

# The Doorway™

A Publication of The Gill Corporation

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# Global Alignment

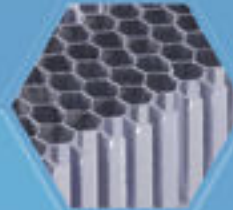


# GLOBAL ALIGNMENT

Someone once said, “The only thing certain in life is change.” That statement has never been more accurate than it is today. The financial institutions, organizations and retailers that were fixtures for generations are now gone. Technologies once considered sci-fi fantasies are now a part of everyday life. So it isn’t surprising when a company decides to shake things up.

The Gill Corporation was founded in 1945. For 71 years the Gill family has been at the helm, maintaining critical leadership roles in the daily operations of the company. They infused a work ethic, quality standard and customer commitment that is legendary in the aerospace industry. In 2013, CEO and Chairman Stephen Gill met with the other shareholders and determined a name change was in order. It was time to reaffirm The Gill Corporation would continue to develop, manufacture and fabricate products and services that would propel the corporation into the next century. It was time to communicate the company was no longer driven by the original founder’s vision but as an organization staffed by experienced, innovative, educated, and multi-disciplined individuals under the careful guidance of the Gill family.

The name change was the first step towards centralizing sales, marketing, business development, and new product development across the corporation. The Gill Corporation is vertically integrated with businesses in Southern California, Maryland, France, and Northern Ireland.



Each division offers a unique set of capabilities that complement the whole corporation. Our Southern California corporate headquarters excels at the manufacture of non-metallic honeycomb floor panels, cargo liners, laminates, and repair systems. We provide value-added services that include fabrication, machining, product testing, and a fully staffed product research department. In-process expansion at our El Monte campus (to be completed by Q1 2017) will accommodate the addition of the manufacture of electronic racks/consols, titanium machining, NDT testing, and CMM inspection.

Our East Coast division (Alcore, Inc. in Maryland) manufactures a variety of metallic honeycomb cores for aerospace and other applications. They offer extensive special processing capabilities on metallic and non-metallic cores like chamfering, roll-forming, 5-axis machining and splicing of different densities into core blankets.





Our international division in France (Alcore Brigantine) offers broad capabilities in structural core materials technology, including aluminum honeycomb, with special processing expertise and an in-house design office. Alcore Brigantine manufactures sandwich panels from simple shapes to extremely complex parts, and advanced aluminum honeycomb shock absorption materials for kinetic energy absorption for high-speed trains and automotive safety.

Finally, our Northern Ireland division (The Gill Corporation Europe Ltd.) manufactures aircraft insulation, details composite panels, and creates complex assemblies using advanced fabrication methods. It also provides warehousing for other Gill products for quick European delivery.



It's no surprise that most people prefer to deal with an office that is closest to their business. Proximity often provides better access to staffing resources, technical support, and updates on delivery and product availability. Historically, each Gill division sought to employ regionally located sales managers and/or distributors. Each division staffed its customer support centers with personnel who were knowledgeable and dedicated to specific regions as well. This worked fine until the corporation began to grow and expand.

From the customers' viewpoints, they saw a global corporation with overlapping capabilities which could be confusing when orders were placed, technical support was required, audits conducted, or sales calls were made – and this worked both ways. We all knew there had to be a better way; so, when the dust cleared after the name change in 2014, senior leadership sought and secured approval to fundamentally restructure key departments across the corporation.

Our top priorities are to provide products and customer service that always meet or exceed customer expectations and continually improve the effectiveness of the quality management system. Stephen Gill and his senior leadership team agreed to a set of goals and subsequent actions to ensure any change would support those priorities. Restructuring would:

- Clarify our capabilities as a corporation and by division
- Establish primary points of customer contact for products, technologies, orders and support
- Standardize process, policies, procedures, and methodologies across each division to better support new business
- Leverage the use of new information technologies and tools
- Concentrate expertise and capabilities within “Centers of Excellence”
- Plan and deploy the essential corporate structure to support doubling the business by 2020
- Better serve all global customers by focusing sales strategies between the OEM and MRO market segments.
- Improve quality performance and Supply Chain Management





