

Huber+Suhner gets connected with Rapid Response Team

Our Rapid Response Team (RRT) has proved a hit with one of the world's leading connectivity solutions suppliers, Huber+Suhner, by delivering large quantities of sheet metal components in short leadtimes for a huge new range of interconnection products.

RRT has played a critical role in the development of these products particularly in responding to Huber+Suhner's design changes, up-issues, development and prototyping requirements.

Richard Cann, Huber+Suhner's Engineering Manager, commented, "RRT has made an enormous contribution to the success of this project and has helped us to meet our business aims. Huber+Suhner's business is very fluid and timescales are now very demanding. Leadtimes are getting shorter all the time and to stay competitive we must react to these demands."

He continued, "We are a young engineering team, learning all the time so RRT has provided invaluable input to our design effort – we send in our drawings and RRT's experts turn them into manufacturable products."

"RRT's most valuable input has been with respect to design for manufacture and in providing fast turnaround on prototypes. With our very short timescales for getting new designs into production, RRT's expertise in sheet metal design and production has been critical to the success of Huber+Suhner's new product lines." concluded Richard Cann.

Harlow's Rapid Response Team is ready to provide prototype sheet metal components to meet today's demand for fast turnaround.



Key Services of the RRT are:

- Concept design
- Design support
- Drawings via the Internet
- Customer FTP site
- Prototyping
- CNC punching
- NC forming
- Graining and deburring
- Welding
- Bushing
- Plating
- Powder coating
- Wet painting
- Screen printing
- Unit assembly

RRT is just one part of Harlow Group, the UK's leading precision sheet metal based sub-assembly manufacturer serving a wide range of world leading blue chip customers. Group facilities can cater for virtually any project, including prototypes, small, medium and large volume production. Call the Harlow Group on 01279 406600 for an immediate discussion of your requirements.

Len Simmons, Group MD has his say....

Welcome to the first edition of our new newsletter. These will be issued twice yearly to keep you up to date with all the latest developments within the Harlow Group.

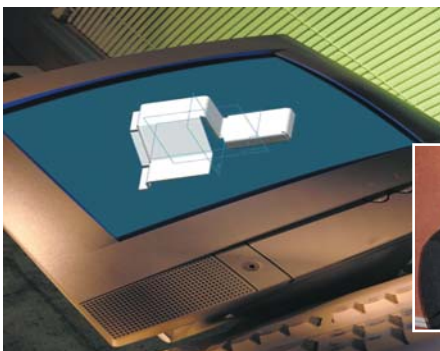


The last two years have seen drastic changes in trading conditions. The demise of the telecommunications industry followed by the events of September 11th 2001 and weak world economic conditions have certainly had an impact on all business sectors.

For any business to survive and prosper in these uncertain times you must match these changes in trading conditions to your own business capability. Harlow Group continues to assess its ability to understand and meet customer needs and has made many positive changes in the last two years to ensure we continue to provide a sound platform to develop our customer relationships.

I hope you find the newsletter both interesting and informative, I believe it will give all our customers a better understanding of our business and its capabilities.

Len Simmons



Pitney Bowes stamps approval on Harlow

We are delighted to announce that Harlow Group has been awarded certified supplier status by one of our top customers, Pitney Bowes.



Harlow Group delivers 40 different components into Pitney Bowes each week utilising a replenishment system. This certification provides recognition for

our efforts over a 12-month period, implementing several quality procedures in line with Pitney Bowes criteria.

The awards ceremony, held at the Gables in Harlow during February, was attended by various key suppliers. Paul Mayhew, Commodity Manager for Pitney Bowes, presented the award to Harlow Group's Quality and Engineering Manager, Neil Pitts.

In this issue

- RRT delivers for Huber+Suhner
- Pitney Bowes gives stamp of approval
- Group MD, Len Simmons has his say
- Products and services
- Meet the team – Nic Scorrer
- Green award from Sony
- Teknion Gold

New Products & Services

Pre-treatment line

Our new automated pre-treatment line provides reduced process time and increased throughput by simultaneously degreasing and phosphate coating components in a single operation.

