

The 100th Edition of *Hotline*

A personal view by CHTA Chairman Roger Haw...

Less frequent in the early days before its now-regular quarterly appearances, this issue of CHTA's *Hotline* celebrates the 100th edition after thirty years of publication. Surprising how quickly the time has passed!

Even more surprising are the changes that have taken place during those 30 years. The CHTA has improved beyond recognition from the inaugural period and, to match, the quality of the publication has been enhanced with each successive edition. It is sometimes hard to tell whether *Hotline* is driving the Association or whether the Association is driving *Hotline*.

After consideration, I feel that neither of the above is the case. The Association is growing whilst, through *Hotline*, helping to demonstrate that contract heat treatment companies are at the forefront of technology, providing our somewhat diminished and battered (but also excellent and superb) engineering industry with the quality of service and knowledge that it requires to maintain a leading position, in both domestic and world markets.

The high quality of *Hotline* reflects the high standard of the membership of the Association and their collective development over the 30 years.

Initially, the Association was a club for hardworking down-to-earth souls involved in a heat treatment sector enjoying little appreciation from industry in general. Men of like mind with similar interests could meet and discuss the problems of the time and grumble about customers wanting to pay nothing and energy suppliers wanting to charge ridiculous prices.

You may ask "well, what's different



The very first edition of *Hotline* in 1975; whilst the style has changed, the message remains valid.

today?". If you still have a copy of *Hotline* 72, you will see that the "club" changed to a "group" in 1973 and that the "group" grew into an "Association" in 1975. Since then the Contract Heat Treatment Association has adapted to market and political conditions while *Hotline* has effectively grown from a "newsletter" to a "magazine" with a good level of circulation.

At the same time, the Association has grown and now undertakes lobbying in theatres of influence, as demonstrated by our recent discussions with DEFRA, regarding the CCL rebate scheme, and our co-operation with HSE in relation to furnace safety.

The news stories and articles in *Hotline*

demonstrate that we are a serious industry with high-quality technical expertise in organisations committed to invest and progress in the provision of a vital service to the engineering industry and the country, both of which would be in a sorry mess without us.

Having reached the 100th edition, we must record our thanks to Alan J Hick, *Hotline* Editor since issue number 68, Alan Pratt who previously filled the role admirably from the start, the many members of CHTA's Publicity Subcommittee past and present, and all the other Association members who have given freely of their time to make *Hotline* a success. Well done and thank you.

Looking to the future, *Hotline* must continue to improve since it is the only organ of communication that can be used to our sole benefit. It must be employed to explain to a wider audience the benefits of our achievements, our expertise, our responsibilities and our contribution to the general economic wellbeing of the nation. We have to demonstrate our indispensable status to those who do not understand it.

Keep up the good work *Hotline*. Congratulations on your 30 years; make the next 30 even better.

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Guido Plicht
Senior Research Engineer



Ask the expert

- Q.** I have measured the oxygen in my continuous furnace, and it's low, but my parts still come out oxidised. Why?
- A.** That is a question that comes up frequently. When troubleshooting for oxidation in a continuous furnace atmosphere, it's important to measure both oxygen level and dew point. To find out more, visit our website.

tell me more
www.airproducts.co.uk/ate1

CCAs for heat treaters: the go-ahead

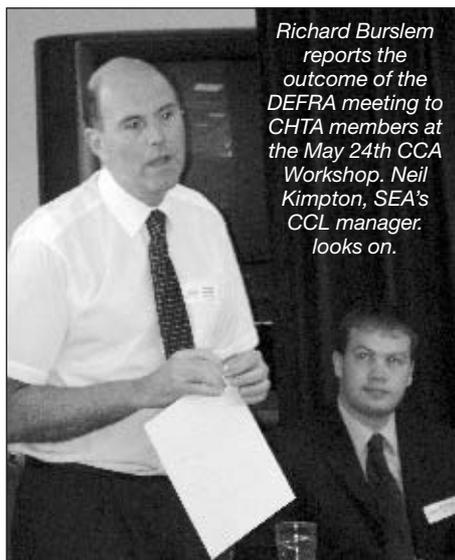
Hotline 99 reported that, thanks to the efforts of the Surface Engineering Association, the campaign to render CHTA members exempt from 80% of CCL, via negotiated Climate Change Agreements (CCAs), was close to a positive conclusion. Developments since mean that, at last, some 75% of CHTA member sites are about to benefit.

Our previous update anticipated a meeting with DEFRA at which the terms of a CCA for the heat treatment sector of UK industry would be negotiated.

SEA's Dave Elliott and CHTA's CCA Steering Group, comprising leader Richard Burslem, Simon Blantern and David Cox, supported by CHTA Senior Vice-Chairman Terry Littlewood, attended this pivotal event at DEFRA's London headquarters on May 12th.

At the meeting, where the major issue was energy-efficiency targets, our hard-working team's emphasis was on heat treatment's strategic importance to a wide range of manufacturing sectors. It was stressed that efficient energy management has always been one of our industry's major considerations, with significant resources being invested to enhance it. DEFRA's approach was centred on establishing the scope for further improvement.

After extensive discussion, the outcome was a compromise on the terms seen as optimal by CHTA members at the preliminary CCL meeting at SEA on March 11th. The agreed CCA for the heat treatment sector is based on an energy-saving profile of 1% for 2006, 2% by 2008 and 8% by 2010 (relative to the 2004 base year). The 2010 target will be reviewed in



Richard Burslem reports the outcome of the DEFRA meeting to CHTA members at the May 24th CCA Workshop. Neil Kimpton, SEA's CCL manager, looks on.

2008 in accordance with the terms of the agreement.

Dave Elliott sees the agreement coming into force, for CHTA members who have already registered their intent to apply for CCA and submitted base-year data, as early as this July, assuming no delays in

EU and governmental approval.

