



## Heat Treating Task Group Newsletter

**Nadcap (nad-cap) noun.** The leading worldwide cooperative program of major companies designed to manage a cost effective consensus approach to special processes & products and provide continuous improvement within the aerospace and automotive industry.

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### Chairperson's Column

*John W. Gourley, Chairperson, Heat Treating Task Group  
Honeywell, Phoenix, AZ*

The Heat Treating Task Group had a very full agenda during the October 2004 Nadcap meeting. Much progress on the major projects facing the Task Group was accomplished during this meeting. The highlights are as follows:

**Delegation and Metrics:** Activity in the Heat Treating Task Group (HTTG) has included the full delegation of Staff Engineers (SE) Laura Fisher, Anne Allen, Jerry Aston, and John Ewing. The HTTG now has four fully delegated staff engineers and the backlog of audits is dwindling. For the first time in over two years, our metric for expired certifications has gone from Red to Yellow. The forecast for this metric is encouraging and should turn Green in the next quarter or two. This is a tremendous accomplishment considering the large backlog from the January 2003 quarter.

**AMS 2750:** The HTTG is in full support of the complete revision of AMS2750 (Rev. E) and does not support the Limited Scope Ballot for AMS2750 Rev. D. There are numerous reasons for this position, but perhaps the main ones are that Rev. D does nothing to improve what already exists in Rev. C and would only add to the confusion if Rev. E is issued next year. Once issued, the new requirements of Rev. E will need to be incorporated into the AC7102 checklist. A full re-write of "Pyrometry for Dummies" will also be required.

**Revision of AS7102:** This task has been completed and is now in balloting. The ballot also includes the slash sheets for Aluminum and Carburizing and Nitriding.

**Baseline:** This is a grueling task which requires the participation of both Primes and Suppliers. Thanks to both groups for your cooperation and support. It appears that we have completed all of the checklists with the exception of AC7102/1 Brazing. A sub-team has been appointed to help accomplish this task for the January meeting in Tempe. Matt Lucas of GEAE in Cincinnati heads this team, however Matt has decided to retire and will be sorely missed. He will appoint a new leader for the sub-team prior to his retirement. We will greatly miss Matt and all of the contributions which he has made over the years as a Task Group member.

### Heat Treating Task Group Members

**Silvia Baeza**  
Vought Aircraft

**Paul Bardwell**  
Pratt & Whitney

**Phil Cox**  
Rolls-Royce plc

**Don Dziachan**  
Eaton Aerospace

**Peter Edwards**  
Airbus UK

**Rainer Endress**  
MTU Aero Engines

**John Gourley,**  
Chairperson  
Honeywell

**Clyde Herrington**  
Eaton Aerospace

**Doug Matson,**  
Vice Chairperson  
The Boeing Company

**Stephen Maus**  
Rolls-Royce Corp.

**Frank Minden**  
Bell Helicopter

**Tom Murphy**  
Sikorsky Aircraft

**Mitch Nelson**  
Cessna Aircraft

**Tom Norris**  
Goodrich Aerostructures

**Victor Perez**  
The Boeing Company

**Ed Pham**  
Northrop Grumman  
Integrated Systems

**Ken Prather**  
Vought Aircraft

**Dave Smith**  
Rolls-Royce plc

**Andrew Snow**  
Raytheon Aircraft  
UVM

**Maria Giovanna Torsi**  
Alenia Aeronautica

**Jeff Tredway**  
Cessna Aircraft

**Helmut Wielenberg**  
AIRBUS

**Todd Willey**  
Hamilton Sundstrand

**Doug Wilson**  
GEAE

### PRI Heat Treating

*John W. Gourley –*  
Task Group Chairperson  
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### Contact Information

For questions, comments or to submit information/articles regarding the Heat Treating Newsletter please forward to:  
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## Nadcap meetings

### January 24 – 28, 2005

Fiesta Inn Resort  
2100 S. Priest Drive  
Tempe, AZ 85282  
USA

### April 18 – 22, 2005

Holiday Inn Frankfurt City  
South Conference Center  
Mailaender Strasse 1  
10 Mailaenderstr 1 Direct Hwy  
Frankfurt, Germany

