



The Alternative Source

SEPTEMBER 2008
VOLUME 8 NO 5

The Leader in Replacement Parts for Healthcare Equipment Since 1972

RPI Is Now Your Source For Patient Cables & Leadwires

RPI makes it easy and fast to find the patient cables and leadwires you need most to fit ECG/EEG machines, monitors, defibrillators, ultrasound equipment, and more.

Recently RPI announced a significant expansion to our line of patient cables and leadwires. Now, we have a much more complete lineup that includes patient cables, telemetry cables, holter cables, leadwire sets, and unique bonded leadwired sets.

What's more, all of our cables and leadwires have a strain relief protective feature molded into them to extend the parts' life and integrity. It's the RPI advantage!

In-stock and ready-to-ship same day, these cables and leadwires fit hundreds of models for OEM's including Air Shields, Burdick, Datascope, Hewlett Packard, Marquette/GE, Nihon Koden, Space Labs, and many others.

Perhaps the best thing about our offering of cables and leadwires is the ease and speed in which you will find what you need. There's no need for you to have to "mix and match" patient and equipment ends.

RPI makes it easy for you. Simply start at our website home page, www.rpiparts.com. From here you will find several different ways to search for exactly what you need.

You can easily search by the make and model of the equipment needing the cable. Or search by the type of cable such as patient, telemetry or holter cable.

In either case, simply begin on the home page, and click on the "Patient Cables and Leadwires" box, and within a couple of clicks, you have "drilled down" to the exact item you need.

And of course, you can always click on the "RPI Part Search" tab at the top of the home page, input the model name (or cable name, such as "patient cable"), and voila – you have a list of all cables that fit that model or match the cable name.

Or, you can go to our "New Parts Index", click on the Patient Cables and Leadwires flyer, and search from there. All of the parts listed in the flyer are linked to their detailed information part page – simply click on a part number in the flyer and you will be connected!

For many years, we have carried a few patient cables and leadwire sets to fit some older Burdick and Hewlett Packard ECG equipment. These items complimented the other parts such as power cords, styli, switches, and knobs that we offer to fit that ECG equipment.

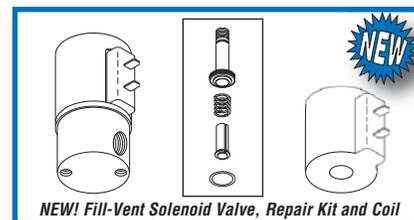
And, down the road, we will likely add more repair parts to fit some of the equipment that we now support with our new line of cables and leadwires. So, please, keep your suggestions coming on parts, cables, and leadwires for us to add to our line.

More New Parts To Fit the M7 & 7 SpeedClave®

Have you been waiting for more new parts to fit the Midmark®•Ritter® SpeedClave? The waiting is over because more parts are in stock, ready to ship today.

We now offer the following new parts – the Fill/Vent Solenoid Valve, Repair Kit, Coil and Switch. Also available are the Fuse Holder, Fiber Gasket, Door Spring and Cap Nut.

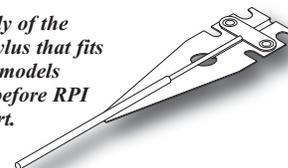
For more details, please see page 4, or the yellow flyer included with this newsletter.



NEW! Fill-Vent Solenoid Valve, Repair Kit and Coil

Going, Going ... But Not Gone Yet! Recording Stylus

Order a supply of the Recording Stylus that fits the HP ECG models 1514C/1515 before RPI retires the part.



Due to lack of demand for the Recording Stylus (RPI Part #HPS002) that fits the very old Hewlett Packard ECG models 1514C and 1515, RPI will retire the part once inventory has been depleted. So order your supply from RPI today. It's your last chance before it's gone for good from our inventory.



Ira Lapidès
CEO & President
Replacement Parts Industries, Inc.

FROM THE DESK OF THE PRESIDENT

I hope that you enjoyed our 2008 PM Poster featuring, what I think, was a fun and challenging crossword puzzle. In case you missed it, please contact our Customer Service Department, and we will be glad to send one to you. And, in case you had any trouble with it, the answers are available on our website.