Time is of the essence. Thus the CHTA/SEA CCA Workshop on May 24th. Here, SEA CCL Manager Neil Kimpton guided representatives of the 75% of CHTA-member sites in the first CCA tranche through the various forms that they now have to submit to DEFRA (through SEA) and energy suppliers / HM Customs and Excise. The paperwork must be lodged speedily so that financial benefit can accrue from the agreement as soon as possible.

On behalf of SEA, who will be administering the CCA sector scheme for CHTA members, Dave Elliott notes that those that have not registered CCA intent have not "missed the boat". Whilst they will not be able to take immediate advantage of the scheme, late entry is possible. They should contact him for details.

Meantime, on behalf of its members, CHTA records its grateful thanks to Dave Elliott, Richard Burslem and his CCA Steering Group colleagues for their sterling efforts in achieving a major breakthrough for our industry.



Part of the large audience for the CCA Workshop.

STATESIDE SALUTATION

Congratulations from your American brethren!

A message from M. Lance Miller, Executive Vice-President of the Metal Treating Institute...



Congratulations on your 100th edition of *Hotline* from your North American counterpart, the Metal Treating Institute. That's quite a milestone!

Over the years, we have been sent courtesy copies of each issue and welcome the opportunity to keep up with industry happenings in your neck of the

world. And it is such a small world.

Although we may be an ocean apart, our challenges are very similar. If it's not government interference, it's rising energy prices. If it's not a qualified manpower shortage, it's something else. I assure you that we have much more in common, than differences. And speaking of difference, I know that CHTA, like MTI, makes a difference in our members' bottom line.

After a miserable three or four years of post 9/11 and a recession, the health of the industry in North America is improving. Not by leaps and bounds, but on a constant upward trend.

The year 2004 ended with heat treat sales (turnover) up 14.2% over 2003. And so far

this year, our first-quarter turnover is 10.7% over the same period last year, the seventh quarter in a row with gains. Our forecasts, however, show a slowing down over the rest of the year, with a year-end promising only a 5.4% increase over 2004. In addition to the aforementioned energy issues, skyrocketing health-care costs are keeping margins much smaller than in healthier times.

Industry pundits proclaim that profit margins will never return to pre-9/11 levels, but businesses with leaner, more productive operations will obviously fare better than others. And here is where MTI plays an important role – to do all that we can to help our members' bottom line.

PRI/Nadcap meeting

London's Holiday Inn in Kensington is the venue for the next international PRI/Nadcap Meeting on July 18-22.

The accompanying PRI/Nadcap organisational structure chart shows the different groups that attend these quarterly meetings. They range from the individual Special Process Task Groups, including Heat Treating, who work to establish requirements and associated technical documents, to the Nadcap Executive Strategic Planning Board (NESPB) who develop the strategic vision of Nadcap and promote continuous improvement within the programme.

The Supplier Support Committee (SSC) also convenes at these meetings and all suppliers are welcome to attend these sessions. The SSC mission is essentially to represent the supplier community and work with the Nadcap Management Council (NMC) to enhance the effectiveness and economical value of the Nadcap system for the mutual benefit of suppliers and primes.

PRI also host various popular supplier-



training sessions at these meetings, including a two-day AMS 2750 Pyrometry course and a Root Cause & Corrective Action training session, for which pre-registration is required. Free training is also provided on how to use eAuditNet, PRI's online system for everything to do with Nadcap audits (www.eAuditNet.com). Says Joanna Leigh, PRI's European Operations Specialist: "Nadcap meetings are a fantastic opportunity for suppliers

to get a greater insight into how the programme works and interact effectively with their customers to continuously improve the Nadcap programme for their mutual advantage".

Nadcap meeting agendas are available at [http://www.pri-network.org/PRI/Nadcap-Meeting-Info-\(Logistics,-Minutes,-Agendas\).id.334.htm](http://www.pri-network.org/PRI/Nadcap-Meeting-Info-(Logistics,-Minutes,-Agendas).id.334.htm). Attendees should register online at <http://www.pri-network.org/nadcap/eventreg/eventregistration.asp>.

SEA report surveys impact of Nadcap

A report prepared by SEA's Standards Committee, soon to be published in *SEA News* and widely elsewhere, echoes the Metal Treating Institute views, after ten years of heat-treater Nadcap experience in North America, published in *Hotline* 96. It questions whether already-hard-pressed metal finishing companies servicing the aerospace sector can cope with the increased burden imposed by Nadcap.

As part of its mandate, the new SEA Standards Committee commissioned a survey of all 86 companies approved for chemical processing in Europe and Africa, of which 59 are based in the UK and only eight are independent metal finishers. The results decry the benefits claimed by PRI and Rolls-Royce:

- Over 80% of respondents said that attaining Nadcap accreditation has not directly attracted more work from either existing or new customers.
- Over 80% of respondents also said that revenue from work requiring release to specifications of subscribing primes (including Rolls-Royce), often through their higher-tier suppliers, was not sufficient to absorb the extra cost of maintaining Nadcap certification.
- The cost of Nadcap accreditation is not

just the extremely high auditing fees (far in excess of any other comparable agencies), but also the management time required to prepare for and close down what is, in effect, a very comprehensive and global survey of all the requirements of all the approval bodies the audited company works for. The audit, in itself, can take five or more days to complete and can cause significant disruption to production.

- Less than half of the companies that responded believed that Nadcap accreditation had improved the performance of their company. Indeed, over 80% didn't agree that attaining Nadcap accreditation resulted in less auditing of their companies by subscribing primes and their upper-tier suppliers.

The report observes that these findings make alarming reading, especially when compounded by the fact that 38% of respondents considered different PRI auditors to be inconsistent in their expectations of suppliers with regard to how they meet the same checklist requirements, even though over 53% found them helpful in providing guidance on how to comply with the exhaustive checklist

stipulations. Indeed, only 23% felt that Nadcap requirements accurately reflected those of the subscribing primes for whom they were approved and 69% of all respondents felt the audits' requirements to be excessive.

