

# CONNECTIONS

"LINKING COMPANY NEWS TO EMPLOYEES"

SEPTEMBER 2007

## LEARNING CENTRE OPENS IN SLOVAKIA

Housed in Historic Structure

By Chip Case - Vice President of International Markets



Dynabrade's Learning and Development Centre in Levoca, Slovakia.



June 7, 2007 marked the formal opening of Dynabrade Europe's new Learning and Development Centre in Levoca, Slovakia. Following 18 months of planning, negotiating and restoration work, the Centre opened to rave reviews from local and international dignitaries and visitors.

The LDC is housed in a 14<sup>th</sup> century structure that is officially listed as an historic landmark by UNESCO. The listing required Dynabrade to follow strict interpretations in the design and implementation of the refurbishment strategy, resulting in a building that is recognized as authentic in its commitment to original architecture.

Erich Nowak of Dynabrade Slovakia served as project manager for the restoration of the building. Erich spent countless hours working with local government officials, lawyers, architects and contractors. His tireless efforts and commitment to excellence are evident in the beautiful grounds and building that now grace our property in Levoca.

Erich and the rest of the Dynabrade Slovakia team, Tatiana Cvoligova, Pavol Matej and Erich Marek are due a huge "Thank You" for the incredible amount of work that they willingly and happily contributed to this project. Without their purposefulness, the LDC would not be the amazing place that it is.

The LDC is a multi-purpose venue that will offer technical training on Dynabrade products, lectures on various organizational and personal development skills, and special educational programs for Slovak students pursuing degree

work in Automotive Plant Management. It is intended to be an interactive facility that constantly reinforces its official slogan: "Building Skills With Your Ideas."

The LDC will also be available for use by abrasive and paint companies throughout Europe, serving as a location for their sales and management meetings. Additionally, the LDC will be available for daily rental to various companies within the Central European region.

Central Europe has become an extremely attractive location for car manufacturers. Skoda, Volkswagen, Hyundai, KIA and Peugeot are among the large companies that have established factories within a several-hour

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drive of Levoca. The LDC will lean heavily on these companies for cooperation in the practical training portion of the



*An entry in the Dynabrade Art Contest, held at the LDC Grand Opening in Levoca, Slovakia.*

curriculum that is being developed for the Automotive Plant Management degrees. On-site education at the various plants, following lecture and practical training in the LDC, will be a formal part of the degree program.

In keeping with the overriding automotive nature of the LDC,

contest was held the night prior to the actual Grand Opening.

The LDC is now decorated with the paintings from the contest, offering a strong reinforcement of one of the main purposes of the building.

Physically, the LDC is truly a complete educational center.

The first floor of the building features a reception area and small cafeteria. Doors open onto a lovely patio and garden area where guests will be able to enjoy breaks in a comfortable natural setting. Adjacent to the patio are two large methods rooms, complete with downdraft tables, which support practical hands-on training.

On the second floor are small private meeting rooms, administrative offices and computer banks. There



*LDC amphitheatre stations feature mini-computers and earphones, for hearing simultaneous translations of presentations.*

Dynabrade sponsored a contest for artists from the region with the theme "People and Automobiles." Prizes were given to the top three paintings, as judged by a panel of Slovak art critics. A special presentation for the recipients of the prizes and all those who entered the

is also a balcony that overlooks the aforementioned patio and garden.

The third floor houses a truly remarkable room.

Luca Battaglini of Dynabrade Europe worked closely with the Slovak government and the European Union to secure grants for the LDC. Some

of the grant money that Luca was able to secure was dedicated to learning devices for the 56-seat amphitheatre/lecture hall.

The amphitheatre features individual seats that contain mini-computers and earphones. Participants in training sessions are able to view presentations at their seats and are enabled to experience simultaneous translations of lectures through the presence of the earphones. Picture a United Nations session with the various members

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***"Participants in training sessions experience translations of lectures."***

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listening to a speech being translated through the headsets that they are wearing and you have a good indication of what our capabilities in the LDC actually are.

The Grand Opening was an invitation-only affair, with many local and national industry and government officials in attendance. After appropriate welcoming remarks from Dynabrade Europe Director of Human Resources, Berglind Fridriks, a tour of the facility was offered to all attendees.