This year's poster was our 14th such offering. Obviously, we put these together for the purpose of advertising, but our hope is also to provide some useful and interesting information, and to brighten up your work areas, which are all too often situated in warehouses with tools and racks on the walls, or in a hospital basement, where there is little, if any, outside light or color. (Why is most hospital equipment grey, beige, or white? At least some dental and medical office equipment can be ordered in nice colors.)

Our PM posters are also a fun project to work on. Every year, a group of us get together to decide on a theme for the next poster. Ideas are tossed up and bantered about until we come upon an idea that we all like. Then, comes the hard part of researching and writing the text (or come up with crossword puzzle clues), edit the text, and then let our terrific graphic artist, Keith Gow, and our VP of Marketing, Joan Woodlock, turn it into the finished product. It is always amazing to me to see the poster go from concept to finish, and see the creativity that people have in contributing to its content and design.

The poster is a great tradition that we have here, and we hope to continue it for many years to come. Ideas for the poster, just as suggestions for new parts, are always welcome!

Also, please spend some time on our website over the next few weeks. We have made some nice improvements, adding more to the Tech Help section, including customizable PM checklists for dental compressors and light cleaning guides for your customers. In addition, there are a few updated cross reference tables, allowing you to see which parts fit multiple pieces of equipment for a particular original equipment manufacturer.

THE RPI FAMILY

Product Quality – *What's the Motivation?* Upon reading an article in *Quality Digest* by Dirk Dusharme, it struck a chord with my own philosophy of Quality Control. Mr. Dusharme was questioning the motivation that drives product quality.

During 30 years of Quality Control Management in the aerospace industry and three years in the medical parts replacement field, my education and training have taught me that product quality is not simply a matter of being sure that your product conforms to specifications. It's not just a matter of numbers, of AQL samples, defects per thousand and reject rates. Those are the outcomes of quality.

What's the motivation for quality? Why strive for product quality? Our 3-pronged ISO driven company standards – RPI's Quality Statement, RPI's Values and RPI's Mission Statement all evoke the desire for a quality product.

What does this really mean? A simple answer might be money. You provide a good product because if you don't you won't make money. If you provide an inferior product, eventually it will cost you in lost sales. This is true, but if that's your only motivation, you're going to be surpassed by a competitor who is better motivated.



Ray Martinez
Quality Control

My stance as Quality Control Manager is that you make a good product and provide an excellent service because it is the right thing to do. This must be a mindset. I will do the best I can because anything less cheats our customer. I want to pro-

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Return System 1 Lid Assemblies for \$150 Credit



Don't toss it when you can get a fast \$150.00 credit for it. When you purchase a new Lid Assembly from RPI that fits the Steris System 1 Models 89A1, 90A1, 90A2, 90B1, 99A1 and 99A2, remember to return the used assembly so you can receive the \$150.00 credit to your account.

What's more, when you return it to RPI rather than tossing it into the garbage, you are helping the environment by keeping the used lid out of our landfills. In turn, the returned lids are refurbished and retrofitted with improvements for better performance, then offered through our catalog and website. For more information, visit our website at www.rpiparts.com, under the RPI Part #SSL043, or call us, (800) 221-9723.

RPI's PRICE LIST – AVAILABLE IN EXCEL FORMAT

Would you like a copy of RPI's price list in Excel or another format so that you can upload it into your computer system? Just contact us and we can email or send a copy directly to you. Call us at (800) 221-9723, or send your request to order@rpiparts.com.

A BIG RPI Welcome To ...

Robert Lopez – the newest member of RPI's family. Robert is now part of the Warehouse and Shipping Dept team. So glad to have you with us.



Sterilization Monitoring

Sterilization is best monitored by using a combination of mechanical, chemical and biological indicators.

By Neil Blagman, RPI Product Development

Along with proper cleaning and sterilization of instruments and materials, sterilization monitoring should be an essential part of any infection control program.