Over 69% of respondents felt that the PRI could be more proactive in training suppliers to help aid compliance with checklist requirements. A massive 92% believed it would be beneficial to have regular local supplier group meetings, allowing their views to be fed back more readily to the PRI governing committee without having to undergo the inconvenience and further cost of making it to the global Nadcap meetings.

The report concludes that it would appear that Nadcap accreditation, which has been mandated on the chemical processing supplier base, has promised much but delivered very little except increased costs. Many companies cannot absorb these costs and thus will have to pass back up the supply base to the subscribing primes who, together with the PRI, seem relatively unconcerned about the additional pressures they are placing upon an already-struggling sector of industry.

Ajax TOCCO International Ltd

A NEW ERA FOR SUBCONTRACT INDUCTION HARDENING

Ajax TOCCO International has been in existence for a relatively short time, but the history of this CHTA member is much longer. The original UK company was formed in 1969, trading as EMA Heat Treatment until 1994 when it was purchased by TOCCO of the USA.

The company became Ajax TOCCO with the incorporation of Ajax Magnathermic in 2002. The group is the second largest in this field in the USA, with equipment manufacturing and subcontract hardening facilities at several locations. Further facilities exist outside the USA, including in Mexico and, more recently, Belgium and Germany.

TOCCO was formed by the Ohio Crankshaft Company, credited with introducing the first commercial application of induction hardening for crankshafts back in the 1930s. Over the following years, TOCCO's name became synonymous with induction hardening in the USA, to the extent that engineers in many companies still talk about 'Tocco-ing' a part.

Over the last few months, the UK company has been moving all of its facilities to a new location at 2 Dorset Road, Sattley Business Park, Birmingham; the transfer of the heat treatment department will be



completed by the end of this month.

A significant investment has been made in the relocated heat treatment site. With five new machines of various types combined with eleven pieces of fully-refurbished plant, this new facility is the largest and best equipped in Europe.

The variety of equipment available means that virtually any size and shape of part can be processed, in quantities from a handful to thousands per week. With increasing emphasis on quality control, the investment programme also included upgraded laboratory equipment and facilities.

Accreditation to ISO 9002:1994, achieved in 1997 and subsequently upgraded to ISO 9001:2000, has aided Ajax TOCCO's growth, with the majority of its customers being automotive-related. In addition, the company has been audited independently by several major component manufacturers, from both the UK and Europe, and is a 'preferred' supplier with several of these.

Ajax TOCCO International's philosophy is to provide the best possible service, with fast turnaround times and at competitive prices. The heat treatment department also operates around the clock, with this approach proving successful and providing sustained growth for the company over the last ten years.

The heat treatment department has unique back-up services, with its own service engineers, inductor design, manufacture and repair departments on the same site. In addition, the company has the ability to manufacture dedicated plant where the volumes of parts can justify the investment.

Ajax TOCCO International's reputation is growing rapidly within the engineering industry, as reflected in a customer base which now extends over the majority of the UK, from Scotland to Kent. The new facility, with substantially-increased capacity, will allow this level of service to be extended to many more customers over the coming months.

A lifetime in heat treatment

As *Hotline* celebrates 100 editions after 30 years, soon-to-retire Bodycote stalwart **Bill Lambert** fondly records a 50-year career spent mainly in subcontract heat treatment (working for a fair few of our industry's practitioners!).



at Security Rock Bits (Dresser) where I was involved in the process and quality control of rock-bit manufacture, including heat treatment, hardfacing, welding and field-failure investigations.

Meantime, I studied metallurgy, for three nights a week through the HNC and LIM route over five years, at Manchester Institute of Science and Technology.

My next post was Heat Treatment Manager at Westinghouse Farnworth, manufacturer of passenger-vehicle automatic gearboxes and a subcontractor to Ford Halewood. When the company was bought by Eaton Yale & Towne (now Eatons), the product changed to HGV gearboxes and axles. During the changeover, I became Plant Metallurgist.

My working years since have all been spent in commercial heat treatment. In 1971, I moved on to Nemo Heat Treatments in Hazel Grove (now Bodycote's Stockport site) as Sales Engineer, then Sales Manager and finally Production Manager. I subsequently joined the splinter group Blandburgh to open their plant in Bilston as Joint Manager.

Thereafter, I worked for Controlled Heat Treatments twice, the second time to install, commission and manage new sealed-quench plant, before moving to Dependable Heat Treatment to do the same with new shaker-hearth and sealed-quench equipment.

Blandburgh Nemo bought Case Hardening Treatments after I'd joined the latter to install new sealed-quench furnaces. When CHT was closed in 1992, I moved to sales for Bodycote Heat Treatments in Aldridge and Birmingham. The rest is history; I'm still there as I approach retirement!

Forty-two years ago I married Patricia, a beautiful woman with a nature to match. We now have three lovely children and three grandchildren to enjoy (and a fourth on the way in September). My other love of a lifetime is cycling, which may well occupy some time to come. The bike's ready and time will be available. No real excuses now; just need the energy!

So, plenty to look forward to after 50 years in heat treatment, every one of which I enjoyed.

CHTA's best wishes go out to Bill for a long and happy retirement.

the
HOTLINE
 Newsletter
 Issue No 1

April 1975

'GET THE STRENGTH OF THE C.H.T.A. AROUND YOU' Says Nick Taylor

This newsletter is the first of a quarterly issue to all members of the Contract Heat Treatment Association. In order to be a useful and reliable document we need a two-way flow of information and future issues should contain a 'Question and Answer' and 'Letters to the Editor' feature.

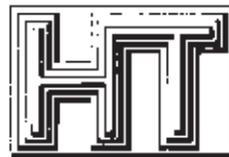
The value of the HOTLINE depends on the support of you - our members. Please react to the items raised in this our first issue and tell us what you want to see in The Hotline.

Very shortly you will be receiving our new CHTA brochure, together with a letter asking for your support not only in promoting the Association but also in increasing the membership. When one looks at the strength of some of the labour and industrial groups it becomes very clear that each of us, as individual Contract Heat Treatment Companies, is relatively weak. But together we can act with confidence in order to improve our place in the engineering industry and increase the standards and technical quality of our member companies.

