



INSIDE

2
Department
News

*Notes From
Production,*

*Updates From
the Parts
Department,*

*and Hints From
Technical
Service*

2
Osprey Chooses
an Engineering
Manager

3
The "Typical
Osprey Job"

4
Insight '94

December 1, 1994

Osprey Corporation has started its twenty-first year of operation. From the beginning, we have believed in a simple philosophy of doing business: treating our customers as we ourselves like to be treated. This is easy to say, but hard to always follow. However, we have continued to strive to give you this treatment with every project we have worked on together.

What you have given us in return is very apparent. We have grown tremendously because of our relationships with our customers. You have not only enabled us to grow, you have required us to grow. As your manufacturing techniques and equipment have changed, our process air systems have had to keep pace. Eighty capable employees, including a twelve-person engineering staff, have allowed us to make these real gains in knowledge of process air control. They and you, our customers, have been the people most responsible for the growth and success we have experienced.

For the next twenty years, we make you several promises, as we continue to repay the trust you have placed in us. We will strive to be the best vendor with the most knowledge in our field. We will take an active role in becoming a partner to you in manufacturing, knowing that we succeed only if you succeed. We will continue to work on new products and improve the products and services on which we built our company. Finally, in helping you fully utilize all the raw materials you require in manufacturing, we will fulfill our unique role as a link in practical recycling.

It has been a pleasure working with you in solving process air problems. We look forward to the next twenty years to reach our goals and honor the partnerships we have built together. We are sure that as the products become more complicated and you require more of process air solutions, we shall be the first to respond to the challenge of the future.

Jim Harpole



DEPARTMENT NEWS

NOTES FROM PRODUCTION

By Steve Southern

After two and a half years with Osprey, Barry Shaw was recently promoted to Machine Shop Supervisor. In addition to putting in long hours there, he also makes time to attend DeKalb Technical Institute, where he is taking courses for programming Osprey's computerized CNC vertical machining center.

MODIFICATIONS TO DIVERTER VALVE

The shaft and blade of Osprey Diverter Valves have been upgraded to stainless steel to further minimize the risk of failure from fatigue. In addition, the blade actuator and other components are mounted to a quarter-inch-thick aluminum plate. This eliminates misalignment from flexing of the diverter valve body panels, thereby giving the diverter valve more stability and a longer life. 🌐

UPDATES FROM THE PARTS DEPARTMENT

by John Linehan

A REMINDER

We occasionally see requests for Yukon media for applications with Superabsorbent Polymers in the process. Although every installation is unique, our testing and past experience indicate a longer media life with 837 Poodle Media for these installations involving Superabsorbent Polymers.

We're coming out with a new catalog and savings on all of our duct accessories, including Blast Gates, Clean Outs, Angle Rings, and Bolted Diverter Valves. If you're interested in receiving a copy of this new catalog, please contact us at Extension 230 or 258. 🌐

HINTS FROM TECHNICAL SERVICE

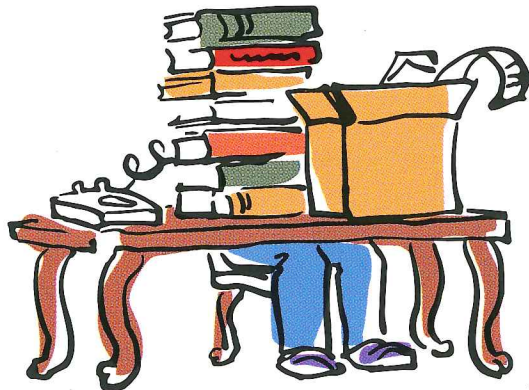
by Dave Colburn

In climates with unusually high humidity, the Osprey Blue Stripe Media serves in some cases as an alternative to Poodle Media. If you have had trouble with Poodle Media, you may find it helpful to replace it with the Blue Stripe Media. It should be noted, however, that this media is less efficient with regards to emissions. 🌐

OSPREY CHOOSES AN ENGINEERING MANAGER

JEFF HINSON SEEKS TO SUPPORT SALES ENGINEERS,
IMPROVE COOPERATION BETWEEN ENGINEERING AND MANUFACTURING

Jeff Hinson doesn't have an office yet, but that's not slowing him down. On the day of this interview, he had taken over the conference room, spreading out his work on one end of the conference table and using the phone on the console behind him.



Jeff joined Osprey as an engineering manager and will serve as an interface between engineering and manufacturing. He also plans to periodically visit customers, thereby providing additional technical support to our sales engineers.

Experienced in both project manage-

ment and troubleshooting, Jeff has a broad background that includes stints in such industries as optical fiber manufacturing, power generation, and waste treatment systems. He compares this variety in his background to cooking ingredients: pick the right mix and they all go together very well.

"General engineering principles are the same from industry to industry. They reinforce each other," he explains.

Jeff graduated from Duke University with a bachelor's degree in mechanical engineering, earning his P.E. license in 1984. He'll be moving to Atlanta with Christy, his wife of eight years, and his two-year-old son.

We welcome Jeff to the company and look forward to his moving into his new office. (It will be nice to have the conference room back.) 🌐

THE "TYPICAL OSPREY JOB"

IF SUCH A THING EXISTED, THIS WOULD BE IT

By Phyllis Lockeridge and Steve Southern

The "typical Osprey job" doesn't really exist.

Since almost every system we make is customized, each one is different. Yet the path a job takes through the company remains roughly the same, so we thought we'd take you on what Steve calls the "nickel-and-dime tour."

1. CONTACT WITH THE SALES STAFF

The sales engineer reviews your production requirements, then makes recommendations based on the capabilities of your equipment and the latest developments in process air systems.