The phosphating/degreasing plant will treat iron, steel, zinc and aluminium in mixed metal production and results in a phosphate surface that, when finished with an organic coating, substantially increases the adhesion and durability for components not continuously exposed to the weather. The pre-treatment process gives a coating weight between 0.2 and 0.5g/m² to meet the requirements of BS3189:1973 type 4 and DEF STAN 03-11/1 class IV.

The pre-treatment line uses a single-pack liquid process for ease of handling and control while being able to treat a variety of metals ensures we can meet current and future production needs.



Thermotube heater products

Thermotube heater products, designed to provide low-cost heating and frost protection in space-heating applications, are now manufactured by Harlow Group following a license agreement with Philips.

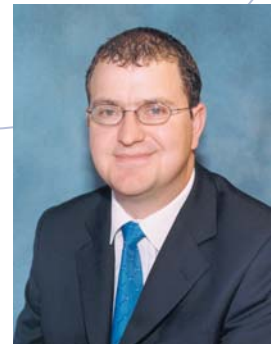


We purchased the licence to produce and sell Thermotube products and have replicated Philips' manufacturing process at Harlow to ensure the same quality of production is achieved. Offering outputs of 60W per foot, Thermotube heaters are versatile products for use in a variety of applications such as condensation prevention and frost protection in garages, workshops, lofts, cloakrooms and greenhouses to name just a few. Ongoing product development has enabled us to extend the range further to include Thermotube heater guards.

Meet the team

Nic Scorrer

Nic has been with Harlow Group for almost ten years and will be a familiar name to many of our customers. He has progressed from a technical role to his current position as Business Manager



within the pressing facility based in South Wales. His role has enabled him to develop close working relationships with all types of contacts across the Harlow customer base and encompasses many aspects of Harlow Group's business including new product introductions and working closely on cost reduction initiatives.

Nic's enthusiasm reflects the company's confidence in building on its strengths during these challenging times and he says, "The wide range of facilities that we can offer our customers is a major strength. Our range of solutions from design and prototypes through to low, medium and high volume manufacturing with additional finishing and assembly options gives our customers a unique one-stop solution and this has recently been enhanced with the addition of our RRT Rapid Response Team."

One of Nic's tasks is to oversee the development of customer relationships into "true partnerships" that allow us to offer customers a single-source preference. Under this highly successful programme we review our existing customers' other sub-contract metalwork needs or even outsource their in-house capabilities and bring it all under the Harlow roof. This reduces the resources required by customers by allowing them to deal with a single key supplier for all their needs.

Gold award from Teknion

Our Rapid Response facility has led to recognition from another customer with Teknion awarding us its Gold Preferred Supplier status.

Teknion's need to launch its new range of furniture to the European market in very tight timescales proved to be a great challenge.

Gary Hollister, Harlow Group's account manager for Teknion commented, "Using the Rapid Response system we were able to provide design assistance and prototype parts in time for Teknion to exhibit at the Orgatek Furniture exhibition in Cologne, Germany, the largest exhibition of its kind in Europe."

He concluded, "The new system was a great success at the show and Teknion is predicting exciting growth in the new product range."

Harlow gets the green light from Sony

Harlow Group has been awarded Sony Corporation's prestigious "Green Partner" status that is designed to ensure that all products supplied to the Corporation's locations are free from all environmentally banned substances.

Sony Green Partners is the environmental system that suppliers to Sony Corporation have to comply with in order to continue doing business with any Sony location worldwide. Spilt into three sections, the Sony Green Partners system covers our environmental protection system, operation control and process control.

Harlow has worked closely with Sony to implement the Green Partners programme across the company and this resulted in the group becoming one of the first organisations in the UK to achieve Green Partner status.



For more information you can contact Harlow Group by

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