



**LONGO INDUSTRIES**

Electrical, Mechanical & Electronic Sales & Service  
P.O. Box "L" • Wharton, N J 07885

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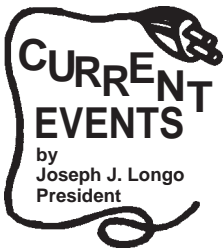
**ROUTING SLIP**

Review and Pass on as indicated

TO \_\_\_\_\_  
TO \_\_\_\_\_  
TO \_\_\_\_\_

# THE LONGO LETTER

February 1998



## LONGO . . . Now an Integrated Supplier

Over the years that we've had the privilege of visiting with you in this forum, you can't imagine the number of kind words we continue to hear from our valued readers.

Many years ago we stated that "while our plants *never* meet, our people *always* do." That, we believe, is the essence of the relationship we value so much—people! . . . you! . . . us! Too, you've heard it repeated herein, "Longo works *with* clients to solve problems." Another certainty is that, "Both of us are smarter than either of us."

As another year begins, we thank you for all the successes you have allowed us to attain by demonstrating your confidence in our capabilities and "stick-to-it-iveness." Organizations are frequently better evaluated by how they respond when things do not go as perceived or planned.

Future successes depend on continuing reinvestment of profits as we have and persist in doing. Facilities, equipment, inventory, and people training are among the necessary elements. Some of those are featured in this issue.

We were chosen as a suitable candidate by *Building America—Eye on Business*

(BA\*TV) for inclusion in a program to be aired on WCBS, Channel 2, in the next few months.

The cover photo shows our highbay's headroom and new crane at the Wharton Center. Future plans include another 25 ton crane in this bay. There are two adjacent bays with complete crane coverage, enhanced by jib cranes.

Overviews of the automated winders in the winding area are shown. The final testing section with its large baseplate has facilitated full load testing of

fans to 350 HP. As always, it is the artisans that get it done.

The growth over the last eight years of the power apparatus services segment is astounding. Circuit breakers, transformers, and related hardware are now



an integral part of our capabilities. The group now luxuriates in ample space, complemented by the latest testing equipment.

Our sale of new motors, drives, and related items, now centralized at Wharton with its major warehouse, is progressing well. To that end we have been selected as the Greater New York Area 5-Star Distributor by Reliance Electric, Division of Rockwell, Inc. This prestigious recognition

is yet another tribute to you, our fine customers. It assures you of adequate local inventory, supported by our motor and drive application specialists.

We are committed to providing the absolute best service available. ***The capacity, people, and will are in place! . . . and 24 hours a day!***

**Look for us on  
WCBS-TV Ch 2 NYC  
Date to follow**

# DIVERSITY in Our Shop Operations

Our assignments continue to be more and more diverse and our people are excited and responsive to the challenges that they provide.

Hardly a day goes by that we don't see something new or a major variation from the normal run-of-the-mill job. This could easily dispirit some people, but our associates love the challenge.

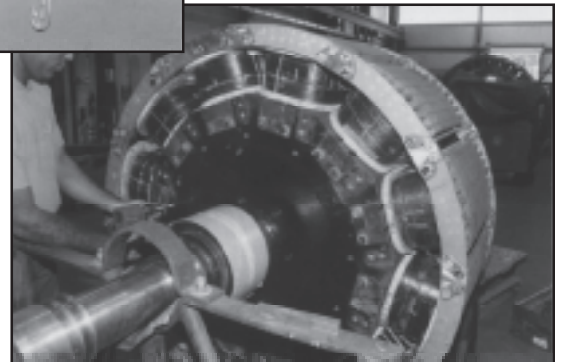
Their innovative and unique solutions to this variety is remarkable to witness. Seems like there is no end to their ingenuity.

***We welcome the opportunity to discuss unique problems with you and working together to effect solutions.***

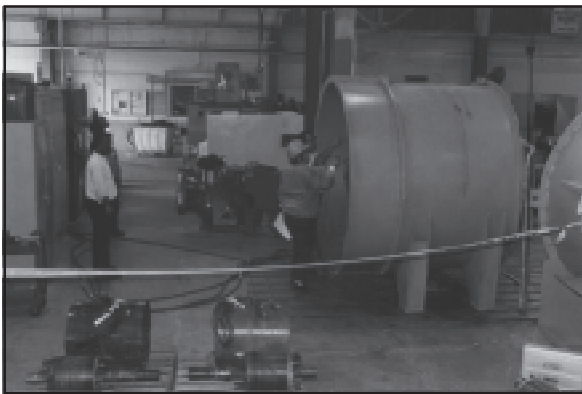
*Overview of the coil winding section of the rewind area. Note the automated "heavy-duty" winder (left foreground); computerized random coil and field coil winder (right center/ light colored); manual winding of extra-large coils for an 800 volt submersible motor.*



*Coils wound on heavy-duty winder with epoxy embedded conductors; which when baked, cure the epoxies, results in a unit mass with outstanding rigidity and heat transfer capability.*