Many factors can cause sterilization to fail – from simple procedural errors (such as overloading the sterilizer) to mechanical failure that can prevent the sterilizer from functioning properly. Since there is a variety of factors that can influence the outcome of a sterilization run, it is recommended that the efficiency of the sterilizer itself be monitored periodically to determine if proper sterilization is taking place.

Sterilization is best monitored by using a combination of mechanical, chemical and biological indicators.

Mechanical Monitoring. Records of cycle times, temperatures and pressure should be made using the display or gauges on the sterilizer (or if the sterilizer has a printer, the tapes produced should be saved in the form of a log for the sterilizer).

Chemical Indicators. Color changing strips or tapes should be used in each instrument load. These indicators change color after exposure to the proper sterilization environment. Chemical indicators only demonstrate that a proper sterilization environment has been achieved; they do not produce any information about the microbial killing power of the sterilization process.

Biological Indicators. – Biological indicators contain highly resistant bacterial endospores and the ability of the sterilizer to kill these spores can be directly measured.

“Since there is a variety of factors that can influence the outcome of a sterilization run, it is recommended that the efficiency of the sterilizer be monitored periodically to determine if proper sterilization is taking place.”

A positive spore test result indicates that sterilization has not been fully achieved. United States government bodies (i.e. the CDC) recommend spore testing be conducted on a weekly basis, at the very least. Consider daily monitoring if the sterilizer is used frequently. Daily monitoring will allow for immediate feedback of equipment status or procedural problems within

specific loads.

Biological monitoring can be done in one of two ways – on-site incubation and monitoring produces results within 24 to 48 hours; while mail in services produce results within one week. Results should be organized in the form of a log, and entries should be made of repairs or preventative maintenance done to the sterilizer.

Spore test failures are most frequently caused by either improper operation or improper maintenance of the sterilizer. It is imperative that all staff involved with the use of the sterilizer is trained in proper loading techniques and given specific information about how much material can be included in a sterilization run.

Proper cleaning of both the chamber and the water source will prevent debris buildup which can lead to

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WHAT'S NEW

The following new parts are now in stock,

ORTHOPEDICS & PHYSICAL THERAPY Stryker[®] Cast Cutters and Autopsy Saws

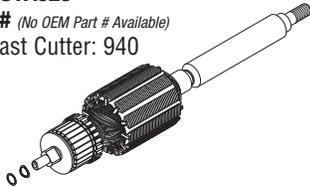
940/941 CAST CUTTERS

ARMATURE ASSEMBLY (115VAC)

RPI Part #STA028

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940



ARMATURE WASHER KIT

RPI Part #STK033

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

BRUSH CAP (6/PKG)

RPI Part #RPC667

OEM Part #58-18

Models: Cast Cutter: 940 & 941

FRONT BEARING

RPI Part #STB031

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

REAR BEARING

RPI Part #STB032

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

ROLLER BEARING KIT

RPI Part #STK030

OEM Part # (See * Below)

Models: Cast Cutter: 940 & 941

AXIAL LEAD FUSE (2-1/2A) (5/PKG)

RPI Part #RPF665

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940

THERMAL FUSE (104°C)

RPI Part #STF036

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

POWER SWITCH

RPI Part #STS034

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

POWER SWITCH LABEL (3/PKG)

RPI Part #STL035

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

POWER CABLE KIT

RPI Part #STK037

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

CABLE (4 CONDUCTOR) – Sold by the foot

RPI Part #RPC671

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

STRAIN RELIEF BUSHING (5/PKG)

RPI Part #STB038

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

CORD STRAP (WHITE-6") (3/PKG)

RPI Part #RPS672

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

CAM

RPI Part #STC029

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

CAM TOOL

RPI Part #STT010

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

SHAFT LINK

RPI Part #STL016

OEM Part # (No OEM Part # Available)

Models: Cast Cutter: 940 & 941

800 SERIES AUTOPSY SAWS & CAST CUTTERS

ARMATURE ASSEMBLY (115VAC)