The next 12 to 18 months will be a testing time for all British industry. However, it should be a time of opportunity for heat treatment, since rising costs of labour and materials will increase the appeal, to many firms, of the services we can offer. The collective strength of our Association can



promote to customers the benefits of using members of the Association, in a more effective manner than may be achieved by a fragmented approach, without in any way reducing the competitive element which must exist between members.



Are you displaying the CHTA logo on all your company literature?

From the very first edition, *Hotline* has reflected advances in our vital industry over the last 30 years. We recall some of the major CHTA developments in the following pages...

100 editions of *Hotline*: a look back

Hotline Editor **Alan J Hick** examines some of the milestones recorded in the first 100 issues of CHTA's newsletter.

Hotline was the brainchild of CHTA's first Publicity Subcommittee. At its inaugural meeting on 17th February 1975, the need for "a regular newsletter written in a chatty readable style" was agreed by Chairman Nick Taylor (ICI Cassel Heat Treatments), Peter Bates (Blandburgh), Reg Jackson (Controlled Heat Treatments), Caleb Williams (Heat Treatments, Birmingham) and PR advisor Alan Pratt, who went on famously to edit 67 editions. The first issue of "The *Hotline*" appeared in the April of the same year.

I've only been editing *Hotline* since issue 68 (June 1997) but I've been CHTA's Hon. Sec. since the Association was established in 1973. Accordingly, my trawl through the back issues of *Hotline*, in preparing this article, was a nostalgic exercise.

Names from contract heat treatment past and present evoke so many memories, most happy, some sad. I'll always remember the enthusiastic early involvement of the avuncular Peter Bates, a staunch advocate of CHTA and its aims. Whilst paving the way for the largest heat treatment group in the world, Peter went on to chair the Publicity Subcommittee and had only just become national CHTA Chairman when he was sadly taken from us in 1984. Other of our industry's "characters" who have led the *Hotline*-guiding Publicity Subcommittee over the years include Terry Elliott (Senior Heat Treatment), Ron Jones



CHTA's 2005 Publicity Subcommittee members. Standing (l. to r): Ian Lacey (Alloy Heat Treatment), John Jervis (Bodycote Heat Treatments) and the recently-resigned Gary Coffey (ex-Tamworth Heat Treatment). Seated: John Craddock (HHT) and Keith Hayward (Controlled Heat Treatments), latterly Acting Chairman. Members not shown: Peter Cox (Beta Heat Treatment) and new recruit Simeon Collins (Wallwork Heat Treatment).

(George F Homer, Redditch), Graham Colton (Torvac Midland), Jon Race (Keighley Laboratories), David Ashton (Nitriding Services), Mike Croker (Express Treatments), Ron Plant (Heat Treatment 2000), Richard Burslem (Wallwork) and Nick Lane (TTI Group).

Some of the foregoing company names highlight how our industry has changed in composition over the 30 years since the first *Hotline*. What has not changed is the newsletter's aim of keeping CHTA members abreast of common issues whilst acquainting the wider engineering community with the virtues of subcontract heat treatment.

ADDRESSING COMMON ISSUES

My review of back numbers attests to the many concerns we've shared and the initiatives instigated by CHTA:

Quality assurance

"Marking a milestone in the short history of the Association" was how *Hotline* 13 (November 1979) heralded publication of CHT-1, CHTA's Quality Assurance Standard compiled by a technical committee led by Don Pool (Express Treatments / Warne Wright & Rowland). Not for the first time, the editorial in *Hotline* 63 (July 1995) hailed the document, absorbed into BS 5750 (ISO 9000), as "a major leap forward".

It was certainly instrumental in enhancing the level of respect for our now widely QA-accredited industry, compared with that prevalent 30 years ago. As Peter Bates observed, when introducing the CHT-1 concept in *Hotline* 2 (1975): "... the industry has, for far too long, languished under the 'back-yard' label, and only by raising and subsequent maintaining of standards can we encourage the engineering industry to abandon 'in-house' heat treatment and have faith in our abilities". Successively-introduced QA systems, such as Nadcap, have come in for close *Hotline* scrutiny ever since (see issues 93-97, for example).

Business conditions

Publication of the first CHTA *Guidelines for Business Conditions* document was reported in *Hotline* 8 (December 1977). These recommendations, aimed at establishing the trade norm, have been subject to a number of revisions in the intervening period under the supervision of former CHTA Chairman David Wilkins (Bodycote Heat Treatments). As *Hotline* 92 noted, the latest version can be viewed/downloaded from the Members Area of CHTA's website.



Don Pool, the architect of the Association's CHT-1 Quality Assurance Standard, with Express Treatments / CHTA Management Committee colleague Beck Mayer (left) in 1973.

Associated issues, such as insurance and product liability, have also been discussed extensively in *Hotline*.

Energy

Not surprisingly, this major cost for CHTA members and its efficient management have been regular subjects of *Hotline* focus. From the early reports of CHTA's Resources Subcommittee (led by Phil Griffiths of Electro Heat Treatments) in the 1970s to the article "UK Energy Prices: the Future?", penned by Gary Coffey (Tamworth Heat Treatment) in *Hotline* 98, the situation has been monitored constantly, not least in the occasional "Consumable Cost Survey", first featured in *Hotline* 26 (February 1985).

Statistics

The paucity of statistics relating specifically to our industrial sector, highlighted in *Hotline* 49 (December 1991), has been something that CHTA has attempted to redress on several fronts:

- The first *Market Movements* analysis, based on turnover indices rather than actual sales value, appeared in *Hotline* 51 (June 1992). Totally dependent on input from members, to whom CHTA records its thanks, this exercise has



Richard Burslem represents the Association at a Rimini international forum, to discuss business conditions, organised by UNITT, Italy's CHTA. From *Hotline* 85 (September 2001).