Mr. Rodolfe "Skip" Valle, USA Ambassador to Slovakia, joined Erich Nowak and Miroslav Vilkovsky, Levoca's Mayor, in the ribbon-cutting ceremony to mark the official opening of the LDC. Significantly,



*Erich Nowak, "Skip" Valle and Miroslav Vilkovsky team up to cut the ribbon marking the official opening of the LDC.*

three ribbons were used in place of the traditional single strand. As the flags of Slovakia, Luxembourg and the USA are all red, white and blue, the dignitaries used their scissors to cut intertwined ribbons of the three colors and the guests proceeded on their inspection of the building. Surprise and sincerity was evident in every "congratulations" uttered by the guests as they wound their way through the Centre.

The LDC will host its first official function in September, when an Automotive Plant Management group of 15 students will attend the inaugural training class. Several more functions are already scheduled for the LDC and it is sure to be a most busy and productive location. The sheer beauty of the building, the city of Levoca and the surrounding region, coupled with the professional approach of our presenters in Levoca will undoubtedly show our company as one that is committed to the success of Central Europe and its burgeoning industrial base. 🚗

# Stationary Equipment USA Sales Update

By Lary Van Deusen - Stationary Equipment Manager



**At the beginning of this fiscal year, Dynabrade re-assigned the Mobile Training Units being used to promote Accessories and Stationary Equipment in the USA, to focus on Stationary Equipment and promoting Dynabrade's full line of tools.** In the process, two new trailers were purchased and assigned to the Mid-West. These larger trailers are

better suited to give "onboard" presentations and demonstrations.

Trailers are now located in: Charlotte, NC; Indianapolis, IN; Texas; Los Angeles, CA; and Buffalo, NY. They all have a similar inventory of Stationary Equipment and tools, including a Downdraft Table, Versatility Grinder, Wet Deburring Station, our Vacuum and a Bandsaw Blade Grinder. They also have an inventory of over 40 tools and necessary abrasives to demonstrate them.

Coordinating efforts with Territory Managers, the Stationary Equipment Sales (SES) force's mission is multi-faceted. The primary goal is to promote Dynabrade products and demonstrate how diverse our product line has become. Presentations to our distributors not only show them the scope of our products, but allow the SES managers to schedule time with them to demonstrate products at their customers' facilities. Major focus on Stationary Equipment and our newer tool offerings has made this program a resounding success.

From the beginning of fiscal 2007 through the end of July, Stationary Equipment sales in the USA have grown 46.73%! This is from a 28% increase in Downdraft Table sales, a 3% increase in Vacuum sales, a 106% increase in Versatility Grinder sales and a 134% increase in Tool Post Grinder Sales. Also in the mix were 38 of our new Wet Deburring Stations!

Utilizing our industrial database, we are focusing on particular markets and the customer types that use our equipment. Typically, an area is selected and a list of potential accounts is sent to the Ter-



64300 Metal Finishing Station, to be introduced in Autumn 2007.

ritory Manager. Working with his distributors, we try to qualify the proper individuals at each account and generate a mailing to them from Dynabrade. The follow-up can be done by the SES manager, the Territory Manager or the Distributors involved. Any account that shows interest is scheduled for an equipment demonstration with the SES manager.

Two new exciting products soon to be introduced should keep our Stationary Equipment sales strong. The new Metal Finishing Station, "big brother" to the Wet Deburring Station, is capable of handling up to a 10" buffer, or can be used as a stand-alone workstation for grinding or orbital sanding. We have already received many requests for this unit. We are also about to introduce our new SuperFinisher, which accepts abrasive widths of 1", 2" or 4". Designed with 3M's new diamond products in mind, this machine is capable of abrasive feeds as slow as 1/16" per minute. This machine is



Photos at left and above offer a peek inside the new Dynabrade Mobile Training Units.



perfect for finishing Thermal Spray applications, and should help increase our Tool Post Grinder sales as well!

In the next year we will be introducing a new "High Efficiency" Downdraft Table, with cartridge-style filters that can be purged with a pulse of air, as well as the capability of installing an optional HEPA filter for those customers that require it.

