

## CLEVELAND FIRM OUT PERFORMS COMPETITION

The deadlines are tight, your parts are already behind schedule, and you've been told by the experts that the coating you need doesn't exist. Who will you call for help? If you've got a surface problem on a fastener, it should be Parker Rust-Proof Company of Cleveland, Ohio. Now in their 88th year, the metal finishing shop, currently owned by CEO Fred Fruscella, occupies the corner of Arabella and Olympia Roads on the Northeastern side of Cleveland. They are known as the place to turn for new engineering applications in their industry.



*CEO Fred Fruscella says "...people are always trying new things, and if you don't invest in technology, you'll be left in the dust. If a customer has a need, we must do our best to fill it."*

The Parker Rust-Proof Company of Cleveland, Ohio specializes in applying custom coatings to fasteners with critical technical requirements. Although the business also offers a large selection of quality "generic" zinc and manganese phosphate coatings, it excels in engineering coatings for specific product requirements with lubricating, corrosion resistant, and bonding properties. Parker's dedication to the highest quality standards in the industry and a strong emphasis on customer service has made them the first choice in metal finishing for customers around the world. Highly committed to meeting the most stringent specifications of its customers, Parker holds certifications which include ISO 9001-2000 registration, American Association for Laboratory Accreditation (AALA) certificates, TS16949 registration (pending), and NADCAP compliance.

Three computer driven, automated but flexible processing lines can accommodate parts as small as tiny set screws or as large as eight feet in length and as heavy as four thousand pounds. Each processing line is outfitted with state of the art bar code processing capabilities and processing safety features such as computerized temperature control sensors that totally monitor the complete processing cycle. Regardless of the lot size, each order receives careful review and handling, quality treatment, and prompt service.

The Company is recognized for its high level of expertise and unsurpassed response. Its customers enjoy a significant competitive advantage as a direct result of fast turn around time, high reliability, and superior process control. This company wide philosophy allows them to excel as the premium brand in a highly competitive industry.



*The laboratory at Parker Rust-Proof performs chemical and metallurgical tests and is AALA accredited.*



*Precision parts are coated in one of Parker's rack lines using custom tooling designed for each job.*

From years of working with fasteners, the Parker Rust-Proof Company of Cleveland, Ohio has acquired a thorough understanding of rivets and threaded joint applications, and has created many unique coatings for the industry. In addition to the genuine barrel Parkerizing, Parco Lubrite, and Bonderite coatings, Parker offers premium rack coating services for both steel and aluminum fasteners; these include hot and cold-forming compounds, environmentally friendly dry film lubricants, high temperature lubricants, polymer coatings, torque tension modifiers, reactive & non-reactive soap coatings, and general cleaning cycles. They are currently planning to add black oxide.

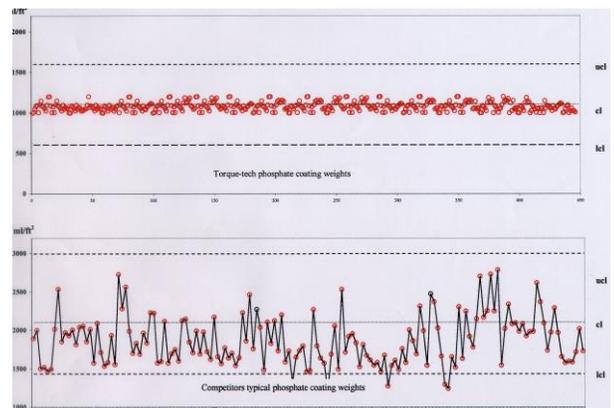
Over the years, Parker consistently accomplished things that other suppliers were unable to do for their customers. When needed technology was unavailable, Parker created it, and when fastener producer and suppliers were left holding the bag, Parker filled it. In a field that had long been considered a “Dark Art,” the company has employed and maintained a scientific staff of degreed chemists and engineers to understand and control existing processes and formulate new ones, as required. Parker Rust-Proof Company's technical department surpasses expectations set in the coating industry. Often, highly specialized expensive miniature parts are processed in their laboratory under the watchful eye of Quality Control Manager, Lucy Hu. As a result of this custom approach to client needs, Parker uses more than 3000 different recipes to prepare the surface and coat each job to meet the special requirements of the customer.



