

Customer relations

Having just returned from meeting customers in Australasia and Asia, these visits have further reinforced my opinion on how important it is that we take the time to meet with our customers to help understand their specific needs and so they are able to have a closer, more personal connection with Lattimer. It is clear that despite all the technology available, nothing replaces a face to face meeting if you want to create a relationship with your businesses most important people, your customers.

We at Lattimer never take our customers for granted, we consider such meetings, whether they be at their plant, at an exhibition or even during a visit to the Lattimer plant, essential if we want to be trusted to be a supplier to their businesses, we welcome their questions and observations on our product range as this expertise is invaluable to us.

As someone who loves to travel and to meet our customers across the globe, many of whom have become good friends, I am already looking forward to the next opportunity to pay them a visit.

Mark Hailwood CEng FIMechE
Managing Director



Glassman USA

Representatives from Lattimer and Hunpreco have recently returned from Glassman USA held in Cleveland. The United States is a key territory for the Lattimer Group and is also home to Lattimer USA and so we felt it important that we were suitably represented at this important show in the region.

New and existing customers were welcomed to the stand, Mick Clark the Managing Director of Lattimer US who was present at the show commented, "we were delighted to welcome many familiar faces to our stand as well as some new ones. We are hopeful that the interest generated in both the Lattimer and Hunpreco range of products at the show will help us to further cement our position as a major supplier to the Glass Container market in the US, Central and South America. We look forward to working with our customers, helping them take full advantage of the benefits delivered by both the range of Lattimer and Hunpreco products".

The USA South and Central America are key markets for the Lattimer Group, and we look forward to following up on enquiries received during the show.

If you have any questions or enquiries, please contact your account Manager or e mail the team in the US at salesamericas@lattimer.com

Call off orders

Lattimer are keen to encourage customers to consider 'call off orders' when ordering goods, that is raising an order for a quantity of parts required over a period of time, usually one year.

Such a call off order enables Lattimer and the customer to take advantage of the cost benefits of larger batch sizes, as well as providing the customers the confidence that deliveries will be on time and that an agreed level of stock will be available.

A Call Off Order also allows a price to be fixed for the duration of the agreement, helping the customers, and Lattimer's cash flow planning.



If this is something that is of interest, then please contact your Account Manager who will be delighted to discuss this with you.



Lattimer on tour

During April and May, Lattimer carried out customer visits across Australasia and Asia. In the month long trip, totalling over 20 flights, too many hotel rooms and many thousands of miles, meetings were held with new and existing customers in Australia, New Zealand, Indonesia and India.

Visiting these customers in person, many for the first time since the pandemic, provided the perfect opportunity to renew existing relationships and develop new ones, as well as being able to showcase Lattimer's new developments, and familiarising customers with the Hunpreco product range.

Lattimer have seen significant upturn in sales within these regions in recent months so it was a visit that was well overdue, both Mark and Simon were well received by all the plants and individuals visited in the region and look forward to repeating the trip in the not too distant future.