With the focus of our SES managers and new product introductions, our Stationary Equipment sales should continue to grow at a healthy rate. If you have a customer interested in any of these products, contact your SES manager for a demo!



# Progress of Clarence Addition

By Colin Brogan - Vice President of Operations



Construction of the addition to our Clarence headquarters is moving along! Phase one of our departmental moves will commence in mid-to-late September 2007, beginning with the relocation of our Machine Shop.



"New meets old" as the addition joins to our current side wall at left. (Lower windows look into Engineering; upper windows are USA Customer Service.) Addition wall at center faces Sheridan Drive.



Expansive addition of over 51,000 square feet shows off its size. Left corner is the exterior wall of the current warehouse, with pass-through opening in view.



View from rear of building, joining our current warehouse (far right) with the new warehouse addition.



Future floor space of the Machine Shop. Area at rear left will house new Random Orbital Sander cell, with Stationary Machines cell next door.



Also under construction is state-of-the-art Videoconference Center on second floor, progressing toward an autumn completion.

# Trade Show Contacts Spark Future Business

By Andy Mandell - USA Marketing Manager



**Every year Dynabrade exhibits at a large number of trade shows throughout the United States and the world.**

Some people may think going to these shows is a paid vacation. But each show is actually a lot of hard work with a variety of objectives and challenges.

One of the reasons we decide to go to a specific trade show is to demonstrate our products. This allows the customer at the booth to actually pick up and run a tool. It is also an excellent way for our salesmen to meet new and existing customers. What follows are some objectives we try to achieve at every trade show.

First, properly set up the show and confirm that everything is in working order. Any problems at the booth must be

solved before the show starts. When the show begins you want to run tools to attract the attention of customers. The objective is to interest the customer in our products. You then want to determine if the customer is interested in receiving literature from us. Trade show management provides lead retrieval machines that allow us to get a customer's contact information, which then goes into our database. Most importantly, you should try to make arrangements for a Dynabrade salesman go to the customer's facility for a no-obligation demonstration.

That is one of the major objectives of our trade shows, to get as many demonstration appointments as possible. For example, Dynabrade recently exhibited at the AWFS (Association of Woodworking & Furnishings Suppliers) show in



Las Vegas, Nevada. From this show we received a total of 483 sales leads. 58 of those leads requested an on-site demonstration of our products. 33 leads were from outside the United States as well. There is no doubt that our attendance at this show will result in additional sales of Dynabrade products, and additional profit.

And let's not forget the media contacts. Many business-to-business publications will exhibit at a show or report on it in future issues. When

speaking with the media, it's important to show them what's new from Dynabrade. For example a few years ago when we introduced the Dynabug® II Finishing Sander, we included it in our trade show offering and began demonstrating it at a show. We received a great amount of "free press" because a product introduction is newsworthy. We ran the tool for photographers and noted the features and benefits. All this exposure was absolutely free to Dynabrade. While discussing this tool with publishers, editors, reporters and advertising reps, we were able to garner a large variety of positive free press. Not only are these magazines read by our distributors, customers and future customers, but our competitors as well.

Trade shows offer great opportunities for Dynabrade, such as demonstrating products, meeting new and existing customers, meeting with distributors and showing what's new. With so many different markets to sell our products, it's important to acknowledge that trade shows must remain a part of our total corporate marketing program. ➔



Here is how a Dynabrade trade show exhibit looked in 1984. Manning this booth are (left to right) Craig Locke, Joe Jacobi (partially hidden), Ned Librock, Dynabrade President Walter Welsch and Chip Case.



# Indiana Tool Clinic A Textbook Success

By Jason Bolis - Graphic Designer/Product Manager



**Before summarizing Dynabrade's recent Tool Clinic in Indianapolis, Indiana, I would like to explain the structure and purpose of our Tool Clinic program.**

The Clinic consists of six hands-on Dynabrade seminars, which take place over a three-day period. Each day is broken into a pair of four-hour sessions. These sessions cover two industry/market segments – one consisting of woodworking, solid surface and composites, the other covering metalworking and transportation. Since the expansion of the Mobile Training Unit program, a third element has been added, covering Stationary Equipment. The complete Dynabrade line is addressed in all segments, with accessories and tool maintenance interwoven throughout. Of course the sessions may also be modified to suit local needs.