*Parker's secret weapon - service provided by a full staff of chemists ready to deliver quick solutions to your problems.*

With the recent influx of imported fasteners, the company has enjoyed a surge of remedial work on parts that have either spent too long in storage in foreign ports, or that were clearly substandard from the outset. This phenomenon has its root in several circumstances. Some fasteners that require no finish at all would have been acceptable if produced domestically, and stored in protected conditions, but the environmental exposure that occurred overseas and during the long delivery process resulted in severely oxidized surface conditions by the time the parts were received stateside. Even coated parts can suffer. The inherently weak corrosion resistance of the popular dry-to-touch oil finish on phosphate coatings, coupled with variable raw surface soils in the heat treated substrate, and manual process controls used on the metal finishing lines frequently results in high variability of the conversion coating quality available on overseas product. Additionally, the extra shipping time in high relative humidity takes its toll, and even though they were tested at the time of production, fasteners may not pass the required salt spray test after they arrive in the U.S. More than a quarter of a million pounds of this type of work are re-coated each month at the Cleveland plant.

By collaborating closely with clients and end users, Parker has repeatedly taken advantage of its unique relationship with fastener manufacturers and distributors to improve existing coatings and develop new ones when the situation required. When an existing customer suddenly had to change to a high-alloy steel, their supply chain was interrupted because the old phosphating process could not produce coating weights in the range required by the specification. Parker worked on the problem 24 hours a day and created a new coating solution within 48 hours.



*The standard deviation for coating weight on Parker's specially engineered Torq-Tech coating process is 30 mg/square foot.*



*Parker Rust-Proof received the Dively award for Leadership in Neighborhood Development when the new cutting facility was opened.*

Parker's staff, lead by Executive Vice President Sharon Bodine, excels at problem solving. In order to switch to automated assembly equipment, a major diesel engine manufacturer using a critical, precision head bolt required more repeatable torque from the fastener during their installation operation. After soliciting all the leading chemical manufacturers and being told that the coating weight range they needed was scientifically impossible to achieve, they were directed to Parker. Through a combination of equipment modification and chemical alterations, the Parker staff established a new coating procedure for the customer that has

produced conforming product every day for the past 12 years without a single rejection. Parker Rust-Proof came through for this client, and has received many new contracts because of this effort. They have found that it usually pays to take the extra steps required to invest some time in making the customers' problems into their own, because it yields new business opportunities.



*Two of the circular saws at the new plant. Precision cutting of all types of metal bar stock is available for diameters up to 14 inches.*

The practice of converting customer problems into growth opportunities is just one facet of the corporate culture at Parker. Expansion and diversification is also high on the list of goals that Mr. Fruscella has for the company, now in its 88<sup>th</sup> year. By acquiring updated equipment, technical knowledge, and experience unequalled in the field, the company is well-positioned as a leading innovator in the fastener industry. Although the core of Parker's business has historically been zinc and manganese phosphating of steel, they have responded to customers' needs, expanding their capabilities beyond metal finishing to include sawing, warehousing and distribution, mechanical cleaning, packaging and inspection of all kinds of ferrous and non-ferrous components. Their goal is to provide one-stop shopping for their customers. For manufacturers that cold-head or forge their parts, this means that Parker will supply a press-ready cut, annealed, and pre-lubricated slug that can spend less time in inventory. Customers utilizing this service can focus on their core competencies, instead of

losing money in ancillary operations.

Government source inspectors know Parker Rust-Proof well, and have come to expect a timely, consistent flow of stringently conforming product, backed by appropriate records and certifications when they come to the facility to sign off on orders. When a large military supplier approached Parker Rust-Proof with an urgent need to provide metal finishing services to processing 15 million pieces per month, it took only ten days to accomplish the task of moving into full production, gaining first article approval, and passing source inspection. Because many members of the company, including the owner, have military service in their backgrounds, Parker is especially motivated to deliver for our forces. General Manager Jim Schwartz, former submarine sailor, says "Our troops are depending on us to provide perfect quality armaments". I suppose that's why Jim always smiles when 4000# naval gun emplacements are coated.



*A line operator unloads parts from one of the barrel processing lines. Work instructions travel with each order, and the parts are visually inspected at the coating lines.*

Do any of these scenarios sound familiar to you? Whatever your needs, the creative team at Parker Rust-Proof Company of Cleveland is very versatile and will find a solution to your problem. "We always enjoy a new challenge. With our custom approach to meeting client needs, we are constantly on the lookout for our next chance to come up with an original process." states Sharon Bodine. For more information, give Inside Sales Manager Connie Mareino a call at (216) 481-7400 and fax your inquiry to (216) 481-8645, or visit the web site at [www.parkerhq.com](http://www.parkerhq.com).