University of Illinois, Jim joined ESCO Danville in Inside Sales. Since then, Jim has held many positions including, administrative manager and site manager in Danville, and district manager in two different territories. Today he is sales manager for ESCO’s EP Mining Group covering the Southern region of North America. Jim enjoys golf, motorcycling, traveling, and spending time with his family. Jim and his wife, Lou Ann, live in Charlotte, N.C. They have two adult children (J.R. and Aimee) and two grandchildren (Connor and Maggie).

Jeffrey Frost
35 • ESCO Bucyrus

Jeff is the facility equipment supervisor at ESCO Bucyrus. In the course of his 35 year career with ESCO, Jeff has worked in many different roles, including heat treat manager and maintenance manager, and has assisted with the relocation and set up of several facilities. He relocated Carbide Embedding to Ohio, served as a team leader on the set up of the Steinbach and Toole mining plants, and set up the Induction Heat Treat Process in Steinbach and trained various operators. Jeff has one daughter, Jillian, and currently resides in his hometown of Bucyrus with his wife, Lori.

Dave Garley
35 • ESCO Bucyrus

David was born in Beloit, Wisconsin and graduated from Marion Harding High School. David worked for Shell, McDonalds and Whirlpool before joining Bucyrus Blades in June of 1975. He currently works in flame cut beveling, and has previously worked in punch, paint, and hotcup camograph burning. His favorite thing about ESCO is having workmates to “hit the race track” with. David enjoys fishing, golf, playing with his Great Danes, or cruising on his Harley Davidson or in his Camaro Z28. David also volunteers his time to the Marion Christian Center. David and his wife, Sharon, live in Caledonia, OH and have two sons.

Scott Hughes
35 • ESCO Bucyrus

Scott was born in Houston, Texas and graduated from Marion Harding High School. He was a manager of Master’s Tuxedos before joining the Bucyrus team in 1975. Scott started as a punch press operator and is currently the maintenance planner for the Bucyrus facilities. Scott has two children and three grandchildren and lives in Bucyrus. Outside of work, Scott enjoys spending time with his family and friends.

Ray Sykes
35 • ESCO Portland

Ray was born in Canada and holds a degree in Mechanical Engineering from the University of Alberta. He joined ESCO as a sales engineer and has held positions in plant management, operations and general management. In 2005, Ray was appointed Vice President of Industrial Products. Ray appreciates the integrity of the ESCO and its people, its position as a market and product innovation leader, and he has enjoyed playing a part in our international growth. Ray and his wife, Anita, live in Portland and have two daughters, Leah and Marianne, and a grandson named Will.

Rita Allen
30 • ESCO Syracuse

Rita was born in Canton, New York and currently works as an x-ray reader at ESCO Syracuse. She graduated from Hermon-DeKalb Central School and first joined ESCO as a wax assembler. In her 30 years with ESCO, Rita has also worked as a wax injector, part mark, EPI reader, and a final inspector. Rita enjoys relaxing with friends and family, spoiling her grandchildrens, sewing, and riding her motorcycle. She resides in Oneida, NY with her partner, Reuben, and has two sons and three grandchildren.

Danny Bowers
30 • ESCO Syracuse

Danny “Flash” Bowers is a dimensional operator at ESCO Syracuse. He was born in Chittenango, NY and graduated from Chittenango High School. Before starting at ESCO in 1980, Danny worked for Becking Moving and Magnavox. Danny started in Wax Injection and has also worked in Brown Wax. Danny considers the people of ESCO to be the greatest thing about working for the company. In his spare time Danny enjoys working on his home and relaxing with family.

David Poer
30 • ESCO Bucyrus

Dave was born in Wabash, Indiana and graduated from Indiana State University. He started in Inside Sales at ESCO Danville and since then he has held a variety of positions including: district manager, OEM account manager, customer service manager, re-engineering team leader, and regional sales manager. He is now the general sales manager for North America. Dave lives in Woodstock, Georgia with his wife, Lori. Dave has three children and enjoys spending time with family, golfing, and traveling.

John Bulson
25 • ESCO Syracuse

John graduated from The State University of New York with a Bachelor of Science in Mechanical Technologies. John previously worked for NYS D.O.T. and the Kelsey-Hayes Corporation, and as a Russian linguist and senior analyst for the US Army Security Agency. He currently works in Quality Systems and Export Compliance and lives in Utica with his wife Lorraine. He has two children and five grandchildren. John has been a Master Instructor of Korean Kempo and Taijiquan for 45 years and enjoys gardening, camping, and spending time with his family.
Juventino was born in El Oro, Mexico and currently operates the oven and hydraulic press at the Atlacomulco plant. His previous roles at ESCO have included driller, beveling, and puncher. Juventino says he values the good work environment at ESCO and his brother, Jesus, is also a veteran employee at Atlacomulco who has worked as a grinder for 10 years. Juventino lives in La Jordana with his wife, Rosa Maria, and enjoys spending his spare time with his three children and five grandchildren.

Tim was born in Cleveland, Ohio and graduated from Eastlake North High. Prior to joining ESCO, Tim worked as a welder, at gas stations and various factories. He is currently the 3rd shift DS furnace operator and has previously worked as the equiax foundry helper, equiax furnace operator, and 3rd shift leadman. Tim currently resides in Mentor-On-The-Lake with his partner Mary Dudash. In his spare time Tim enjoys watching his nephews play sports, attending car shows and riding his motorcycle.