Your order commences upon quotation submittal and final negotiations.

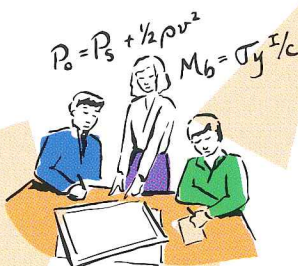


3. FABRICATION DRAWINGS

Using AutoCAD®, the drafting department creates system drawings according to the engineer's specifications.

7. PRODUCT DEVELOPMENT CENTER

As technology changes, major developments in process air systems are conceived, engineered, and tested here—thus beginning the process all over again.



2. ENGINEERING

A project engineer takes over your project and confirms application, voltage, and a multitude of other essential details. He or she may also order a plant survey to assure system compatibility.

With input from technical sales, the engineer then designs a process air system that precisely meets your requirements. As part of the design phase, the engineer determines the fan air volumes and static pressure requirements. He or she makes calculations for the construction strength of all components and begins the system layout for the space allowed for the project. Electrical engineering confirms the control specifications with your plant engineer.

4. MANUFACTURING

Metal Fabrication

Metal fabrication and the machine shop simultaneously go to work processing the metal needed for manufacturing the equipment. This involves shearing, cutting, grinding, forming, welding, and assembly—all under the tightest of deadlines.



Purchasing

The purchasing department orders all parts not manufactured by Osprey.

Electrical Department

The electrical department manufactures and assembles the control panel, following the strict requirements dictated by the system design, voltage, and component type.

Production

Production races the clock to finish the final testing, assembly, and painting of the various components.

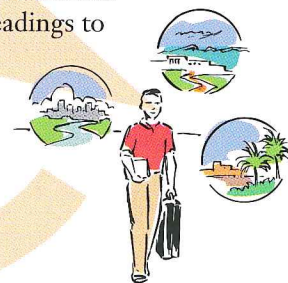
5. SHIPPING

International shipping and domestic shipping handle customers separately, each with their required forms and paperwork.



6. FIELD SERVICE

Upon request, anyone from our team of skilled field technicians makes necessary equipment installations and modifications, and takes air readings to allow for system balancing and to maximize efficiency.



"The 'Typical Osprey Job'" is a collaborative effort between two long-time Osprey employees. Phyllis Lockeridge has been with the company eight years and for many years was the first person you spoke with when you contacted Osprey by phone. She's now assumed other responsibilities, generating sales quotations and continuing to work closely with the sales force.

Currently the head of production, Steve Southern has a history with Osprey that dates back to 1976. He's held many different positions with us since he started, including field technician and salesperson, so his unique perspective contributes greatly to explaining how Osprey works.

INSIGHT '94

CONFERENCE FOR ABSORBENT PRODUCTS INDUSTRY REFLECTS CURRENT INTEREST IN ALTERNATE FIBERS, DIMINISHED USE OF RECLAIMED MATERIAL

Insight '94 proved worthwhile and informative, Osprey Product Development Center Manager Marty Price said after attending the October conference for the absorbent products industry.

Marty praised Marketing/Technology Service for the organization of the event, although he noted that many of the people who attended Insight were there in a sales function only—an observation he made with a smile and a sense of irony, since his responsibilities also include sales.

"It's natural, I guess," he commented. "But it would be nice if we could limit the amount of selling going on and concentrate on the information being presented. Otherwise, it was a very good event."


PAPERS ON MARKET TRENDS HIGHLIGHT PROGRAM

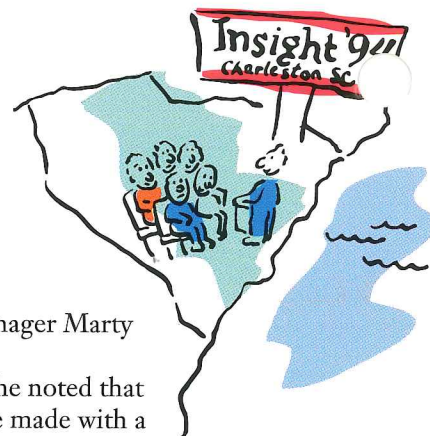
Marty said that the secretive nature of the manufacturing industry rules out any real surprises at a technical conference. Unlike the field of scientific research, in which researchers rush to publish their results, the competitive market for absorbent products forces companies to quickly file patents and bring their product to the consumer—with technical papers following as an afterthought, if at all.

Marty thought the presentations on market trends, however, lived up to the name of the conference. James Hanson of MTS delivered the last paper, "A Paragon of Virtue—Competitive Factors for Disposables in U.S. Markets," which addressed the dynamic nature of the disposables business.

Marty found two surprises at Insight. One was the "amount of talk about alternate fibers." Integrating CTMP, synthetic fibers, special pulp fibers, and SAP fibers into product was one key topic.

The lack of talk about reclaimed material also surprised him. He attributed the trend to the current low price of virgin pulp, about \$525 U.S. per ton.

If you did not attend Insight but would like copies of the papers presented there, you can purchase them by contacting Marketing /-Technology Service at (616) 375-1236 or by submitting your request by fax to (616) 375-6710. 



The *Osprey Newsletter* is published quarterly by

The Osprey Corporation,

P.O. Box 49102, Atlanta, GA 30359

Telephone: (404) 321-7776

Fax: (404) 634-1401

Editor: Ann Litrel

Entire contents © 1994 by The Osprey Corporation,
design © by The Newsletter Factory®.



OSPREY

NEWSLETTER

P.O. Box 49102 • Atlanta, GA 30359 • USA

Bulk Rate
U.S. Postage
PAID
Permit No. 365
Atlanta, GA

RECYCLING



PAYS

Printed on recycled paper.