### July 18 – 22, 2005

London  
UK  
Details to be confirmed

To view meeting Agendas  
and Minutes go to  
<http://www.pri-network.org/Nadcap>  
click **News and Events** then **Events**

**Please Mention PRI/Nadcap  
When Making Reservations**

## AMS 2750 update

Doug Matson, Vice Chairman, Heat Treating Task Group  
The Boeing Company, Wichita, KS

The full revision of AMS 2750 is continuing. It has been balloted twice to AMEC (Aerospace Metals Engineering Committee) and once to the SAE Metals Committee "B." At the AMEC meetings in August and November, the comments from the June ballot were resolved and now the revision will be circulated again to the Committee B on another 28 day ballot. Hopefully, there will be few additional comments from this ballot and the revision can get approved by the Committee B at their next meeting in March/April 2005. If this happens, it will go to the SAE Aerospace Council and if approved, they will hopefully be released by late summer of 2005. If you have any questions, please contact me.

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## Links to helpful information

Website: [www.pri-network.org](http://www.pri-network.org)

For audit specific information, log on to [www.eauditnet.com](http://www.eauditnet.com)

**Supplier's Guide** - To view and/or download – Go to <http://www.eauditnet.com> – Choose Public Documents – under eAuditNet User Guides select eAuditNet Supplier's Guide

**Root Cause Corrective Action** - For a FREE online tutorial on responding to NCRs visit: <http://pri-network.org/Nadcap/Supplier-Training.id.10.htm>

**AMS 2750 Pyrometry** - To view and/or download: Log into <http://www.eauditnet.com> – Choose Public Documents – under Heat Treating select "Pyrometry for Dummies"

**Heat Treating Auditor-Supplier Handbook** – Go to <http://www.eauditnet.com> – Choose Public Documents – under Heat Treating select "Heat Treating Auditor-Supplier Handbook"

**Prime Contractors** involved in the Nadcap program  
<http://www.pri.sae.org/Nadcap/Supplier/PrimeMatrix/>

**Suppliers - Let us know what you think..... Help us to better serve you!**

The Nadcap Post Audit Questionnaire can be found in eAuditNet - Choose Public Documents – under General Documents select Nadcap Post Audit Questionnaire <http://www.eauditnet.com>

### Heat Treating

Searching for Auditors - Interested in becoming a Nadcap Special Process Auditor or do you know someone who may be?  
Visit <http://www.eAuditStaff.com> to begin the auditor candidate process.

## "One Auditor's Top 10 Findings, Plus One"

Bob Elliott – PRI Lead Heat Treating Auditor / Metrics Consultant

Through the years of auditing as a Nadcap auditor for both the Heat Treating and Chemical Processing Task Groups, many unbelievable non-conformances have been identified. Even more unbelievable are the reasons for the non-conformances. The "worst of the worst" are listed below in "Top 10" fashion:

