



The HERRING GROUP, Inc.

Professional Support Services

STATEMENT OF PURPOSE

Mission Statement

The role of The HERRING GROUP, Inc. is to add value and/or reduce cost for our customers by focusing on their operational, service and market needs. We will accomplish this goal by addressing specific heat treatment and ancillary issues and providing impartial technical and business advice and support on all aspects of the thermal processing industry.

Commitment to Customer Support

The knowledge and expertise of The HERRING GROUP, Inc. staff is committed to addressing the needs of our clients and helping to solve their problems. These efforts are supported by a vast library of information, both empirical and scientific from worldwide sources on all aspects of thermal treatment. In addition, our extensive network of contacts and long established working relationships with associates in the metallurgical, engineering, academic, and industrial community are an invaluable resource to our clients. Relevant technical and trade association information is monitored on an on-going basis so as to enable rapid data retrieval and response to any inquiry.

Our aim is to provide prompt and comprehensive assistance on questions of heat treatment selection, operation, and control. Some of our many services include:

- Real time advice on production problems related to process or material performance;
- Detailed investigations on particular aspects of heat treatment, manufacturing and product development as it relates to processes and equipment;
- Alternative material investigations into standard, non-standard, and proprietary materials, with details of their heat treatment and properties;
- Evaluation/recommendation as to suppliers of furnaces, support equipment, materials, heat treating and sintering related services, and alternative approaches.
- Advice and educational training on all aspects of metal heat treatment;
- Full support including consultation, industrial education/training, metallurgical assistance, management and marketing services.

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The HERRING GROUP, Inc.
Home of "The Heat Treat Doctor"
P.O. Box 884
Elmhurst, Illinois 60126-0884
Tel: 630.834.3017 / Fax: 630.834.3117 / Cell: 630.640.9048
E-mail: dherring@heat-treat-doctor.com / dherring@ameritech.net
www.heat-treat-doctor.com



The HERRING GROUP, Inc.

Professional Support Services

Consultant Services – Heat Treatment

Where heat treatment problems or projects require in-depth assessment, The HERRING GROUP, Inc. provides an independent and comprehensive Technical Support Service, either on-site or from our offices. Typical areas of involvement include:

- Impartial appraisal of all aspects of heat treatment processing;
- Guidance on manufacturing/process/equipment requirements with respect to specific products;
- Review of operational procedures (e.g. process and quality systems, laboratory and testing facilities, energy and environmental issues, and safety aspects);
- Problem solving and trouble-shooting;
- Heat Treat Audits and Supplier Recommendations/Investigations;
- Independent arbitration (e.g. between component manufacturers and heat treaters).

Consultant Services - Metallurgical

Where heat treatment and manufacturing problems require laboratory examination, The HERRING GROUP, Inc. either conducts or coordinates analyses and interprets investigations conducted by any number of independent laboratories including extensive metallurgical and scientific test facilities at our affiliated University partners. In addition we can assist in setting up and maintaining an in-house laboratory.

The HERRING GROUP, Inc. offers a high standard of professional reporting that can be tailored (full technical report, letter, facsimile, e-mail, verbal summary) to suit all needs.

Technical Services - Education

Designed to impart both a general insight into the role of heat treatment in manufacturing as well as customized job specific knowledge in the fields of heat treatment, metallurgy, sintering, equipment design, operation and safety, The HERRING GROUP, Inc. offers instruction either in the classroom or “hands on” on the factory floor. Our modular course structure is designed to allow us to select pertinent information that addresses the needs of any level within a company; from maintenance personal and heat treat operators, to supervisors, engineers, and senior management staff.

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Technical Services - Publications

The HERRING GROUP, Inc. offers their technical writing skills to assist clients in the creation of technical articles, technical presentations, and preparation of sales literature (brochures, data sheets, etc.) related to the heat treatment industry. We work closely with various technical societies (e.g. ASM International, APMI International, and others) and industry magazines to offer forums for information transmittal and exchange.

Marketing Services – Market Studies

Available on a confidential basis, our marketing services include customer satisfaction surveys, product acceptance investigations, state of the industry reports, technical and market due diligence reports, marketing surveys for new process or product introductions, competitive analysis, and evaluation/recommendation of heat treatment equipment suppliers.

Marketing Services – New Product Development

Assistance can be provided by The HERRING GROUP, Inc. in the areas of marketing and commercialization of new product developments including work on patent development, product launches and implementation strategies from a manufacturing or marketing perspective.

Marketing Services – Managerial

Support is available to address technical, operational and financial aspects of business management. The HERRING GROUP, Inc. provides a full range of support services. Our business strategy includes:

- Questioning the need (including differentiation of need versus want);
- Researching the problem and collection of data;
- Detailed analysis and evidence gathering;
- Judgment and justification;
- Conclusions based on facts;
- Actions - quick, decisive, and fair.



The HERRING GROUP, Inc.