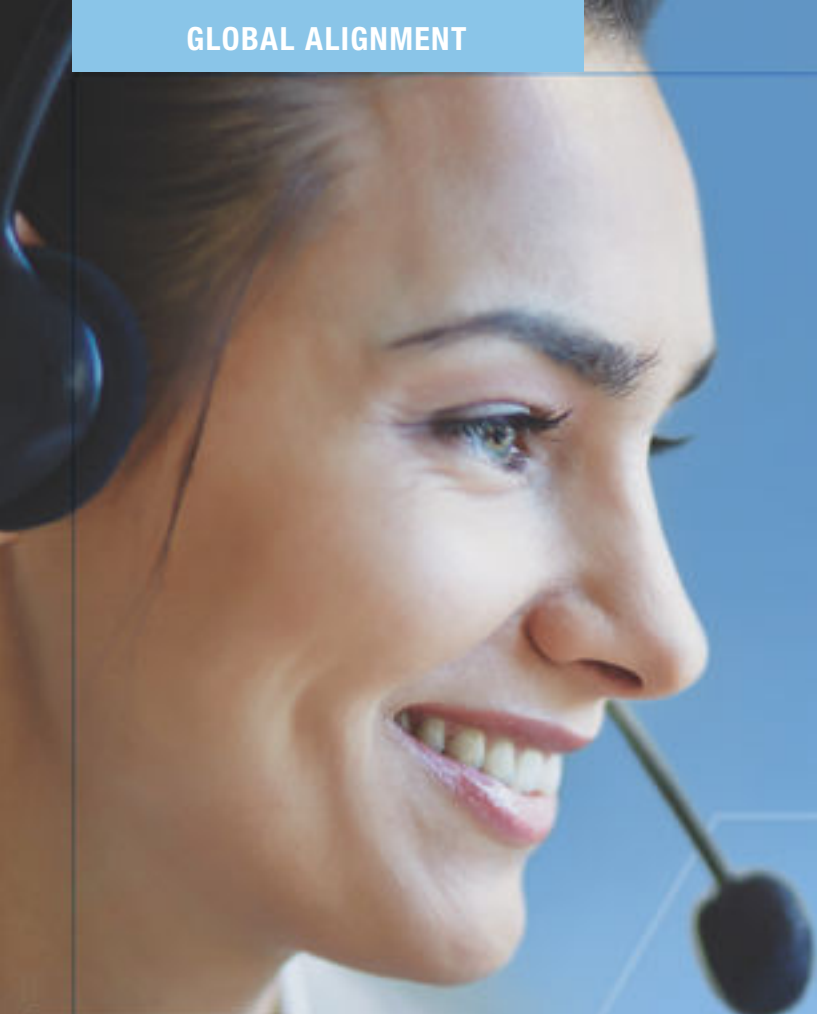
This evolution would require more than personnel changes. It meant a substantial investment from the shareholders, a change of mindset predicated by strong leadership and a corporate-wide call to action.

A simpler way to look at this is to think of various departments as the mind, body, and soul of the organization.

Finance and IT (information technology) are the “mind” of the corporation. The CFO and his team see to the day-to-day financial well-being of the corporation. Finance monitors all incoming and outgoing financial transactions and validates creditworthiness of accounts. IT keeps us current with new technology and oversees the nuts and bolts of our business communications. These are the unsung heroes who ensure the bills are paid, phones ring, emails go through, paychecks are issued, and the lights stay on. You might not recognize their faces, but they play a critical part in the success of the business. Ensuring these departments project a regional feel would require a transition from division unique practices to an integrated approach.

Finance and IT implemented a migration of processes and data to provide the baseline for more efficient order processing across divisions, including state-of-the-art software with an immediate impact on tech support; but, more importantly, operations and product quality – the “body” of our organization.

At the corporation’s core, or body, is our people. The operations and quality departments are responsible for producing the quality products and services our customers rely on. All the new technology in the world won’t make us a world-class manufacturer if we don’t employ a workforce who are highly skilled, educated, and dedicated to core company values. Fortunately, our human resource team received the tools and support from the leadership team and the shareholders so they could launch an unprecedented recruiting campaign to identify and hire experts to fill critical roles in the corporate hierarchy. This is an ongoing process, but one we are committed to – which leads to the “soul” of the corporation: the sales and customer service team.



Assimilating the customer-facing functions of sales, customer service and contracts would require strategy, leadership and finesse to create a unified corporate team – so our Corporate VP of Sales and Corporate VP of Marketing and Business Development got right to work.

Irv Freund – Corporate VP of Marketing and Business Development – will champion marketing and business development with a Manager of Business Development and Corporate Marketing Communications Manager. Irv will also oversee four new Product Managers for Special Processing/Honeycomb, Metallic Structures, Panels/Laminates, and Fabrication.

Chris Larsen – VP Sales – will lead the centralized corporate sales, customer service and contracts organization.

The Director of Sales for OEM Customers will oversee an international sales management team dedicated to OEM customers, including Airbus, Boeing, Comac, Embraer, Mitsubishi, and other aircraft manufacturers.