RPI Part #STA026

OEM Part #870-1-8

Models: Autopsy Saw: 810;
Cast Cutter: 840 & 848

SHAFT LINK

RPI Part #STL016

OEM Part #840-1-5

Models: Autopsy Saw: 810 & 811;
Cast Cutter: 840, 841, 848 & 851

FIELD ASSEMBLY (115VAC)

RPI Part #STF027

OEM Part #840-3-32

Models: Autopsy Saw: 810;
Cast Cutter: 840 & 848

CAM TOOL

RPI Part #STT010

OEM Part # (No OEM Part # Available)

Models: Autopsy Saw: 810 & 811;
Cast Cutter: 840, 841, 848 & 851

* OEM Part #28-111 (Retaining Ring only), 11-275 (Washers only) & 81-118 (Needle Bearing only)

DENTAL FILM PROCESSORS

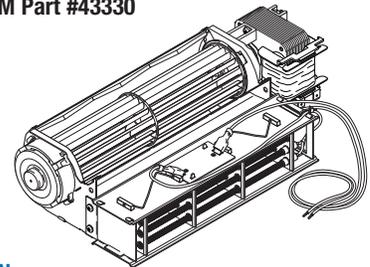
Air Techniques A/T 2000[®] SERIES

Fits Models
A/T 2000, A/T 2000 Plus
& A/T 2000 XR

HEATER AND FAN ASSEMBLY

RPI Part #ATA670 (See footnote below)

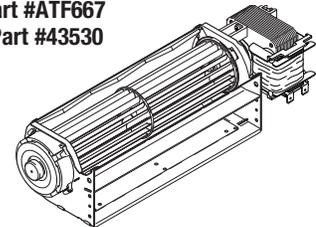
OEM Part #43330



FAN

RPI Part #ATF667

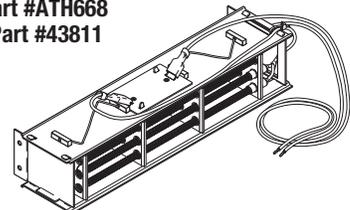
OEM Part #43530



HEATER ELEMENT

RPI Part #ATH668

OEM Part #43811



OVERHEAT THERMOSTAT

RPI Part #ATT669

OEM Part # (No OEM Part # Available)

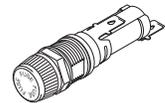


Footnote: RPI Part #ATA670 Heater and Fan Assembly does not include the mounting plate.

FUSE HOLDER (MAIN)

RPI Part #RPH638

OEM Part #90219



FUSE (8A, 250VAC) – TIME DELAY (5/PKG)

RPI Part #RPF552

OEM Part #41914



For a listing of RPI Parts to fit
your equipment, see our website
www.rpiparts.com

FROM RPI

ready to ship the day your order is received!

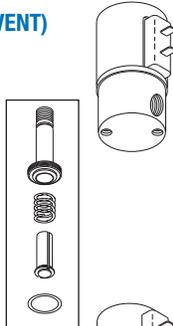
TABLE TOP STERILIZERS

Midmark[®]/Ritter[®] M7 & 7 SpeedClave[™]

Fits Models
M7-020, -022
All Serial Numbers with V Prefix

SOLENOID VALVE (FILL/VENT)

RPI Part #RCV112
OEM Part #014-0236-00



REPAIR KIT (FILL/VENT)

RPI Part #RCK113
OEM Part #014-0236-11

COIL (FILL/VENT)

RPI Part #RCC114
OEM Part #014-0236-10

FUSE HOLDER

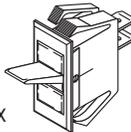
RPI Part #RPH674
OEM Part #015-1259-04

FUSE

RPI Part #RPF679
OEM Part #015-0346-35

FILL/VENT SWITCH

RPI Part #RCS115
OEM Part #015-1791-00
Models: M7-020 thru -022
All Serial Numbers with V Prefix



Fits Models
All M7 & 7 SpeedClave

T-BOLT

RPI Part #RCB088
OEM Part #H96772



FIBER GASKET

RPI Part #RCG104
OEM Part #053-1579-00



DOOR WASHER

RPI Part #RCW009
OEM Part #H96771 & 3059



CAP NUT

RPI Part #RCN094
OEM Part #H96773



DOOR SPRING

RPI Part #RCS108
OEM Part #H106330



SELF DRILLING SCREW

RPI Part #RPH673
OEM Part #040-0010-125



PATIENT CABLES & LEADWIRES

For a listing of the OEM's that the Patient Cables & Leadwires fit, see RPI's website ... www.rpiparts.com - click "RPI News!"