CHTA Chairman Chris Bauman (Senior Heat Treatment) presents John Cowie (right) with a special award at the Association's 25th Anniversary celebration. Based at Midland Heat Treatments, John was CHTA's first and longest-serving Chairman. (*Hotline* 74, December 1998).

always been well supported. The *Market Movements* feature in the current issue is the 53rd.

- Efforts to quantify the value of the UK contract heat treatment market started in the mid-1990s. Following the last CHTA survey in 1996, *Hotline* 67 reported that "contract heat treatment in the UK currently involves an annual turnover of some £116million".

This figure was derived from questionnaire replies covering 46 of the then 76 sites operated by CHTA members. Extrapolated realistically, the total annual turnover for all CHTA members was estimated at £81.5million. The overall £116million was derived on the assumption that CHTA members "represent some 70% of contract heat treatment capacity in Great Britain".

In *Hotline* 74 (December 1998), the overview by then Bodycote CEO John Chesworth, presented at CHTA's 25th Anniversary Lunch, suggested that "... the subcontract industry, at around £130million, represents about 25% of the total market" (subcontract + in-house). This aligns well with the growth experienced in the late 1990s.

The current *Market Movements* shows how turnover has fared since. The "Turnover Trends" therein indicate a drop of some 20% since the heady days of late 1990s. Based on 1998's £130million, this puts today's figure, for the overall size of the UK contract heat treatment industry, at some £104million.

- *Hotline* 85 (March 2002) outlined the virtues of the CHTA Benchmarking Club where members complete a brief six-monthly survey on annual sales / employee, average debtor days,

energy cost as percentage of turnover and maintenance cost. A summary of the anonymously-recorded responses provides an interesting basis for comparison by participating members.

Technical issues

Whilst *Hotline* left in-depth coverage of metallurgical matters to Wolfson Heat Treatment Centre's excellent (but, sadly, now-departed) *Heat Treatment of Metals* journal, it has always found space to address technical issues of particular concern to CHTA members.

A case in point is the hardening-response problem with aluminium-containing steels, described by Keith Bennett (Senior Heat Treatment), in *Hotline* 50 (March 1992), as "The Growing Hazard". This topic was to dominate the pages of *Hotline* numbers 51-61 until joint CHTA/steel industry action, including a Wolfson conference, clarified it.

Computerisation

One of the greatest advances over the last 30 years must be the incorporation of computerisation into virtually every facet of heat treatment operations. Starting with issue 14 (March 1980), with an editorial entitled "Heat Treatment and Chips", *Hotline* has chartered the incredible progress of the development. Nonetheless, in retrospect, issue 75 (March 1999) was probably a little over the top in devoting two pages to the threat of the "Millennium Bug"!

Manpower

"In a service industry such as ours, a reliable high-calibre workforce is perhaps the single most important ingredient for success". Thus observed former CHTA Chairman Ian Brown, bemoaning the growing difficulty of "Recruiting our Greatest Asset", in *Hotline* 69 (September 1997).

Whilst the thrust of Ian's heartfelt article related to the appointment of suitable graduates, this general concern motivated the CHTA involvement in NVQ develop-



Keith Hayward, Managing Director of Controlled Heat Treatments, explains heat treatment to HRH Prince Michael of Kent. (*Hotline* 37, August 1988).



Terry Elliott, representing CHTA, alongside Roger Speri (right) at the "First ASM Heat Treatment and Surface Engineering Conference and Exhibition" staged in Amsterdam. During this Heat Treatment Management Forum, session-chairman Mr Speri (then of Vide et Traitement, France) made his famous attempt to quantify the pan-European market for subcontract heat treatment. His "guesstimates" were reproduced in *Hotline* 48 (September 1991).

ment reported in other editions of *Hotline* in the 1990s.

Political influence

Whilst CHTA was aware of the need for greater political clout for a long time (*Hotline* 75, March 1999), alliance with a larger body to achieve it was approached with caution. The ultimate affiliation to the Surface Engineering Association (*Hotline* 81, September 2000) is now paying dividends.

Health, safety and environment

Ever since the introduction of the Health & Safety at Work Act (*Hotline* 2), this newsletter has attempted to keep members aware of new legislation and related matters such as risk assessment. "Hands off our working hours" was the response of *Hotline* 51 (June 1992) to a new EC Directive revisited in issue 73 (September 1998).

Sporting a leader on the "The Green Revolution" and a masthead colour to match, *Hotline* 40 (July 1989) concentrated on the then new COSHH regulations, with further guidance with regard to their impact on heat treaters in subsequent editions (a CHTA COSHH Subcommittee



MD Trevor Sturt welcomes HRH The Princess Royal to the Thermal Processing Group (now part of Bodycote Heat Treatments). From *Hotline* 45 (December 1990).



At a 1990 reception in Copenhagen (l.to r): CHTA Chairman Doug Goldstraw (British Heat Treatments), M Lance Miller, Executive Director of North American sister body the Metal Treating Institute, and CHTA Secretary Alan J Hick (from *Hotline* 45). CHTA has enjoyed a fruitful long-term relationship with MTI, welcoming the first delegation from over the pond in 1976 (*Hotline* 5). Since *Hotline* 45, Lance has been a valued occasional contributor to these pages. Other counterpart international organisations to share thoughts include Germany's Industrieverband Hältetechnik (*Hotline* 34) and the CHTA of Australia (*Hotline* 83).

was set up under the chairmanship of Terry Atterbury of Senior Heat Treatment). Members' experience of implementing ISO 14001 was a feature of *Hotline* 89 (September 2002). More recently, our concern for the environment has revolved around...

Climate Change Levy

Hotline 53 (March 1993) first warned us of the threat of the "energy tax", the subsequent edition reproducing a letter to DTI from Ian Brown (Wallwork) opposing its introduction (ultimately in 2001). Ian's colleague Richard Burslem kept us informed on forlorn efforts to gain CCL rebates for our sector in *Hotline* numbers 76-83 (1999-2001). How fitting that *Hotline* 100 is able to record the SEA-assisted long-awaited breakthrough in this matter.

