



## At Rose, Quality Means Doing it Right the First Time

**A**t the Rose Corporation, quality is essential in everything that we do and an integral part of our day-to-day design, engineering, manufacturing and service capabilities.

Our Quality Assurance Manager, Pete Vucelich is responsible for overseeing and strengthening our company's quality programs.

Pete talked to us recently about his role and how important quality is to Rose and our customers.

**Question:** What's your personal philosophy about quality?

**Answer:** It's simple.

1. Do it right the first time.
2. Quality cannot be inspected into the product. It is built in.
3. Give the customers what they pay for.

**Question:** How does Rose's QA program work?

**Answer:** We comply with all necessary ASME sections, and are authorized to use the "U" and "R" stamps and just recently received authorization to use the "S" stamp during successful completion of our triennial review by ASME. The ASME requirements are part of our QA manual, which is readily available to our customers. Our manual may be modified for other work, such as the American Welding Society



Pete Vucelich, The Rose Corporation's Quality Assurance Manager

practices and procedures, welder qualification and NDE practices.

**Question:** How effective is the company's QA?

**Answer:** Our work is not the type that is readily tracked by statistical methods. However, we believe that we are very successful in providing the product that our customer has paid for.

**Question:** What about incorporating a customer's quality standards?

**Answer:** If they have a particular need, we'll incorporate it.

**Question:** How dynamic is Rose's quality program?

**Answer:** Here, it's a combination of weld engineering, quality

assurance and quality control. We work together to assure that our work always meets or exceeds applicable standards and the requirements of our customer. That starts with estimating and planning, extends to work in process and ends with delivery to the customer. I have the authority and organizational freedom to identify and resolve problems. That includes stopping work when I have to.

**Question:** Does QA save customers time and money?

**Answer:** It's a bit subjective. Our commitment is to create the product our customers pay for. Certainly, if we see where changes in the design or fabrication would save time and money, we'll tell our customer.

## Welcome to "Solutions"

Thank you for taking interest in our hot-off-the-press Solutions Newsletter. It is part of our latest efforts to provide information and keep lines of communication open with our valued customers.

These are exciting times for us. We pride ourselves on always being open to new ideas and best practices. That's how we can best serve you. For example, we have been working with Lehigh University and Ben Franklin Technology Partners of Northeast Pennsylvania to implement a new computer-based scheduling system and with the Electrotechnology Applications Center at Northampton County Community College to conduct a VOC study for our Blast and Paint facility.

The company-wide implementation of LEAN concepts, coupled with a 6S program, has been a boon to our continuous improvement efforts. We hope you have also benefited by the increased flow of production through our shop!

We are focusing on financial processes, too. At our Mark Metals service center, we have converted our software system to integrate with the MAS90 system Rose uses. This significantly streamlined our handling of accounts.

Finally, we are aggressively recruiting skilled and experienced fitters, welders, field service technicians and machinists to help us handle our growing business volume.

We value your business and want to continue helping you find solutions that work. We trust this newsletter will keep you on top of everything we're doing at The Rose Corporation to earn and maintain your trust.

**Paul Eisenhuth, President**



Rose Finished Goods Supermarket as a result of our LEAN efforts.

Fall 2005

News from The Rose Corporation, an industry leader in heavy steel fabrication, machining, industrial furnaces, retail metals, and machine installation & maintenance.

# Solutions



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## Rose Delivers Solutions to New Client, KPS

Kline Process Systems, Inc., or KPS, is among our newest clients working primarily with our TRC Services group. There's a great synergy here because The Rose Corporation is able to offer the right solution to Kline Process System's need for overall support and complementary capabilities.

Of particular value to KPS is our ability to deliver 24/7 industrial and mechanical service support at their project sites throughout the U.S. and to provide KPS with experienced, highly trained and multi-disciplined technicians. In addition, they benefit from our experience in a number of industries they also serve – food and beverage facilities, steel and paper mills, material-handling facilities and chemical and wastewater treatment plants.

KPS was founded in 1990 by Robert (Bob) Kline to provide innovative process control solutions. Prior to starting KPS,



Stainless steel tank modified at our facility.

Bob spent 20 years in the dairy industry working in plant engineering and technical services roles. Since its humble beginnings with three employees, KPS now employs more than 20 engineers and has a fully certified mechanical installation team. KPS also provides panel fabrication, network installation and electrical contracting services through RM Kline and Son, Inc. (RMK). Richard Kline, Bob's father, founded the company in 1952. Since 1990, the two companies have worked closely together to provide turn-key process control solutions. Bob was named president of RMK upon his father's passing in 1999. Bob works closely with his sister and brother in the family owned and operated business.

Headquartered in Wyomissing, a suburb of Reading, PA, KPS

also has a western satellite office in Phoenix, AZ, that services clients in the southwest and western states.

Recent projects involving TRC and Rose include work on a finishing evaporator at Eagle Family Foods in El Paso, TX; removing, modifying and retrofitting three stainless mixing tanks from Wellsboro, Pa. that will be installed at Just-Born Candies in Philadelphia; and removing equipment from a facility at San Luis, Mexico.



*Welcome KPS from all of us at The Rose Corporation!*