Each session audience typically includes distributor and abrasive representatives, whose experience levels may range from novice to expert. The Clinic is designed to increase the Dynabrade expertise of all

knowledge levels. Our main goal is to instill fundamental concepts and encourage growth. Building on each rep's core knowledge will allow he or she to best represent the Dynabrade product line.

The Tool Clinics are designed to be a hands-on experience, explaining techniques and proper operation of our tools. A key aspect of selling our tools is to demonstrate specific features and benefits that separate Dynabrade from its competition.

The Tool Clinic also provides a forum for the distributor reps to ask questions, which will provide them with further insight to our tools and processes. Attendees are also encouraged to bring sample work pieces, to help us relate our products to their local industries. Informing the audiences of *where* Dynabrade tools are used can be as important as *how* they are used.

A new spirit has filled the Tool Clinics lately: "The Dynabrade Difference!" This multi-layered message has no single definition. The Clinic itself is an example of how we reach beyond our competition to engage individuals in the field. Throughout the Clinic the audience will see, hear and experience the varied advantages of our tools. A short list of Dynabrade attributes includes: hand-made construction, highest-quality materials, short lead-time, competitive pricing, technical support, application support and training. The list keeps

growing, as do the offerings and support that Dynabrade provides.

The Indianapolis Tool Clinic was no different; it presented "The Dynabrade Difference" to each individual. One highlight was having our Stationary Equipment available. The Wet Deburring Station, Portable Vacuum System and Downdraft



Irv Roy instructs an attendee in the proper use of the Dynaflex® III Abrasive Belt Tool.

Table were of great interest to all groups. It was an opportunity for sales reps to be trained on larger products they may have known only through sales literature. Particle extraction and entrapment will be vital issues in the future, so demonstrating related products was a great way to give reps background and experience in this area.

Tool Clinics also show distribution the passion that Dynabrade has for its products. The Indianapolis show delivered this message as well as expanding on "The Dynabrade Difference." But a Tool Clinic would be nothing without our professional people, who carry out the largest task down to the smallest detail. A special thanks to all who made the Indiana Clinic a success: Irv Roy, Jeff Springborn, Brian Sochocki, Steve Doellinger and Chris Lanam. 🛠️

Jason Bolis addresses a group on woodworking tools.



# Tool Clinic Informs and Educates in China



By Mike Noye - Sales Director, Asia/Pacific Rim



**With China's economic and social development continuing at an amazing rate, Dynabrade International is committed to establishing itself firmly in this ever-expanding market.**

Since 2000 the number of Dynabrade distributors in

recent trends have shown a need to offer specialized training on our broader range of tools, accessories and complete systems.

Along with the dynamic AOEM segment, some of the world's largest woodworking accounts are based in the Southern China region, and the Tool Clinic represented a perfect opportunity for our

for products to address the need for more cost-effective and professional sanding and polishing operations. Our newly established distribution channel for that particular market took great delight in the training provided by Tony and Steve.

The Tool Clinic was an outstanding success, and attracted Dynabrade distributors from across China, notably Beijing, Changchun, Guangzhou and Hong Kong.

The session ran over three full days, and incorporated hands-on activities with a large range of products. Tony did a wonderful job in coordinating the program, and Steve's contribution in the repair section was highly appreciated by all.

This was the first in a series of Tool Clinics to be conducted in the Pacific Rim. They will play a major part in our training and teaching methods for the foreseeable future.



Steve Beattie conducts a tool repair demonstration.



Bruce Gao and Tony Schiavitti talk about Dynabrade Random Orbital Sanders.

China has grown dramatically, due to the efforts of our energetic, professional sales team of Bruce Gao, Alan Tan and Cary Guo. Bruce's group has worked diligently to spread the Dynabrade message throughout China, and they continue to expand awareness of our systems and solutions.

In July of this year, Tony Schiavitti and Steve Beattie took Dynabrade's popular and informative Tool Clinic on its inaugural journey to the vibrant city of Shanghai.