RPI IS NOW YOUR SOURCE FOR PATIENT CABLES & LEADWIRES!

PATIENT CABLES

- For ECG, EEG, monitoring and defibrillator equipment
- 3, 5, 7 and 10 leadwire kits available
- Snap or Pin style fixed lead patient ends
- Dual/Shielded, Din/Unshielded or Fixed lead patient ends
- Leadwire Adapter Kit also available to adapt fixed banana plugs or pins to tab or snap electrodes
- Strain Relief protective feature molded into cable to extend life and integrity of the cables

TELEMETRY CABLES

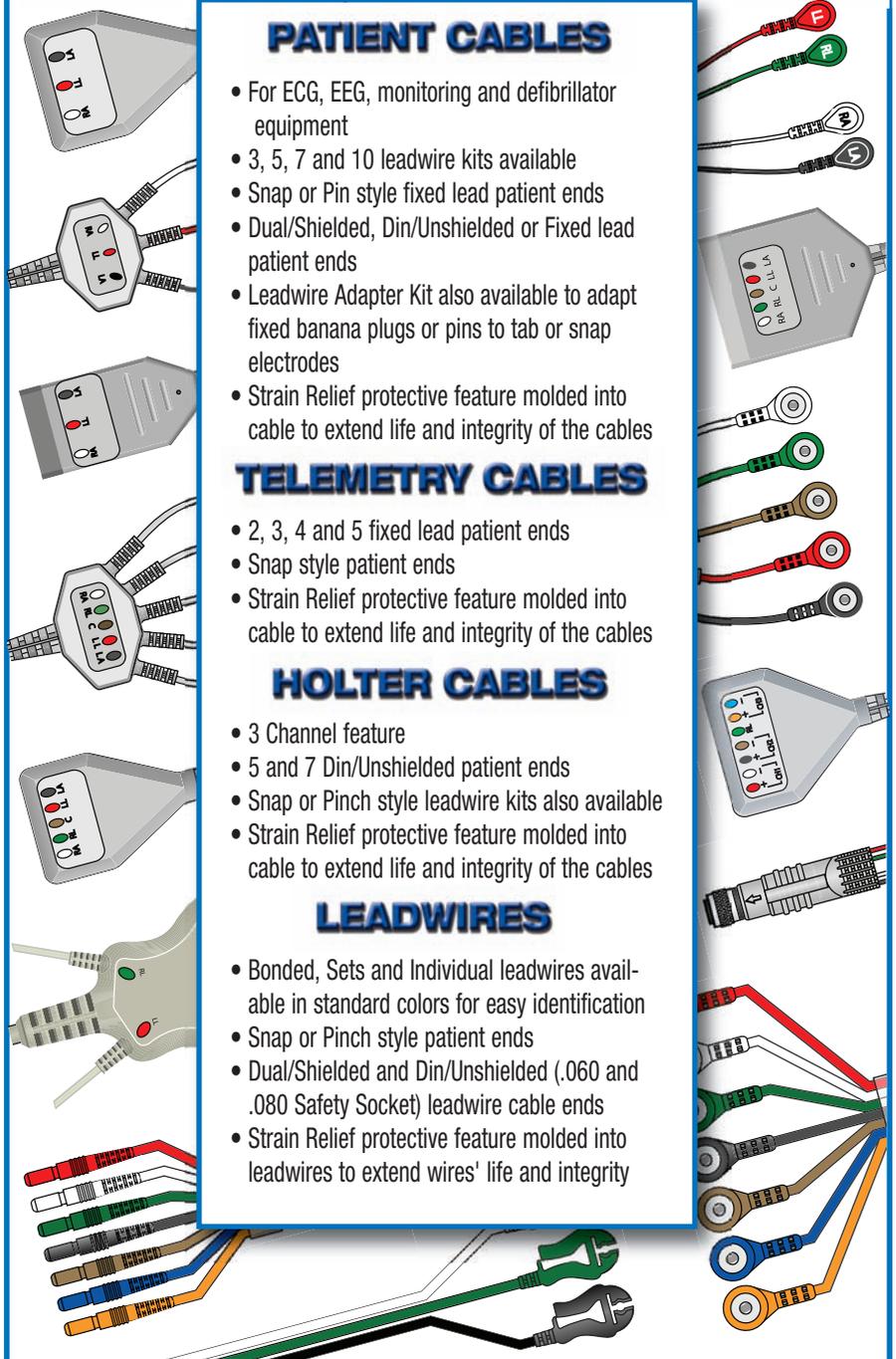
- 2, 3, 4 and 5 fixed lead patient ends
- Snap style patient ends
- Strain Relief protective feature molded into cable to extend life and integrity of the cables