A healthy future?

Contract heat treaters will always have concerns. The latest were highlighted in



CHTA Chairman Nick Storer (right) of North London Heat Treatment opens the "Furnaces 88" exhibition in Birmingham. (*Hotline* 39, March 1989).

Hotline 96 (June 2004), in the item "A Healthy Future for Contract Heat Treatment?", in which CHTA members reinforced Association Chairman Terry Littlewood's editorial assertion, in the context of additional burdens being placed on our industry, that "Enough is Enough". The standing of *Hotline* was enhanced when the CBI's Digby Jones responded in issue 98.

ADDRESSING THE ENGINEERING INDUSTRY

Constant features of *Hotline* are member news items and profiles that highlight our sector's advances while underlining, to the wider engineering community, the benefits of using contract heat treatment. At the same time, *Hotline* has reported many CHTA initiatives to help engineering industry make best use of member services:

CHTA Buyers Guide

Hotline 6 (October 1976) announced publication of the first edition of CHTA's *Buyers Guide to Contract Heat Treatment* containing 63 companies (an amazing 76% of which no longer operate under the names therein). The latest 9th edition of this handy listing of CHTA member services was issued in 2001. The Association is currently debating the desirability of another revised hard-copy version when a constantly-updated form of the guide is available on CHTA's website. Comments please to mail@chta.co.uk.

Datasheets

In 1974, the aforementioned Don Pool published his classic article, "Problems of Communication in Commercial Heat Treatment", in which he catalogued the ways in which the contract heat treater's life was made difficult by customers' lack of awareness of factors that help ensure satisfactory processing. In order to counter the problem, CHTA's *Datasheets for Non-heat-treaters* were issued in 1996, as reported in *Hotline* 67.

Couched in layman's terms and designed to aid sensible specification of heat treatment by engineers, designers, buyers and the like, the datasheets answer the questions:

- What are the treatments?
- What are the benefits?
- What materials can be treated?
- What are the limitations?
- What problems could arise?
- How do I specify?
- Where do I go?

In response to the last question, the seven datasheets (which can now be downloaded from CHTA's website by clicking on "Specifying Heat Treatment") recommend that best use be made of the

DON'T BUY A FURNACE

until you have compared the real costs of in-house heat treatment with the benefits if you

USE CONTRACT HEAT TREATMENT

Ask for our Buyers Guide



The familiar sign displayed on the Association's stand at numerous "Furnaces" exhibitions co-sponsored by CHTA. (*Hotline* 71, March 1998).

expertise of the Association's members (at an early stage).

Website

A low-profile announcement of its launch, in *Hotline* 82 (December 2000), has proven disproportionate to the great impact that CHTA's website, www.chta.co.uk, has made in spreading contract heat treatment's word. As well as giving the engineering community easy access to the buyers guide, datasheets and, most importantly, members, the site also features downloadable pdf's of *Hotline*, issue 87 onwards.

IT'S STILL YOUR FORUM

As current *Hotline* Editor looking enviously at two whole pages of readers' letters in issue 6, I'm tempted to quote an extract from Nick Taylor's editorial, "*Hotline* – Your Forum for Comment", in the previous edition (June 1976):

"As we prepare each edition of *Hotline* we look hopefully for comment and news not just from committees and their chairmen, but from you, the members. Can it be that you are all so busy that you find it impossible to spare the five minutes needed to write a few words on your view of the heat treatment industry?... Start a new trend – write a letter a month to your Association."

Nick's optimistic invitation still stands; e-mails, to mail@chta.co.uk, are preferred these days!

Tamworth Heat Treatment marks 25th anniversary

CHTA member Tamworth Heat Treatment (THT) is celebrating twenty-five years of service to toolmakers and specialist engineers around the UK.

THT was established by Alan Whitehouse and Ron Bundy, both of whom are still active within the company. It has expanded over the years to become one of the most successful independently-owned heat treatment businesses in the UK.

Initially offering salt-bath hardening of tool and high-speed steels, THT now has facilities for vacuum hardening, plasma nitriding and hard coatings. The company operates a collection and delivery service which has routes in and around the central UK region.

In order to celebrate the company's achievements and to reward long-serving employees, an anniversary dinner was held at Drayton Manor Park, Tamworth, in May.

The event was well attended by THT employees, customers, suppliers and partners within heat treatment and steel supply. A good night was had by all; thoughts now turn to the next 25 years!!



At Tamworth Heat Treatment's 25th anniversary dinner in May (l. to r.): Ron Bundy, Mick Shaw (Crusteel), Alan Whitehouse, Kevin Bannister (THT), Jim Huxley (Erasteel) and Chris Price (Bohler).

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Visit our website at:
www.tamworth-heat.co.uk
or
www.heat-treatment.com

ADVERTISING FEATURE

Jobweld expand services for heat treaters

As specialist suppliers of jigs, fixtures and fittings for furnace applications, Bilston-based Jobweld Fabrications are extending the services that they provide for heat treatment companies.

Formed in 2001, as a division of The Kespar Engineering Group, Jobweld's core business is welding and fabrication in mild steel, cast iron, aluminium, stainless steel and nickel/chrome, specialising in furnace furniture.

With the planned expansion, the company will now also be offering a wide range of new and used furnaces and ovens, plus spare parts and consumables for most makes of equipment.

In addition, skilled field engineers will support 'on-site' services provided by Jobweld Fabrications, including:

- repairs;
- servicing;
- inspections;
- maintenance;
- modifications;
- and much more.

Approval to ISO 9001:2000 underlines Jobweld's commitment to quality products and services. Facilities include a full tool-room with CNC machining centres and CAD design and drawing systems.

As part of the expansion programme, Jobweld have appointed Alan Potts as their Sales Manager. Operations Director Mick Jobburns said: "Alan's experience in the furnace industry will be invaluable to the continued growth of the company."