11. When asked for some data, the QC Manager said that it had burned up in a fire. When asked, "What fire?" he said, "The one where the records are stored." When asked where that was, he responded, "Right here in this drawer in my desk."
10. When a finding was written up as a minor NCR, the QC Manager requested that it be changed to a major since, "That's the only way I can get management around here to do anything right!"
9. When asked for the bake oven surveys and calibration records, the QC manager could not find them nor could he remember the name of the outside source who had done them. Finally, he declared that a previous auditor had stolen them.
8. While examining a vapor degreaser that the company claimed was being used to clean all parts, an old wading boot and a newspaper with a date over a year old were found in the bottom of the tank. They also had a log containing pH test results for the entire year.
7. When it was determined that the furnaces had never been at the temperature that the probe checks were performed at, the company's management stated that they were taken on the fly, i.e., as the temperature was rising to the set point. However, further review showed that some of the furnaces had never reached that high of a temperature!
6. When the operator was asked how he had determined the heat up time and start of soak on a critical job, he described how he had done it. He was then told by the supplier representative that he had been told to do it differently. When that method was described to him, he slapped his hand to his forehead and stated, "Oh, yeah, now I remember, that's how I did it."
5. During an audit on a Friday, no system accuracy test results could be located for that week. The QC Manager stated that he had taken them home to work on them and would bring them back in on Monday. On Monday he had complete records from that week. The problem was that most of the furnaces had not been at that temperature on those days.
4. The Supplier had not been doing his monthly decarb checks. When resurveyed six months later, he still wasn't doing them. The General Manager/Quality Manager explained that he had figured out a way to justify not doing them. He stated that he now sets the dew point so low that he can't possibly decarb because he is now adding carbon to the surface of every job.
3. All of a sudden, 5 plating shops had their bake oven TUS's at +/- 1° F, all by the same new outside pyrometry source. When set up to witness him, the technician was taking the entire swing of the bubble on the old style potentiometers as +/- 1° F. When done correctly, they were all +/- 20-40° F.
2. When asked for probe check results for the year in January, the metallurgist went to get them while the QC Manager and I checked other items. One hour later, the metallurgist showed up with the year worth of results. The problem was that the July through December data was identical to the January through June data.
1. During an April audit, it was found that the supplier wasn't doing monthly pH checks on his vapor degreaser. He was told that he needed to set up a log for the year showing pH values for each month. Five months later in September, not only did he have the April through September logged, but he even had January through March values. Even more astoundingly, he had future values for October through December. Then he actually stated, "Oh, I was supposed to do a check each month, I thought you just wanted to see a log."

The point of this "Top 10 List" is to stress the importance of a thorough self audit prior to the formal Nadcap audit. This self audit affords the opportunity to find these types of issues and address them internally with the responsible staff.

Hopefully these humorous examples will encourage suppliers to fully prepare for Nadcap audits, thus preventing them from ending up on a "Top 10 List."



## Training opportunities

**Nadcap Customer Support Initiative (NCSI):** A free, web-based training program that suppliers can access from their workplace. The training discusses everything from audit preparation to nonconformance responses, as well as the additional training tools provided by PRI.

Please contact the PRI Training Department at [PRITraining@sae.org](mailto:PRITraining@sae.org) for more information or to register for a session.

**Root Cause Corrective Action:** This seminar, based on the flow chart utilized by Nadcap and provided during the Nadcap audit, promises a sure-fire method to improve root cause analysis and prevent the same mistakes from occurring over and over. Next sessions; January 26, 2005, Tempe, AZ; April 20, 2005, Frankfurt, Germany.

**AMS 2750 - Pyrometry Training:** Learn how Nadcap Auditors interpret the AMS2750 specification and how your pyrometry will be audited. This class addresses thermocouples, system accuracy checks, uniformity surveys and more. Next sessions; January 27-28, 2005, Tempe, AZ, April 21-22, 2005, Frankfurt, Germany.

The above two sessions require pre-registration and a training fee. For more information, please contact Jennifer Gallagher, +1-724-772-1616 ext. 8194, [jgall@sae.org](mailto:jgall@sae.org)

## Getting the Most Out of Nadcap

The benefits received by member companies vary in direct proportion to their participation and flowdown into their own corporate structures. Nadcap is a tool that provides significant benefits when utilized properly. In order to maximize your benefits from Nadcap, the following tips will help:

### For Supplier Members

- 1 Understand the objectives of Nadcap and participate in the improvement of the process.
- 2 Prepare thoroughly for your Nadcap audit - move swiftly to implement the root cause corrective actions in response to findings.
- 3 Recognize the benefits of reducing the total number of audits and the establishment of common standards. The Nadcap system enables personnel who were previously dedicated to audits and standards, to focus on process improvements and other proactive efforts.
- 4 Promote the benefits of Nadcap to other suppliers and notify your customers of your Nadcap accreditation.