HOLTER CABLES

- 3 Channel feature
- 5 and 7 Din/Unshielded patient ends
- Snap or Pinch style leadwire kits also available
- Strain Relief protective feature molded into cable to extend life and integrity of the cables

LEADWIRES

- Bonded, Sets and Individual leadwires available in standard colors for easy identification
- Snap or Pinch style patient ends
- Dual/Shielded and Din/Unshielded (.060 and .080 Safety Socket) leadwire cable ends
- Strain Relief protective feature molded into leadwires to extend wires' life and integrity





8 to 4
NO MORE

Sherry Lapidès
Vice President, Customer Relations
Replacement Parts Industries, Inc.

As this is being written, the Democratic Convention has just wrapped up and the Republican Convention is set to begin. There has been and will continue to be a lot of talk about the state of the U.S. economy and where it is headed. Many so-called experts are predicting a continuing decline in the housing industry, banking and manufacturing. Fuel prices are going down at this moment, but probably will go up again.

Certainly I am no economic expert. I am hoping (and praying) that things will settle down soon, our troops will come home safe and all of this uncertainty will pass. I don't know which party will occupy the White House in January, but I hope our new president will have the wisdom and courage to make the right decisions.

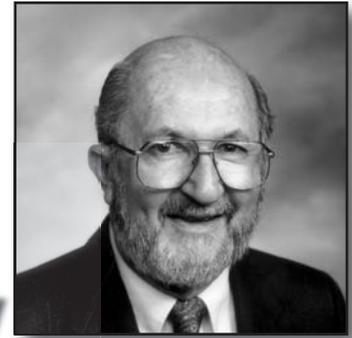
Al and I just returned from a short trip to Russia and Scandinavia. During our visit, we were literally blown away by the opulence and ostentation of the many palaces we visited, especially the Hermitage with all of its wonderful treasures. The outsides of many of the important buildings in St. Petersburg have been painted in lovely colors and are well maintained. They make the city look welcoming.

Yet a short distance away was a not-that-old concrete building sadly in need of repairs. Around that building was wrapped a façade painted a lovely shade of yellow, with painted-on windows, trim and flowers. At first glance this was another beautifully painted building – until we looked above the top of the façade and saw the crumbling concrete of the real building showing.

A feeling of oppressiveness in Russia was especially evident every time we went through immigration control getting on and off the ship. Not too many smiles there. Russia's conflict with Georgia is still not completely resolved. More problems may lie ahead in that area.

While on our trip, we had a chance to watch some of the Olympics on television. The Chinese hosts did all they could to put on a good front, but we all know that much needs to be done to improve conditions in that country, too.

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AL'S VIEW

Al Lapidès
CEO Emeritus & Chairman of the Board
Replacement Parts Industries, Inc.

FROM THE OLD CURMUDGEON

Well, the race is on. We now have two candidates for president who are promising all sorts of things to win your vote.

One of the most emotional issues is health care. Both candidates are promising some sort of universal coverage for everybody. Be careful what you wish for. You may get it.