The massive AOEM markets have long been a focus of Dynabrade and its distribution network across China. While they continue to be a major part of our overall business,

partners to learn first-hand how effective and efficient our tools are for their market.

Likewise, the auto refinish shops are constantly looking

If you ever get the chance to visit Asia, be sure to make a stopover in China. But first, ask Tony or Steve for their impression of "mystical" Orient!



A group shot of the Dynabrade team with many Tool Clinic attendees.



# “Two-Step” System Moves to Automotive Aftermarket in Italy

By Luca Battaglini - Market Development Manager, Italy



**Automobile:** “A self-propelled passenger vehicle that usually has four wheels and an internal-combustion engine, used for land transport.”

**Beauty:** “The quality that gives pleasure to the mind or senses and is associated with such properties as harmony of form or color.”

These are two generic definitions I found on the internet and liked. Certainly everyone could find hundreds of other definitions, each different and none less appropriate.

But there is just one thing that can give a sense of *beauty* to an *automobile body surface*: **A finish with zero defects!**

In the world there are hundreds of thousands of auto body shops. Depending on geographical region, economical conditions, mentalities and moods, the typical body shop customer may consider a car’s paint repair work as very good or not. But a good finish, be it on a luxury or utility car, means the painted body surface is smooth, shiny and above all, hologram-free!

What is the cause of a poor finish with halos and holograms on an auto body surface? It is a combination of wrong products and an incorrect process to remove scratches and dust from painted surfaces — the worst mistake being the use of a rotary tool! Holograms remaining on a body surface are the result of the rotary motion of sanders and polishers. Dark colors are the most affected by such bad polishing work.

Since Dynabrade’s launch of the pneumatic Dynabuffer in the AOEM (Automotive Original Equipment Manufacturing) market eight years ago, the success of our “Two-Step” Polishing System in Europe has been widespread. Today it has been successfully implemented at Renault, PSA, Volkswagen, Ford, Toyota, Fiat, Ferrari and many others.

Dynabrade’s “Two-Step” Polishing System consists of repairing dust particles or scratches using our Right Angle Mini-Orbital Sander, then finishing the process with the Dynabuffer. This system has helped our customers achieve considerable cost reduction and time savings, along with achieving the best quality, hologram-free surface finish.

Inspired by this success, Dynabrade Europe started an “Area Test” two years ago in the automotive aftermarket of Italy. Italy represented huge sales potential for our company in this market, thanks to more than 19,000 auto body shops operating in the country.

We had only one person in the field, working with distributor sales representatives to demonstrate the “Two-Step” Polishing System to auto body shops. But together we’ve sold a total of 2,000 tools (about \$800,000 USD) over the past two years!

This positive beginning has encouraged our company to invest more time and people in promoting the “Two-Step” Polishing System to the auto aftermarket throughout Europe. 🛠️

## “Two-Step” Polishing System



### STEP ONE

10207 Right Angle Mini-Orbital Sander sands defect in clearcoat.



### STEP TWO

10127 Dynabuffer polishes clearcoat.

### 2006 Automobile Facts & Figures

Auto Production Worldwide  
53,570,514

Cars in Use Worldwide  
640,867,716



# New Cut-Off Wheel Tools Lend Versatility to Line

By Gary Lojacono - Manager of Marketing Communications



**Dynabrade has expanded our line of high-quality Cut-Off Wheel Tools,** with two new models now available

for sale. Potential markets for the tools in this line include general composite industries, wind turbine manufacturers and boat builders, plus pool, spa and shower manufacturers. Please refer to brochure no. D07.12 for full details.

## 52537 Extension Vacuum Cut-Off Wheel Tool

New 18,000 RPM model accepts 3" (76 mm) diameter Di-

amond Cut-Off Wheels, for efficient cutting through fiberglass, composites and other surfaces. This tool features a unique vacuum shroud that diverts airborne dust and debris to optional vacuum source, ensuring cleaner, safer work environment. The vacuum shroud may also be used as a trim guide for cutting as close as 5/32" (4 mm).

