

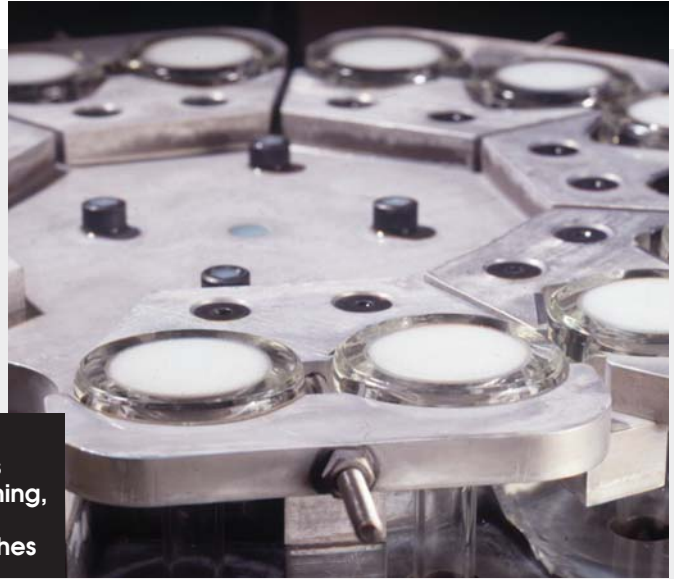


APPLICATION BRIEF

ANDREWS GLASS CO.



Precision Finishing Solves Need for Pristine Glass



Precision, Finishing Work Center Combines Grinding, Honing, Polishing, and Lapping to Ensure Smooth, Accurate Finishes

Problem

Andrews Glass Company was approached by a company that provided round glass cells to its customers. These cells are mass produced on machines. The company was receiving complaints from some customers about the quality of the glass. Because of the nature of glass, small imperfections were appearing on the finished products. For some customers, these imperfections were unacceptable. These customers wanted pristine glass. After several attempts to improve the quality of the glass, the company asked Andrews to take a look at the problem.

Solution

Because of their knowledge of glass, the staff at Andrews knew that getting a source for pristine glass would be difficult. Since not all of the customers needed the glassware to be free of the small imperfections, Andrews suggested that the company deal with the problem after the parts had been finished on the machine. Additional polishing of the finished part would remove the small imperfections. Andrews also suggested that the polished pieces be identified as a new product that could sell at a higher price to cover the cost of additional polishing. Those customers needing the pristine glass could order the new product. The other customers could continue to order the parts that were produced on the machine without additional polishing.

Andrews' Solution Included:

- Knowledge of the Nature of Glass
- Glass Fabrication Know-How
- Precision Polishing Center Capabilities
- Glass Industry Experience