For additional information on maximizing your benefits through implementation of Nadcap, please contact SSC Chairman, Ed Englehard at [oheti@stny.rr.com](mailto:oheti@stny.rr.com) or Jennifer Gallagher at [jgall@sae.org](mailto:jgall@sae.org)

### Heat Treating Supplier Voting Members

**Ed Engelhard**  
Owego Heat Treat  
SVM

**Tim Hill**  
Carpenter Tech  
SVM

**John Kunkle**  
Howmet Corp/Dover  
Casting  
SVM

**Bob Lehnen**  
Bodycote Thermal  
Processing  
SVM

**Larry Phipps**  
Alcoa Fastening Systems  
SVM

**Stuart Sherman**  
Metallurgical  
Processing  
SVM

**Dave Sullivan**  
Wyman Gordon  
Forgings  
SVM

**Susan Zahursky**  
American Brazing  
SVM

## Supplier Observations of HTTG Auditor Training, Oct. '04

*Ed Engelhard, Plant Metallurgist, Owego Heat Treat Inc., Apalachin, NY*  
*Stuart Sherman, Quality Director, Metallurgical Processing, New Britain, CT*



As one of two suppliers invited to attend the Sunday session of HTTG auditor training, Stuart Sherman and I would like to thank the Chairman and the Staff Engineers for the invitation and the opportunity to observe.

Auditor training was divided into 4 concurrent sessions for the day. They were entitled Basic NCR Writing, Lead Auditor Training, Pyrometry & Testing Training, and Airbus and Cessna Specific Requirements Training. The presenters consisted of an esteemed group of auditors and prime representatives. All presentations were well prepared and very informative. The attendees all seemed quite interested in the content of each presentation, asked many good questions and made frequent observations.

The Basic NCR Writing presentation was quite helpful and had many good suggestions for concise NCR writing practices. The portion on Combining NCR's was particularly useful. One request from the auditors was for the ability to cut & paste verbiage made on other software into eAuditNet. In addition they asked for the capability to underline and highlight or emphasize in eAuditNet. Auditors also expressed an interest in being able to write NCR's against quality system requirements not otherwise included on the Heat Treat checklist. One observation was made regarding the lack of accessibility to previous audit results for the purpose of determining the degree of compliance to past corrective actions. Perhaps this information could be made more readily available to auditors or included in the audit package that they receive from PRI. The time allowed for this session seemed just about right.

Lead Auditor Training was ably presented and included a great outline of statements used to prompt auditors in some of the hot spots of audit conduct. Emphasis was placed on job audit selection, time spent on the shop floor versus desk time,

suggestions for areas of processing that need verification and suggestions for types of processes that should be witnessed. This list and the presentation generated a lot of interesting discussion among the auditors. This area of training could easily be expanded to a half-day session in order to cover it thoroughly, however.

The session on Pyrometry & Testing used a 90 question test format as a prompt for discussion. The test covered many details about pyrometry, AMS2750, periodic testing of all sorts, and could strain most anyone's intimate knowledge of the Heat Treat checklist. A lot of discussion ensued as the group progressed down the list of test questions. Many were real stumbers and caused a lot of fact checking and cross checking among the participants. This topic too could be expanded to at least a half-day time frame.

The Airbus and Cessna Prime Specific Requirements session was quite unique. The Cessna story was entertaining to hear and the discussion about the various Cessna process requirements was interesting. The Airbus briefing on the interconnection of the various Airbus documents and the current harmonization effort was a bit daunting. The harmonization effort should assist suppliers and auditors in achieving better compliance. Other prime specific presentations could be very helpful in future training sessions.

Overall, the multiple-sessions format was more effective than the large group meetings of previous years and certain topics could be expanded to help provide more detailed guidance to all participants. Also, much of the information provided to the auditors would be very helpful to suppliers and could perhaps be integrated into the Handbook or be made available on the eAuditNet website for guidance purposes.



## Hints & tips

### FREE — On-Line Corrective Action Help

Check out our FREE, on-line tools for corrective action responses. There is a link to the Requirements for Corrective Action Responses, a two page primer on how to address your findings.

A more detailed, interactive tutorial can also be accessed from this page. Take time to walk through the examples given on these pages, clicking on each of the answers to learn why your answers may be rejected.

<http://www.pri-network.org/training/frameset1.htm>

Understanding the expectations for submittal of corrective action responses will save considerable frustration and time in the audit closure cycle as well as improving all of your corrective actions. Spend some time using these free tools provided to upgrade your skills.



## Expanding our horizons

### Nadcap Meeting Highlights

Anne Allen, Heat Treating Staff Engineer

Annual auditor training was held at the Marriott in Pittsburgh, Pennsylvania during October 22-24, 2004.