*The coils now assembled with new high temperature pole washers (white) are mechanically connected to the rotor yoke. Extended bake cycles and balancing complete the process.*



*View of the assembly floor shows the diversity of jobs currently being done. From motors to pumps, to very large fans. Various skills including engineering, pipe fitting, component selection are integral parts of the work scope.*

*A 350 HP fan under customer witnessed full load test. Our test bed is a necessary requirement for securing the unit and isolating extraneous vibrations from the unit on test.*



*Both of Us  
Are Smarter  
Than One  
of Us!  
... we work  
with you!*

# Engineering Services *by* **LONGO ENGINEERED SYSTEMS COMPANY**



*Oil-filled transformer being TTR tested upon receipt in plant. A full battery of tests would follow.*



*Circuit breaker being reassembled after upgrading at Wharton Center.*



*Circuit breaker being high potential tested in our laboratory.*



*Injection current testing for comparison with manufacturer's trip characteristics*

Power apparatus devices are the controllers of enormous electrical power. Electrical energy, though silent until used, if controlled, is awesome when it goes amok.

Various devices are designed to protect people and facilities from this potential danger. Longo, providing services from line-to-load, has developed the capabilities to apply, as well as repair, rebuild, upgrade and retrofit these devices.

From switchgear to transformers, to circuit breakers, to relaying and on through your electrical power and control systems, we are now positioned to service your needs. Our associates have outstanding experience and skills to handle situations from the simple to the very complex.

Databases are in place to support their work. It is most important to be able to have reference materials, assuring clients that their interest is paramount in everything we do.

This, our fastest growing segment, is a marvelous testimonial to our fine associates. Whether it's day, night, weekends or holidays, they stand ready to serve.

*... One call gets it all!*

**LONGO . . . *Your Source***  
***for Power Apparatus Services!***

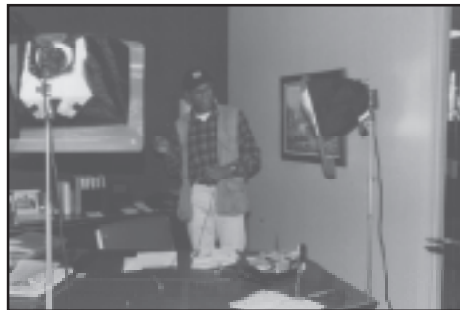
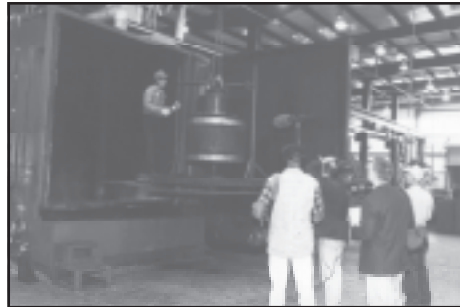


# BUILDING AMERICA

## Eye on Business

We were flattered to be chosen as a suitable site by the Sunday afternoon *Building America—Eye on Business* television show (WCBS Ch 2 NYC). Its purpose is to stimulate the viewers' interest and help them understand the company and its industry. The viewers must be able to draw a mental line between what we do and how it ultimately impacts their lives. BA\*TV's mission is to help the American public identify with business in a real and positive way.

Congratulations to our team for having participated in our achieving yet another recognition goal.



**Watch Your Mail for Announcement of Program Date & Time!**

## ISO 9001

### What it means for you

- **Feature:** Training is a most important element for continuous improvement. Knowledgeable and skilled people understand the specification, prior to beginning a task.
- **Benefit:** A major objective is to do things right the first time.
- **Feature:** On time delivery is a requirement of the system. They are statistically monitored. Delivery performance is measured monthly against a rigid target.

• **Benefit:** *Customer is kept informed by his respective customer service representative.*

• **Feature:** *Purchased materials and services are secured only from an approved vendor. The approval process requires vendors to meet objective criteria.*

• **Benefit:** *Traceability is available on critical materials such as magnet wire.*

• **Feature:** *Preventive action reports anticipate defects before they actually occur. The Quality Management Team meets monthly to monitor all corrective action reports. (CAR's)*

• **Benefit:** *The ISO concept is based on a program of continuous improvement.*

*(Features & benefits continued next issue)*

# SPORTS QUIZ

1. What NHL goaltender registered the first double-digit shutout season since Ken Dryden posted 10 shutouts in 1976-77?
2. Which NHL team had the most players selected to play in the 1996 World Cup?
3. How many times did Wayne Gretsky and Mario Lemieux meet in a Stanley Cup playoff game?
4. What was pitcher Joe Hesketh's nickname?

### ANSWERS:

1. Martin Brodeur of the Devils, who notched 10 shutouts last season.
2. The Rangers with nine
3. Zero
4. Fungo, because his thin build reminded people of a fungo bat.

*Over 50 Years of*  
*"Service Through Knowledge"®*

### LONGO INDUSTRIES

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**"WE ADDRESS  
THE CAUSE  
AS WELL AS  
THE EFFECT"®**