Universal as is now practiced has given rise to "private hospitals" in most of those countries. And if we do get universal coverage as so many of the developed countries have, what does it mean to our industry?

I suggest either nothing or growth. I suggest that equipment will stay on line much longer and will, therefore, require more service. I suspect that it may even give a little boost to our industry. For RPI it could mean that we will have to accelerate our development of more parts.

You may have noticed that we are already speeding up our product development cycle. So far this year we have brought out parts to fit the Tuttnauer E Series autoclaves; Castle/Getinge bulk sterilizers; keypad for the IVAC/IMED infusion pump; dental compressors; Stryker cast cutters and autopsy saws; patient cables and lead wires; and Air Techniques dental film processors.

Looking ahead a couple of months, we're really excited to introduce more new parts to fit the Midmark®•Ritter® M7 and 7 SpeedClave® as well as parts to fit the Air Techniques Peri-Pro® series. Folks, you asked for them, you got them!

"But you ain't seen nothin' yet". There's still more coming. Isn't it strange how many more products have been added since Ira took over?



How to Open the Case on Stryker 940/941 Cast Cutters Plus, A New and Improved Cam Removal Tool

By Neil Blagman, RPI Product Development

How to Open the Case on a Stryker 940/941 Cast Cutter

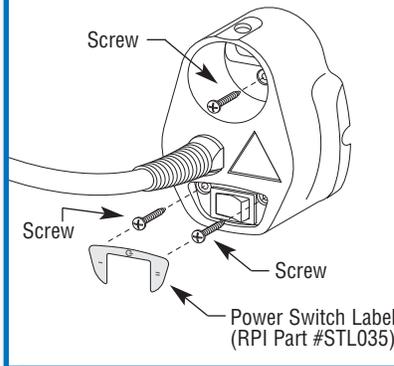
When RPI decided to release repair parts for the Stryker 940/941 Cast Cutter, one of the first questions our customers asked us was "How do you open the case to the cast cutter?" A very good question.

The process of opening the case of a Stryker 940/941 Cast Cutter is quite simple. First, disconnect the power. Then, remove the two Brush Caps (RPI Part #RPC667), the Brush Springs, and the Brushes (RPI Part #STB002).

The next step involves locating the three screws holding the rear of the case to the front of the case. The three screws are located as follows: one screw is found within the vacuum connector while the two remaining screws can be found behind the Power Switch Label (RPI Part #STL035) surrounding the Power Switch (RPI Part #STS034) – see illustration to the right.

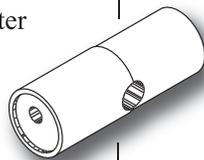
Once the three screws are removed, the rear section of the cast cutter should separate at the seam, leaving the Armature (RPI Part #STA028) and Bearings (RPI Part #'s STB031 and STB032) attached to the front of the case while the Power Switch, Thermal Fuse (RPI Part #STF036) and the Brush Holders remain in the rear housing.

Did you know ...
To access the housing of the Stryker 940/941 cast cutters, simply remove the screws located under the Power Switch Label and Cap.



The New and Improved Cam Removal Tool

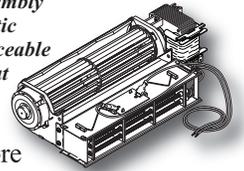
The introduction of parts for the Stryker 940/941 Cast Cutter lead us to review all of our cast cutter parts and we realized that we had a perfect opportunity to improve our original Cam Removal Tool (RPI Part #STT010).



Our new Cam Removal Tool now works with the Cam (RPI Part #STC009) that fits the 800 model series as well as the Cam (RPI Part #STC029) that fits the 900 model series. It turns the difficult job of removing these Cams into a simple twist. One tool – two jobs – It's the RPI Advantage.

New Parts to fit AT2000 Dental Film Processors

Heater and Fan Assembly includes an automatic resettable and replaceable Overheat Thermostat



Introducing more new parts to fit the Air Techniques AT2000, AT2000 Plus and AT2000 XR series of dental x-ray film processors!