Jobweld are situated in the heart of the Black Country, within easy reach of the M6 motorway and Midland motorway links.



Mick Jobburns (right) welcomes Alan Potts as Jobweld Fabrications' new Sales Manager.

In order to obtain a brochure, quotation or arrange a site visit, contact Mick Jobburns or Alan Potts at:



Jobweld Fabrications

Johnson House,
Bilston Industrial Estate
Oxford Street, Bilston,
West Midlands, WV14 7EG
Tel: 01902 408055 Fax: 01902 494939
Web: www.kespar.co.uk

CHTA Secretariat

Items for inclusion in *Hotline* and enquiries about CHTA activities should be addressed to:

Contract Heat Treatment Association
c/o SEA, BJGF Federation,
Federation House, 10 Vyse Street,
Birmingham B18 6LT
Tel: **0121 329 2970** (or 0121 237 1123)
Fax: 0121 237 1124
E-mail: mail@chta.co.uk
Website: www.chta.co.uk

CHTA Secretary and *Hotline* Editor:
Alan J. Hick B.Sc., C. Eng., FIMMM

The Contract Heat Treatment Association is not responsible for the statements made or opinions expressed by contributors to *Hotline*.

CHTA is affiliated to:



CHTA had a presence at the SUBCON 2005 exhibition at the NEC on May 24-26 as part of the Surface Engineering Association stand. Our picture shows CHTA Secretary Alan J Hick "bearding" SEA's Neil Kimpton thereon.

Spread the word by proclaiming your CHTA membership



For use on company letterheads, literature, websites and advertisements, members can download CHTA's logo from the Members Area of the Association's website.

Diary

July 18-22 2005
PRI/Nadcap MEETING
London, England
www.pri-network.org

July 28 2005
CHTA PUBLICITY SUBCOMMITTEE*
Birmingham, England

August 1-3 2005
4TH ASM INTERNATIONAL SURFACE ENGINEERING CONGRESS
St. Paul, MN, USA
www.asminternational.org/surface

August 4 2005
CHTA MANAGEMENT COMMITTEE*
Birmingham, England

September 14-16 2005
1ST INTERNATIONAL CONFERENCE ON DISTORTION ENGINEERING
Bremen, Germany
English-language event:
www.distortion-engineering.de

September 26-28 2005
23RD ASM HEAT TREATING SOCIETY CONFERENCE & EXPOSITION
Pittsburgh, USA
North America's largest heat treating event returns! www.asminternational.org/heatreat

October 5-7 2005
61ST HÄRTEREI-KOLLOQUIUM
Wiesbaden, Germany
German-language heat treatment conference and exhibition: www.awt-online.org

October 20-22 2005
FOUNDRY INTERNATIONAL LONDON 05
London, England
www.mmcpublishings.co.uk

October 25-27 2005
UNDERSTANDING HEAT TREATMENT
Birmingham, England
Wolfson's well-established course resurrected. Details from Derek Close, Wolfson Heat Treatment Centre, Federation House, 10 Vyse Street, Birmingham B18 6LT (tel: 0121 237 1122; fax: 0121 237 1124; e-mail: derek.close@sea.org.uk)

November 8-9 2005
INDUSTRIAL FURNACE TECHNOLOGY COURSE
West Bromwich, England
www.bifca.org.uk

November 8-10 2005
SURFACE WORLD
Birmingham, England
Surface finishing exhibition:
www.surfaceworldshow.com

November 10 2005
CHTA PUBLICITY SUBCOMMITTEE*
Birmingham, England

November 17 2005
CHTA MANAGEMENT COMMITTEE*
Birmingham, England

December 15 2005
CHTA AGM*
Birmingham, England

March 27-31 2006
THERMIC 2006
Paris, France
France's thermal processing exhibition is one of ten trade shows at Industrie Paris 2006: www.industrie-expo.com

April 26-28 2006
3RD INTERNATIONAL CONFERENCE ON THERMAL PROCESS MODELLING AND SIMULATION
Budapest, Hungary
English-language IFHTSE-sponsored event: www.gte.mtesz.hu/rendez/ifhtse/ifhtse.htm

May 16-18 2006
SUBCON 2006
Birmingham, England
www.subconshow.co.uk

June 5-7 2006
FOUNDRY, FURNACES & CASTINGS EXPO
Harrogate, England
The 17th in the series of UK "Furnaces" exhibitions, sponsored by CHTA, will be part of this new event organised by dmg business media: www.fcc-expo.com

July 4-6 2006
THERMOPROCESS KOREA 2006
Seoul, Korea
"The 4th International Heat Treatment Technology, Refractory, Furnace & Surface Finishing Industry Equipment Exhibition": www.thermotec.co.kr

September 20-26 2006
ALUMINIUM 2006
Essen, Germany
6th world trade fair and conference: www.aluminium-messe.com

September 26-29 2006
15TH IFHTSE CONGRESS
Vienna, Austria
Organised by the Austrian Society for Metallurgy and Materials in conjunction with IFHTSE: www.asmet.at/ifhtse2006

**Members wishing issues to be raised at the listed CHTA meetings should notify CHTA's Secretary at mail@chta.co.uk.*

A date for your diary:

CHTA AGM

This year's 27th CHTA Annual General Meeting will take place on Thursday **December 15th** at the Surface Engineering Association's headquarters in Birmingham. Full details will be circulated to members in November

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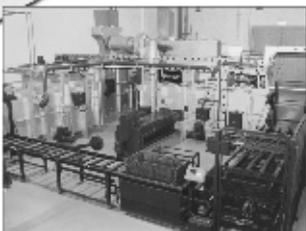
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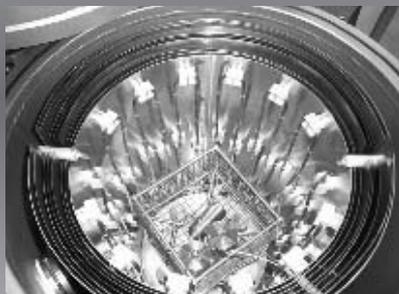
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- automation and control technology
- development of expert systems
- repair and refurbishment



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“UNDERSTANDING HEAT TREATMENT” COURSE SCHEDULED FOR OCTOBER

Wolfson Heat Treatment Centre’s much-valued *Understanding Heat Treatment* three-day course takes place on 25-27 October this year at SEA’s headquarters, Federation House, in Birmingham.