Troy Lewis was born in Portland, Oregon and is a graduate of Franklin High School. He worked at Winter Products before joining ESCO Portland as a grinder. Following that he worked for several years as a burner and service person, prior to assuming his current role as a welder in the Lower Finishing Area (LFA). Troy has a long family history with ESCO – with his father, mother, aunt and uncle all having worked at ESCO Portland over the years. He lives in Oregon City with his wife, Liana, and in his spare time Troy enjoys a wide range of activities, including hiking, golfing, rafting, traveling and spending time with his family.

Michael was born in Canastota, New York and graduated from Morrisville AG & Technical College majoring in Design & Drafting. Before joining ESCO he worked as a mech. designer and draftsman. Michael says what he enjoys most about his job is the constant challenge of finding a way to dimensionally check the diverse range of products that ESCO manufactures. He lives in Canastota with his wife, Donna, and has two children. In his free time Michael enjoys walking, bicycling, gardening and snowmobiling.

Dalvir was born in Punjab (India) and has been a loyal employee at the Nisku plant for 25 years. Dalvir graduated from Dashmesh Khalsa school and completed a one year welding course at ITI in Punjab. He first joined the Nisku team as a grinder and is now a team leader in Finishing. He previously worked as a truck driver and has experience in multiple departments at Nisku. What Dalvir enjoys most about working at ESCO is the friendly attitude and the quality of staff and management at the Nisku location. Dalvir is married with two Children and lives in Edmonton.

Parmjit Parmar was born in Badoo, Punjab and graduated from Badoo Public School. He completed a Diploma course in welding at ITI in Punjab and first joined Nisku as a grinder. Parmjit is celebrating 25 years of service as Nisku and currently works as a painter. Parmjit said that the “friendly environment” is what he enjoys most about working at the Nisku plant. He currently resides in Millwoods (near Edmonton) with his wife Baljeet Parmar, and their two children, Gurdeep and Amandeep. In his spare time Parmjit enjoys spending time with his family, and working in his garden.

Dean was born in Portland, Oregon. He first joined ESCO as an engineer after graduating from Oregon State University. Dean has worked in a variety of roles and departments including Engineering, Engineering Sales, TSG, China Sourcing, and New Product Development. Dean is currently team leader for the Industrial Products Division and enjoys the variety of work and the good nature of his colleagues. He is married with one son, and enjoys fishing in his spare time and working with his hands – having recently completed a full remodel of a family house on the Oregon coast.

Gordon was born in Syracuse and graduated from Canastota High School. He joined the Syracuse plant as a CM shot blast operator. He is now continuous improvement manager and considers the "endless opportunities" to be what he enjoys most about working at ESCO. Alongside Gordon there is Cheryl (his wife), Shannon, John, and Marlene of the Salay family who also report to work at Syracuse each day. Gordon and Cheryl live in Canastota and have three children and five grandchildren. Gordon loves anything outdoors, including fishing, hunting and golfing.

Curt was born in Oneida and attended Fayetteville Manlius High School. He holds a degree in Mechanical Engineering from Mohawk Valley University and joined Syracuse as a lab technician. Curt then became foundry process engineer, before moving to his present role as process solidification engineer. His favorite thing about working at ESCO is “the many friends I have made over the years.” Curt resides in Canastota with his wife, Vicky. They have two children and they reportedly have their first grandchild on the way. Curt enjoys golf, fishing and camping.

Elise Tye was born in Bittner, Pennsylvania and joined the Cleveland plant in 1985. Elise started in Finishing before moving to Heat Treat. She is currently a dresser in TT’s Wax Department. Prior to joining the Cleveland team, Elise had worked in a variety of manufacturing and processing facilities. Her favorite thing about working for ESCO is her colleagues – some of which happen to include her daughter and son-in-law, Brenda and Dennis Antonacci. Elise currently resides in Eastlake and is the mother of four children.

Joe was born in Portland, Oregon and holds a BS Industrial Engineering from Oregon State University and an MBA from Case Western Reserve University. He first joined ESCO as an industrial engineer and worked his way through the ranks to recently become Vice President of North America Operations (TT). What Joe likes most about working at ESCO is “the day-to-day interaction with employees and coworkers throughout all levels of the organization.” Joe and his wife, Meredith, have three children and in his spare time he enjoys golfing, biking, and tackling outdoor projects.
Barbara is an ESCO representative (DSQR) / DQR auditor. Before joining ESCO, she worked in the shellpuller industry. In her free time, Barbara enjoys travel and spending time with her family.

Steve is an ESCO employee. He currently resides in Oregon, and has five children and one grandchild. In his spare time, Steve enjoys working on his house, driving, and visiting the Oregon coast.

Kieran was born in Oneida, New York, and graduated from Oneida High School. He commenced his career with ESCO in 1990, working as a sandblaster. He has been with ESCO ever since, and is now working there as an engineer.

Reza is now an Igt business unit manager for ESCO Ltd., and operations manager for ESCO International. Reza was born in Vancouver, Canada and holds an undergraduate degree in Materials Engineering, and an MBA from the University of British Columbia. He has been with ESCO for over 20 years, and has worked in a variety of roles including FPI reader, Mag Particle inspector, final inspector, straightener, and factory leader.
ESCO's Ultralok® tooth system was the star attraction at BAUMA in Munich, Germany April 19-25, 2010.