

SERVICES



 **RT Dygert**
International

Exceeding Customer Expectations Since 1958

There is a lot to be said for being around for 45 years. RT/Dygert's team is comprised of long-term employees who know how to help you design reliable systems, keep costs down and customer satisfaction high. We understand the need for flexibility, creativity and most important: reliability. Count on us to deliver accurate shipments on time, and to constantly look for ways to help you improve your bottom line.

JIT Kitting:



We can provide pre-production and after market kits to meet your specific needs and specifications. JIT Kitting saves assembly line time and overhead costs. It is simply a better utilization of your assets.

Bar Coding:

Bar codes provide easy parts verification and streamline your receiving process.



On-Site Audit/Bin Stocking:



Let RT/Dygert maintain your inventory levels for you, so that your employees can focus on the bigger picture.

ISO 9001

RT/Dygert's ISO 9001:2000 registration demonstrates our dedication to our customers and our industry.

- ISO demonstrates RT/Dygert's commitment to an independently verified Quality Management System.

Customer benefit: We have an internationally recognized quality system; we speak with our customers on the same terms.

- RT/Dygert's actively conducts regular surveys to measure customer satisfaction.

Customer benefit: We are proactive rather than reactive to customer suggestions for improvement.

Custom Proprietary Design:

Our talented staff and factory engineers can custom design a seal for your unique application, using custom geometries and specialized materials.



Seminars and Training:

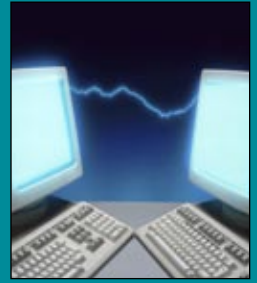


New designs are introduced regularly. From an introduction to seal technology to advanced material and application training, RT/Dyger's technical personnel can present up-to-date and objective information. We also

offer on-site training in applications, product design, as well as assembly line troubleshooting to help you improve production rates and reduce seal damage.

Electronic Data Interchange (EDI):

Reduce costs and eliminate time delays by using e-mail EDI. Our system eliminates the third party, and there is no re-keying of information. Your e-mailed purchase order goes directly into RT/Dyger's sales order system, which responds via e-mail with our Advance Shipping Notice once your order has been filled. Our e-mail automation allows you to move away from time-intensive faxes or phone calls.



Parts Washing:



RT/Dyger can remove trace elements and/or contaminants for you, eliminating a step in your production process.

- ISO focuses on continuous improvement, assuring customers that RT/Dyger is keeping current on 'best practices'.

Customer benefit: Improved warehouse management, information systems and delivery strategies are as important to customer satisfaction as product design.

- RT/Dyger measures many internal processes to identify cost and efficiency improvements.

Customer benefit: We control our costs so we can consistently offer a fair value over time.

- ISO requires competency, awareness and training of employees.

Customer benefit: Competent, knowledgeable employees deliver required product at the requested time, 99% of the time.

RT/Dygart deals with vendors from around the globe to provide high quality, cost effective seals and custom shapes.

As part of RT/Dygart's ISO 9001:2000 registered Quality System, we are continually qualifying and validating the quality of incoming products and our vendor base.

That process begins with our vendor qualification efforts. All of our vendors must have a documented quality program, generally at least to ISO 9001:2000 standards and often to others such as TS-16949. Preference is given to those manufacturers who also have vertically oriented manufacturing and in-house labs that are accredited by an outside agency. Further, our management staff personally visits our major vendors at least once per year to review those quality programs.

Custom designed products will go through an Initial Sample Inspection Report (I.S.I.R.) or Production Part Approval Process (P.P.A.P.) and have a part history jacket detailing customer critical inspection features, inspection history, approved vendor and material specifications.

All our efforts assure you that the part you specify continues to come to you the right way, the first time, 100% of the time, at a price that represents value to you.



1) With the pictured oven and fixture, we can perform compression test on elastomeric materials.

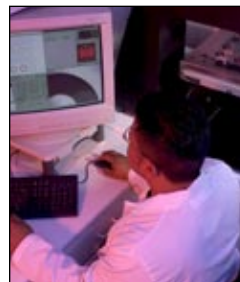


3) Verification of material hardness to Shore A or Shore M specification is completed on this gage.

2) Specific gravity is used as a quality control tool, and for unknown samples, verification of material.



4) Part dimensions are quickly determined with our automated Micro-Vu 3 D, 3 axis measuring system, along with features such as flatness and parallelism.



Headquarters

5250 West 73rd Street
Edina, MN 55439
Tel: (952) 835-1700
Fax: (952) 835-1701

China Office

Suite C, 4F, Building One,
29 Jiatai Rd. Waigaoqiao
Free Trade Zone, Shanghai
Tel: (86) 21-5866-5551
Fax: (86) 21-5866-5552

Chicago Office

7540 Linder Avenue
Skokie, IL 60077
Tel: (847) 675-1444
Fax: (847) 675-8889

sales@rtdygart.com
www.rtdygart.com

Toll Free for US Locations
(866) RTD-8883
(866-783-8883)