Designed to convey a general appreciation of the metallurgical/technological background to industrial processing, with the emphasis on steel heat treatment, this well-established course covers the following topics:

- basic metallurgical theory of heat treatment;
- quenching principles and practice;
- surface hardening theory and practice;
- furnace types, materials and heating methods;
- temperature measurement and control;
- salt-bath heat treatment;
- controlled-atmosphere heat treatment;
- vacuum heat treatment;
- fluidised-bed heat treatment;
- quality control/assurance in heat treatment;
- computer software to assist the heat treater.

As usual, there are preferential course fees for companies that subscribe to the Centre’s services. For further information and registration forms, contact Derek Close at: Wolfson Heat Treatment Centre, Federation House, 10 Vyse Street, Birmingham B18 6LT (tel: 0121 237 1122; fax: 0121 237 1124; e-mail: derek.close@sea.org.uk).

NEW RULES ON WASTE COME INTO FORCE

Under new rules being introduced over the next two years, companies are having to make changes to the way they collect and dispose of waste. The action required depends on the range of wastes produced, but there will be extra effort and cost for everyone.

The first part of the Hazardous Waste regulations came into force on 16 April this year with the requirement: "Where hazardous waste is produced at, or removed from, any premises other than exempt premises, the premises must be notified to the Environment Agency".

Please send your news items for Hotline 101 by e-mail to: mail@chta.co.uk Deadline: 31st August

Market Movements

ANALYSIS OF QUESTIONNAIRE REPLIES RELATING TO 38 CHTA MEMBER SITES

“THIS QUARTER” =

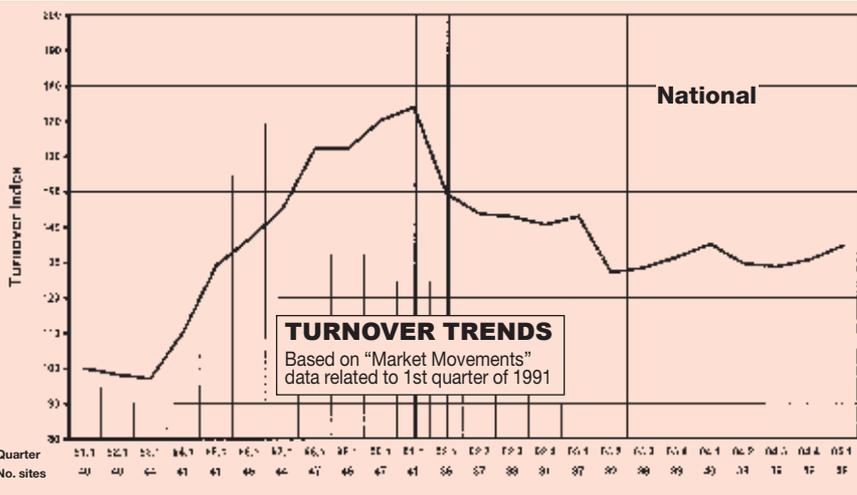
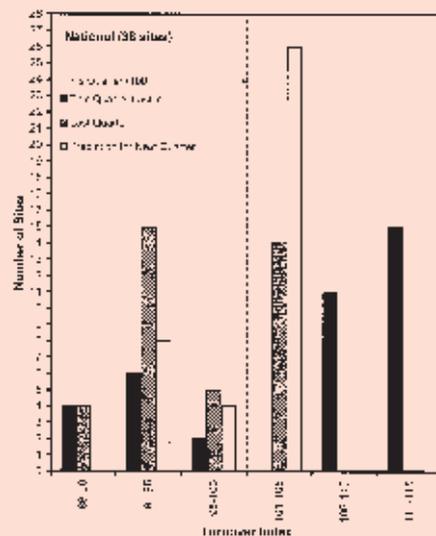
1 JANUARY – 31 MARCH 2005

= TURNOVER INDEX 100

National

OVERALL ANALYSIS (38 SITES)

	Mean index
This quarter last year	105.1
Last quarter	97.0
Predicted next quarter	101.4



Certain types of premises are exempt from the requirement to register if less than 200kg of hazardous waste is produced at specified premises in any twelve-month period.

The Environment Agency provides guidance on the new rules on business waste on its website at www.environment-agency.gov.uk/newrulesonwaste. Here and in recently-circulated hard-copy information, it advises business managers:

- Think about the range of wastes your business generates. Hazardous wastes will need to be collected and disposed of separately.
- If you produce hazardous wastes, you will need to notify us so we can register you as a producer. Your waste contractor may be able to do this for you.
- Ask your waste contractor how they will be collecting the types of waste you produce.
- Some wastes will need to be sampled, tested and described for your waste contractor – this is called ‘characterisation’ and ensures that the waste will

be disposed of in the correct way.

- Think about how to reduce the amount of waste your business creates – producing less will make life easier and could save you money.

A copy of the Environment Agency’s introductory guide to the new rules on business waste can be ordered by ringing 08708 506 506.

STATESIDE STATS

A POSITIVE START TO THE YEAR FOR AMERICAN HEAT TREATERS

Following a 2005 first-quarter with turnover up 10.7%, compared with the same period last year, the positive trend continues according to returns from participating members of MTI. North American commercial heat treaters posted \$86million in sales in April, a rise of 8.6% over April 2004’s total of \$79.2million. Through April 2005, the industry reported \$336.2million in billings, a gain of 10.1% over 2004 year-to-date sales which tallied \$305.3million.