RPI's complete Heater and Fan Assembly (RPI Part #ATA670) includes an automatic resettable and replaceable Overheat Thermostat (RPI Part #ATT669) which means less down time. It's the RPI advantage! The OEM uses a thermal fuse which is not resettable or replaceable.

It's important to note that the RPI Overheat Thermostat can be used only with the RPI Heater and Fan Assembly (RPI Part #ATA670) or the Heating Element (RPI Part #ATH668). The OEM Assembly and Heating Element cannot be retrofitted to fit new RPI Overheat Thermostat.

In addition, to save money for your customers, RPI does not include the plastic mounting plate since it's usually still in good condition – we recommend using the existing plate.

More good news! RPI also offers each part of the Heater and Fan Assembly as its own individual part. The RPI Heater and Fan Assembly is made up of the Fan (RPI Part #ATF667) and the Heater Element (RPI Part #ATT669) that includes the Overheat Thermostat. The Overheat Thermostat (RPI Part #ATT669) can also be ordered separately. So now you can replace only what is needed instead of replacing the entire assembly!

And that's not all. Both the Fuse (RPI Part #RPF552) and the Main Fuse Holder (RPI Part #RPH638) are available. It's all in stock, ready to ship.

RPI GUARANTEES ITS PARTS TO YOUR 100% COMPLETE SATISFACTION!

SERVICE BULLETIN

MIDMARK • RITTER

TABLES & CHAIRS CHART

Please note that we have made several corrections to our chart in the catalog that features parts to fit Midmark•Ritter tables and chairs (Section 11, Page 303, Updated 11/04).

In particular, corrections to the following models have been made: 105/107/111/112/113/117.

For the most up-to-date chart, please go to our website, www.rpiparts.com, click "RPI Tech Help", click "At-a-Glance Reference Tables", click "RPI Parts to fit Midmark•Ritter Tables & Chairs" – from there you can print an updated PDF of the chart that includes all of the corrections.

PATIENT CABLES

& LEADWIRES CHART

Please note that we have made several additions and corrections to the chart in our "colorful" Patient Cables & Leadwires brochure (Section 5, Page 500, Updated 07/08).

In particular, changes to the following OEMs have been made: Hewlett Packard/Philips Medical and Protocol/Welsh Allyn.

For the most up-to-date chart, please go to our website, www.rpiparts.com, click "What's New Index", click "Patient Cables & Leadwires" – from the PDF print page 2-3 for all of the corrections we have made.

STERILIZATION MONITORING by NEIL BLAGMAN

(Continued from page 3)

equipment failures and failed spore tests. Proper maintenance should also include periodic planned

maintenance which will lengthen the life of the sterilizer and help eliminate spore test failures. RPI offers a variety of sterilizer planned maintenance kits which provide a convenient solution to keeping your equipment in optimal condition.

8 to 4 NO MORE – by SHERRY LAPIDES

(Continued from page 6)

After our trip, Al and I were talking – we know how very fortunate we were to have had the chance to travel this past summer, and even with all of the uncertainties in the U.S. today, we appreciate our country and cherish our freedom. Travel magnifies these feelings even more.

During these difficult times, all of us at RPI continue to try to make things

better for you – our customers. Although costs to us on labor and materials are rising, we are doing our best to hold the line on our parts pricing. Our engineers are constantly looking for ways to improve the reliability and function of our parts and to bring out new parts to make your job easier.

I am convinced that our country will remain strong and on the right path. I urge all of you to listen to your hearts and minds and vote for your candidate of choice in November. But do vote – make your voice heard.

THE RPI FAMILY – RAY MARTINEZ

(Continued from page 2)

vide a product that I would be pleased to use. This motivation for product quality applies for all parts whether it be the guidance system of a Minute Man missile or a light bulb on a sterilizer. Quality is an attitude before it is a process.

I work because I have to. I work at

RPI because I want to. On the organizational chart I answer directly to the President, but in reality I answer to our customers. What are their unstated expectations? How do they view RPI when they receive and use our product? This is what drives the Quality Control Department. Quality isn't just about the numbers. It's about the desire and motivation to do what's right, above and beyond just what's right for your customer. To do what is right simply because it is right.

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