Professional Support Services

University Affiliation

As an Associate Research Professor at the Illinois Institute of Technology (IIT) Thermal Processing Technology Center (TPTC) we can utilize the academic strength and scientific resources of this and other Universities as well as government laboratories to assist clients and solve multi-faceted problems.

The Illinois Institute of Technology's Thermal Processing Technology Center (IIT/TPTC) focuses on solving heat treating related problems in Industry and as such we have a number of advanced metallurgical, scientific, and engineering tools at our disposal to help accomplish these tasks including SEM, TEM, and Gleeble 3500 (an integrated digital closed loop control thermal and mechanical testing system) capability. Other resources at IIT facility includes their thermal processing technology laboratory; heat treatment facilities; metallographic and metallurgical laboratories; powder materials laboratory; mechanical testing laboratories; laser laboratory; thermal and physical properties facilities; process and equipment modeling and development software; computing facilities; and a fully operational machine shop.

Learn More

Simply contact us and/or visit our website (www.heat-treat-doctor.com) for more details about our capabilities, activities, and dedication to our customers.

The HERRING GROUP, Inc. specializes in rapid response to technical and business needs in the Heat Treating and Sintering Industries. We do our job when and where you need us in the most cost and time effective manner. Your deadlines and needs are our only priority.

Daniel H. Herring
"The Heat Treat Doctor"
President
The HERRING GROUP, Inc.

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CAPABILITIES BROCHURE

The Herring Group, Inc.

***Total Commitment
to YOU !***

Mission Statement

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Ways to Contact Us

The HERRING GROUP, Inc.
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Elmhurst, IL 60126-0084

Telephone: 630.834.3017
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Consultant Services

Where heat treatment problems or projects require in-depth assessment, The HERRING GROUP, Inc. provides an independent and comprehensive Technical Support Service, either from our offices or on-site. Typical areas of involvement include:

- Impartial appraisal of all aspects of heat treatment processing;
- Guidance on manufacturing/process requirements;
- Review of operational procedures (e.g. process and quality systems, laboratory and testing facilities, energy and environmental issues, and safety aspects);
- Problem solving and troubleshooting;
- Heat Treat Audits and Supplier Recommendations/Investigations;
- Independent arbitration (e.g. between component manufacturers and heat treaters).

Metallurgical Services

When heat treatment and manufacturing problems require laboratory examination, The HERRING GROUP, Inc. coordinates investigations and interprets analyses conducted by an independent laboratory or provides extensive metallurgical and scientific test facilities at our affiliated University partners. In addition, we provide services such as:

- Professional reporting tailored to suit all requirements (executive summary, full technical report);
- Assistance in the creation of a complete metallurgical laboratory facility including level of need as well as equipment selection and staffing issues.
- Metallurgical sample analysis including basic or advanced lab testing and/or training in principles of metallography and testing.

***Read our Monthly Column in
Industrial Heating Magazine***



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The Heat-Treat-Doctor™ ®

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Professional Support Services

Management Services

Support is available to address technical, operational & financial aspects of business management including investigations into new developments, product launches, R&D activities, financial analysis, due diligence reports or temporary staffing, The HERRING GROUP, Inc. provides a full range of support services. Our business strategy includes:

- Need versus want evaluation;
- Researching the problem and collection of data;
- Detailed analysis & evidence gathering;
- Judgment and justification;
- Conclusions based on facts;
- Actions - quick, decisive, and fair.

Marketing Services

Available on a confidential basis, our marketing services include customer satisfaction surveys, product acceptance investigations, state of the industry reports, technical & financial due diligence reports, marketing surveys for new process or product introductions, competitive analysis, and evaluation/recommendation of heat treatment equipment suppliers.

Education Services

The HERRING GROUP, Inc. offers instruction both “in the classroom” and or “hands on” the factory floor. Our courses are custom designed to addresses your needs at any level within the organization - from maintenance personal and heat treat operators, to supervisors, engineers, and senior management staff.

Our instruction is designed to make you do your job more efficiently by imparting both an understanding of the general principles and specific answers to your questions.

***Put “The Heat Treat Doctor”
and his Staff to Work for YOU !***



- Metallurgist
- Practical Heat Treater
- Author & Lecturer
- Inventor/ Researcher
- Application Specialist
- Process Specialist

10 Good Reasons to Hire Us

- Over 25 Years of Practical, “on-the-job” Experience in Heat Treating
- Information when you need it, where you need it - in clear and concise language.
- Practical insight for managers, engineers, supervisors, heat-treaters, maintenance personnel and operators
- Proven Heat Treating Advice and Heat Treat Auditing Capabilities.
- Technical “tips and techniques” on processes, equipment and materials
- Plant Level Training.
- Impartial recommendations.
- Training programs geared to YOUR specific needs.
- Doing the job in the most cost and time effective manner.
- Honesty, Integrity, Value