There were two sessions held on Friday, one for the new Aecma-Pro auditors and a Friday evening session for all Lead auditors.

The two sessions were conducted by two of the Heat Treat Staff Engineers, Anne Allen and Laura Fisher. The first session held was to aid the new auditors in understanding the Nadcap checklist questions in general.

The evening session was to develop a new Lead Auditor Training Manual to facilitate consistency amongst all Lead auditors while training new auditors. This session was driven by Bob Elliott and had great participation from all involved. Anticipated publishing of this new manual is by February 2005.

The Saturday session was held by PRI, which offered a track-type training that provided multiple topics in which auditors of all commodities attended.

The Sunday session for heat treat auditors was conducted using a different format than ever used before. The sessions consisted of breaking down the auditors into four different groups and were rotated through the four different two-hour sessions.

The four sessions were as follows:

1. Proper NCR Documentation: Lead by two of the Lead auditors, Nick Cifaldi and Robert Sartori.
2. Proper Auditing Techniques: Lead by Bob Elliott
3. Cessna and Airbus Presentation: Held by Task Group Members Pete Edwards, Helmut Wielenberg, and Mitch Nelson.
4. Pyrometry and Checklist Interpretation: Held by Lead Auditor Al Weyhreter.

There was a great deal of interaction and participation in all four groups, which the majority of the auditors found to be of great help and assistance. They also stated that this format was more personalized and will help them while out performing audits.

### Nadcap Prime Subscribers Grow

The Performance Review Institute (PRI) announces four new major aerospace companies joining the Nadcap list of subscribers:

- Alenia Aeronautica
- Bombardier
- BAE Systems (US)
- Rockwell Collins

In addition to existing Nadcap members, such as Boeing, Airbus, Rolls-Royce, and Honeywell, we welcome Alenia Aeronautica, Bombardier, BAE Systems and Rockwell Collins. Between them, these newcomers are subscribing to a total of eight special processes including: Non-Destructive Testing, Heat Treatment, Materials Testing Laboratory, Chemical Processing, Welding, Nonconventional Machining and Surface Enhancement. This means that their suppliers will be asked to arrange a Nadcap audit for their special process work.

Arshad Hafeez, Director, Global Business Operations said: "We are very excited that Alenia Aeronautica, Bombardier, BAE Systems and Rockwell Collins are now Nadcap subscribers. Their involvement serves to strengthen the existing industry recognition of Nadcap as the global accreditation system for aerospace quality."

## Changes to the Heat Treating Task Group Failure Policy

Laura Fisher, Heat Treating Staff Engineer

The Nadcap failure policy as described in NOP-011 has been in effect since November 2003. The policy has five modes of failure, which are as follows:

- A. Supplier Stops audit
- B. Excessive Number of Findings
- C. Severity of Findings
- D. Too Many Review Cycles to Complete
- E. Non-Responsiveness by Supplier

This policy provides guidelines for when an audit should be failed. The purpose of the policy is not to penalize suppliers, however the lengthy report processing time of unprepared suppliers delays the processing of other supplier's reports. Please review both NOP-011, NIP-008, and NTGOP-001 Appendix 3 for more details on the failure policy. All of these documents are available for review on eAuditNet under "View User Documents"

As a result of reviewing the metrics of the accreditation process for the Heat Treating Task Group at the October meeting, it was decid-

ed that the criteria for review for failure be modified. This change is being made to improve the total cycle time of the Nadcap process and for the suppliers who have adequately prepared, responded on time, and have good root cause and corrective action responses.

The proposed changes to the policy are as follows and will be implemented into NTGOP-001 Appendix 3 within the month. All of these changes have been voted on by the Heat Treating Task Group and approved as documented in the minutes from the October 2004 meeting minutes.