Extended tool length of 14-5/8" (371 mm) is ideal for two-hand use, offering enhanced operator comfort and control.

This exciting new model expands our family of Vacuum Cut-Off Tools, which now

includes 3", 4-1/2" and 5" diameter models (76 mm, 114 mm, 127 mm).

## 52417 Non-Vacuum Cut-Off Wheel Tool

20,000 RPM model has a collet for accepting 3" (76 mm) diameter Diamond Cut-Off Wheels with 3/8" (10 mm) diameter mandrel. Cutting height is fully adjustable, from flush to 5/8" (16 mm), by inserting wheel mandrel deeper into collet. Flush-cut trimming of edges can be achieved when operating tool in horizontal position.

The tool also offers a unique "cutaway" shroud design that allows 1" (25 mm) wheel depth exposure. Non-marring plastic flange helps protect the work surface as operator is cutting.

94300 Dynaswivel® Air Line Connector is included with this tool.

## Diamond Cut-Off Wheels

Dynabrade offers center-hole Diamond Cut-Off Wheels in diameters of 3", 4-1/2" and

5" (76 mm, 114 mm, 127 mm), for use with our Vacuum Cut-Off Wheel Tools. We also offer mandrel-type Diamond Cut-Off Wheels for use with 52417 model. ➔



52537 Extension Cut-Off Wheel Tool cutting through fiberglass.



52417 tool operating in vertical position.

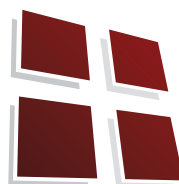
# Dynabrade Joins NetPlus

By Ned Librock - Director of Marketing



**Dynabrade recently became a member of another prominent distributor marketing and buying group for North America – NetPlus Alliance.** Focusing on smaller distributors with annual sales of \$5 to \$15 million, NetPlus boasts a membership of 124 manufacturers, and 329 independent distributors with annual sales totaling over \$4 billion.

Focusing on the smaller distributors selling tools and abrasives should help Dynabrade sell both methods-type tools as well as



**NETPLUSALLIANCE**  
BRINGING SUPPLIERS & DISTRIBUTORS TOGETHER

expanding sales of Disc Sanders and Die Grinders. The sales team in North America is actively promoting our full line of products to the NetPlus team of distribution, and we hope to see double-digit growth from these distributors next year! ➔

# Corporate Challenge



Members of the Dynabrade running team were out in full force at the 27th annual JPMorgan Chase Corporate Challenge at Buffalo's Delaware Park held June 7<sup>th</sup>. The 3.5 mile event attracted 11,500 runners and walkers from 380 companies at Buffalo's largest race and corporate party. While no speed records were set among the DynaTeam, the celebration of competition and camaraderie was fun for all. 🏃



Corporate Challenge – Standing (l-r): Mike Saraf, NetPlus Alliance Marketing Manager Jennifer Murphy, Larry Van Deusen, Matt Giles, Trina Schiavitti, Andy Mandell, Christina Pagano, Bob Cartwright and Mike Pagano. Kneeling (l-r): Colin Brogan, Patti Wangelin and Mark Lampka.

# DynaGolf Tournament

A fun day had by all who participated in the third annual DynaGolf Tournament held July 28<sup>th</sup> at Chestnut Hill Country Club in Darien Center, NY. Overall winners of the four-man scramble (8 under par) include Steve Briggs, Tony Schiavitti, Ryan Brogan and Colin Brogan. Many thanks to Tim Swartz, Gary Tocha and Stan Yurek for organizing the event. 🏌



DynaGolf Tournament Winners – (l-r): Steve Briggs, Tony Schiavitti, Ryan Brogan and Colin Brogan. Photo by Bill Springborn





# Meet Your Coworker

## CESAR CABELLO- Dynabrade International



**Where were you born?**  
I was born in Sahagun City, Hidalgo State, Mexico.

**What cities have you lived in?**  
Sahagun City and Pachuca.

**Where did you go to college?**  
Instituto Tecnologico de Pachuca, Mexico.

**What jobs did you have before Dynabrade?**  
My first job was Static Testing, Quality Control and then a position with TEHNSA (Dynabrade's first distributor in Mexico).