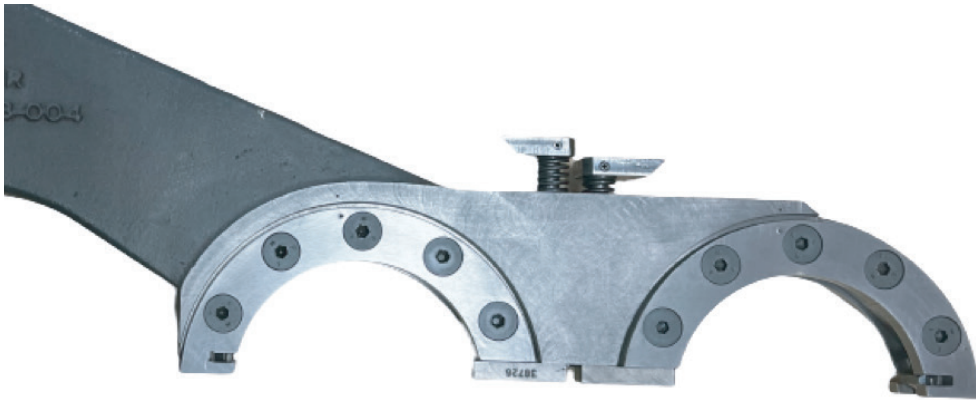
Hunpreco streamlining production begins

Hunpreco have now placed an order for a new robot to feed and unload two machines. This will help streamline its production process. One of their busiest drilling production lines will be able to run lights out once the robot has been installed and commissioned. The upgraded system will automate the production of large-batch orders, with the robot tending two machines simultaneously with minimal operator intervention.

This initial introduction machine loading/unloading robotic automation will be the first in what we hope will be many such installations, enabling the plant to increase throughput and further reduce lead times, yet maintaining the high level of quality for which Hunpreco are renowned across the globe.



Neck Ring Arms with Replaceable Wear Plates



Recent developments in collaboration with one of the world's largest glass container manufacturers has resulted in a new style of Neck Ring Arm being offered to customers. The aim of this arm is to reduce machine stoppages, avoid container defects and to increase production efficiency/output.

This new style of arm is manufactured from cast iron (600/3), however to increase the life of the arm and improve performance, an EN19T steel replaceable wear section has been installed on the top and bottom faces of each bore (see image), providing a durable yet replaceable wear surface.

If you are interested in this latest development contact your Account Manager for further information and pricing.



Careers at Lattimer USA

Lattimer-US are working with a local high school to encourage students to explore career opportunities in engineering. Recently a group of students enrolled in an engineering class visited the Lattimer facility to observe first hand how their classroom experiences are applied in the real world.

The students were exposed to all facets of the manufacturing process, including: design, scheduling, machine programming, machining, and inspection. The tour was eye opening to them as they saw the level of work it takes to manufacture products and how engineering relates to the process.

Lattimer USA

Significant changes have been made at the Lattimer-US facility and additional improvements are being planned all in an effort to not only update the appearance of the factory, but to improve productivity as well.

The updates have been well received and there is a "buzz" in the factory about what's next. Completed projects include new landscaping, updated vestibule and locker room and the installation of a new kitchen.

Planned projects include new lighting throughout the plant, new flooring within the inspection department and an overhaul of the assembly area.

A thorough "spring cleaning" is taking place as machining areas are reorganized to help the machinists be as efficient as possible. Input from the shop has been incorporated into these updates as the changes impact everyone and the results are truly a group effort. The photograph above shows preparation for our new Mazak Horizontal milling machine.





AGENT FOCUS

Venito our man in Indonesia

Venito Bastien of Victory Indotrading, based in Jakarta Indonesia, has represented Lattimer in this important region for over 15 years. During this period, Venito has developed strong relationships with our customers, providing them with key information on new and existing products within our range and providing support, assisting customers with product selection or helping them resolve issues they may be experiencing.

When Venito isn't busy promoting variable IS equipment, he is the President of the Scooters Owners Group, Indonesia. Venito has a passion for scooters and spends his spare time riding with other members of the club throughout Indonesia, and when required undertaking cosmetic improvements and essential maintenance.

We at Lattimer consider ourselves very fortunate to have such an excellent partner as Venito in this region and look forward to many more successful years of collaboration.

INVESTING IN TECHNOLOGY


Twin Pallet Horizontal Milling Machine

Lattimer UK will be taking delivery of a new twin pallet horizontal Milling machine during September. Supplied by Mills CNC, the 50 taper NMH5000 machine will be a replacement for the existing HM500 machine which has been in service over 20 years.

To enable the installation of the new equipment several machine tools have been relocated, creating the space required and to ensure that the flow of material through the manufacturing operation remains optimised.

During the summer shutdown in July/August the civil engineering works required to support a machine of this size will be completed ready for the delivery and subsequent commissioning during September. We are expecting that by the end of September the machine will be in full production as fixtures and programs are already being worked on to ensure a seamless transition.



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