The specific criteria for each of these modes as defined by the Heat Treating Task Group is as follows:

<b>Mode A: Supplier Stops Audit</b>	<b>Mode B: Excessive Number of Findings</b>	<b>Mode C: Severity of Findings</b>	<b>Mode D: Too Many Review Cycles to Complete</b>	<b>Mode E: Non-Responsiveness by Supplier</b>
Per NOP-011 paragraph 4.1	Reaccreditation Audits: Greater than 15 total NCRs and/or greater than 5 major NCRs.  Initial Audits: Greater than <b>30</b> total NCRs and/or greater than 10 major findings.	Per NOP-011 paragraph 4.3	Potential for failure if the supplier has not adequately addressed root cause and corrective action by the third submittal  <b>Audit not to exceed a total of 150 calendar days in length.</b>	Per NIP-008

Please continue to review NOP-011, NIP-008, and NTGOP-001 Appendix 3 for the upcoming changes in the failure policy. All of these documents are available for review on eAuditNet under "View User Documents"



## Supplier Support Committee

**Mission:** The goal of the Supplier Support Committee (SSC) is to represent the supplier community and work with the Nadcap Management Council (NMC) to enhance the effectiveness and economical value of the Nadcap system for the mutual benefit of suppliers and primes.

Listed below is contact information for active participants within the SSC. If you have any questions, feel free to contact any of the members listed below:

Ed Engelhard, Supplier Support Committee, Chairperson  
Owego Heat Treat Inc.  
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Michael Ploucha, Supplier Support Committee, PRI Staff  
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## Tom Murphy Receives Recognition Award

Chet Date, Nadcap Management Council Chairman, and Arshad Hafeez, Director, Global Business Operations, presented Tom Murphy with an award in recognition of his outstanding contributions for advancing and promoting the global industry management of suppliers utilizing the Nadcap program. This award was presented at the Nadcap Management Council Meeting during the July Nadcap meeting in Indianapolis, Indiana.



Tom has been a long time member of the Heat Treating Task Group and has been instrumental in developing the Heat Treating Auditor/Supplier handbook and "Pyrometry for Dummies." Tom is currently the Secretary for the Heat Treating Task Group. Tom is the Heat Treat Task Group Member representing United Technologies and is the Flight Safety Parts Team Leader for Sikorsky Aircraft Corporation.

## Supplier Continuous Improvement Session

Johanna Lisa, Heat Treating Supplier, Burbank, CA

Please join us at the quarterly Nadcap meeting in Tempe, Arizona for the Heat Treat Task Group Supplier Meeting. As part of our continuing effort to reduce findings and the cycle time necessary to close them, the Heat Treat Task Group would like to invite all heat treat suppliers to participate in a supplier-only discussion group. The purpose of this meeting is to discuss task group issues common across the entire heat treat supplier base. Topics discussed and recommendations resulting from this discussion will be formally presented to the task group the day following the meeting.

This is an unprecedented opportunity for suppliers to address topics of importance to their facilities as well to the Nadcap process itself. We are hoping to make this a regularly scheduled part of the quarterly task group meetings. We will only be able to achieve this if we can demonstrate suppliers' commitment to attend and participate.

Please contact Michele Stefanchik at [stefanck@sae.org](mailto:stefanck@sae.org) or Samantha Jeswald at [samanthajeswald@sae.org](mailto:samanthajeswald@sae.org) to confirm your attendance. It's important that you register so that we may schedule a meeting room appropriate to the size of our group.

The meeting will be held on Monday, January 24, 2005, from 4:00 p.m. – 8:00 p.m. at the Fiesta Inn Resort in Tempe, Arizona, USA. The name of the meeting room is Cottonwood. A meeting agenda will be sent via mass email during the first week of January. We look forward to your participation.



## Welcome

### Samantha Jeswald

The Heat Treating Task Group is pleased to introduce the newest member of the group, Samantha Jeswald. She has joined the team in supporting the Heat Treating Task Group as the Heat Treating Secretary. Samantha's background generally consists of Human Services and Child Development. She has earned a Bachelor of Science Degree from Indiana University of Pennsylvania where she majored in Child Development/Family Relations with a minor in Psychology. Prior to working for PRI, Samantha was a Preschool Teacher for a year and then became a Therapeutic Staff Support (TSS) for several months. She feels very privileged to be part of a respected and distinguished organization and looks forward to working and contributing toward our goals.

You may contact Samantha at: [samanthajeswald@sae.org](mailto:samanthajeswald@sae.org)