**What year did you join Dynabrade?**  
I joined Dynabrade International in October, 1996.

**What is your current position at Dynabrade?**  
Sales Manager - Mexico, Central America and Caribbean.

**What is the most challenging part of your job?**  
To continually find new Dynabrade customers, and to convert customers loyal to another brand. This is done through careful attention, service and the quality of our products.

**What is the most rewarding part of your job?**  
The meeting of new people, learning new processes, being part of an international company, and solving customers' problems with our tools.

**How would you describe your work ethic or philosophy?**  
Simply being honest with the customer has always worked.

**What do you like most about working for Dynabrade?**  
I'm grateful for everything Dynabrade has given to me, such as personal and professional growth and stability for my family.

**Tell us about your family.**  
My wife Angelica is a retired nurse. Our daughter Nelly is a college student majoring in economics.

**What are your hobbies?**  
I enjoy music and movies, and taking family vacations – the three of us, plus our dog! 🐕

## DENNIS WILLIAMS- Dynabrade Inc.



**Where were you born?**  
I was born in Houston, Texas.

**What cities have you lived in?**  
Several cities in Texas – Baytown, Austin, Fort Worth, Deer Park and Houston. Also in Wichita, Kansas.

**Where did you go to college?**  
Lamar University in Beaumont, Texas.

**What jobs did you have before Dynabrade?**  
Service Manager and Assistant Regional Manager for Skil. Also a sales position with Aro, then part owner of Specialty Tool & Supply.

**What year did you join Dynabrade?**  
I joined Dynabrade in 1993.

**What is your current position at Dynabrade?**  
Sales Territory Manager, South Texas.

**What is the most challenging part of your job?**  
Getting distributor salesmen to focus on Dynabrade, when

they have thousands of other products to sell.

**What is the most rewarding part of your job?**  
I am extremely "hands on," so I like being able to solve a customer's problem with Dynabrade products.

**How would you describe your work ethic or philosophy?**  
Let's see what I can find today -- never rest on yesterday!

**What do you like most about working for Dynabrade?**  
Working for Dynabrade is the best job I could have, since I like to see how things are made. There are not many manufacturers that don't need Dynabrade products, so I get to go anywhere I want.

**Tell us about your family.**  
I have one son, Gavin Williams, who is 33 years old.

**What are your hobbies?**  
Old cars, old houses, landscaping, and making things out of found items. 🛠️

# New Faces at Dynabrade

## USA



**SCOTT NOLT**  
*Territory Manager—York/Baltimore*



**ROBERT PETERSON**  
*Territory Manager—Cleveland*



**DONNIE STEED**  
*Territory Manager—Memphis*

## EUROPE



**XAVIER ATANES**  
*Sales and Marketing Assistant*



**DOMINIQUE MEIER**  
*Senior Accountant*



**JÜRGEN STREIT**  
*Technical and Development Assistant*

## INDIA



**SACHIN RAGHAVENDRA**  
*Regional Manager—South India*

## BRASIL



**FERNANDO VIEIRA**  
*AAD Salesman—São Paulo Region*

## INTERNATIONAL



**KAREN GOLDING**  
*Canadian CSR Assistant*



DYNABRADE, INC. • DYNABRADE INTERNATIONAL  
8989 Sheridan Drive • Clarence, NY 14031-1490 • Phone: (716) 631-0100 • Fax: 716-631-2073 • Int'l Fax: 716-631-2524

DYNABRADE EUROPE S.à r.l.  
Zone Artisanale • L-5485 Wormeldange—Haut, Luxembourg • Phone: +352 768 494 1 • Fax: +352 768 495

DYNABRADE DO BRASIL  
Rua Oneda, 632 • Sao Bernardo do Camp • SP - CEP 09895-280 • Phone: 55-11-4390-0133 • Fax: 55-11-4399-1067

DYNABRADE INDIA ABRASIVE POWER TOOLS Pvt Ltd.  
EL-54, TTC Industrial Area, M.I.D.C. Mahape, Electronic Zone, Navi Mumbai - 400705, Maharashtra, India  
Phone: +91 22 2763 2226 • Fax: +91 22 2763 2228