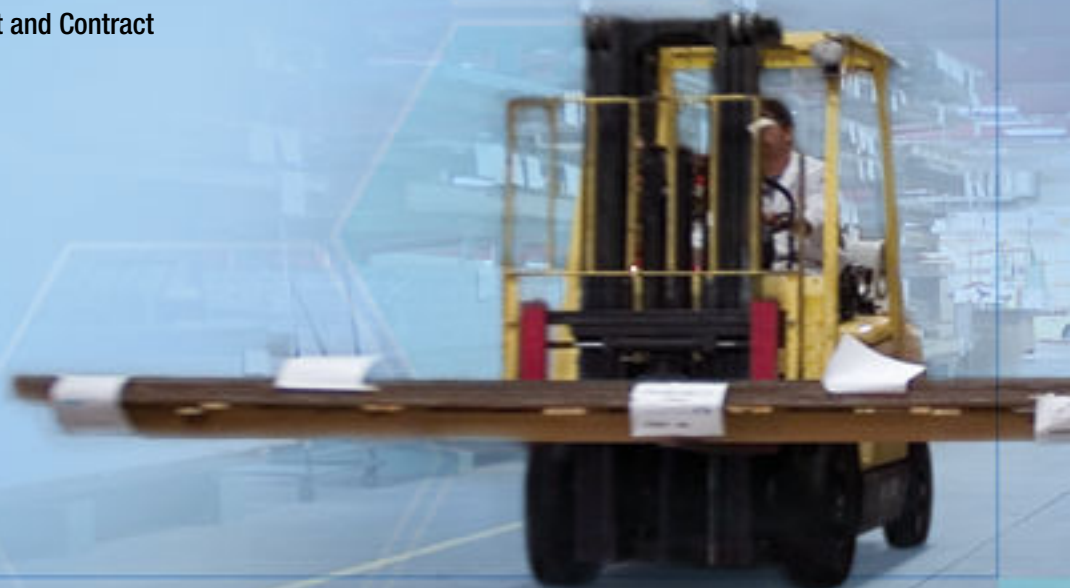


The Director of North American Sales will oversee regionally based sales managers for the Central, Midwest, Southeast, Northeast, and Western regions supporting suppliers of aerostructures, engines, interiors, and other sub-tier assemblies to the OEM customers.

The Director of Aftermarket Sales will oversee an international sales management team supporting airline operators, maintenance-repair-overhaul, and conversion customers.

The sales organization includes a contracts management team comprised of Contracts/Legal Affairs Counsel, Contracts Management and Contract Administration personnel.

At the center of the corporate sales team is the customer service team, who are our in-house customer experts providing technical product know-how and full-service customer support – from initial product inquiry through order fulfillment. The customer service team supports the entire global sales organization, while having divisional management structures to ensure familiarity with quotations, order negotiations, delivery, and any essential customer need. They move heaven and earth when a customer calls with an AOG, field any complaints, and expedite orders as needed.





The changes are sweeping and, once fully implemented, guarantee our customers a single point of contact with access to a broad range of resources and technical support.

Going forward, you'll still see the same friendly faces when you visit our offices – but you'll be seeing a lot more of the big red G. When someone from any of our divisions calls on you, their card will now read "The Gill Corporation"; and when you see us at trade shows and industry events, we'll be working hand in hand wearing our "Gill Corporation" shirts.





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It's a change from  
how we've done  
things for 70+ years  
– but that's the funny  
thing about life:  
it's always certain  
to change.



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# Trivia

## Comet Facts

**FACT #1:** Scientists so far have discovered about 4,000 comets, and evidence suggests there may be hundreds of millions more – perhaps trillions.

**FACT #2: All comets orbit the sun.** Comets come in different shapes and sizes, but all orbit the sun. “Short-period” comets come from the Kuiper belt. Long-period comets like ISON come from the Oort cloud. Rare hyperbolic comets may pass through the solar system only once before being flung out on a hyperbolic trajectory into interstellar space.

**FACT #3: Comets may have brought life to Earth – and filled our oceans.** In 2009, a NASA space probe took a sample from comet Wild-2 and found that it contained the amino acid glycine – an essential building block of life. A recent study suggests that comet collisions may have brought 22 trillion pounds of organic material to Earth, and provided energy for the synthesis of more complex molecules.

In 2011, scientists also discovered that the water inside a comet had nearly the same chemical composition as the water in Earth’s oceans – suggesting that comets may have brought water to Earth billions of years ago.

**FACT #4: A comet’s core is like a dirty snowball.** The nucleus of a comet is composed of ice, dust, and rock – debris left over from when the solar system formed 4.6 billion years ago.

**FACT #5: Comets have their own atmospheres.** The fuzzy cloud surrounding a comet’s nucleus is called a coma. As comets approach the sun, ice in their nuclei is converted to a gas. The gas spews outward from the nucleus, forming a thin atmosphere that can grow to 60,000 miles or more in diameter.

**FACT #6: Comets have two tails – not one.** As comets approach the sun, solar wind and the sun’s magnetic field sweep particles from the coma into tails that stretch behind the comet’s head. Dust particles form a curved tail that can stretch up to 60 million miles in length.

**FACT #7: Comet leftovers create meteor showers.** Along their orbits around the sun, comets shed small rocks that form into a “dust trail,” or meteoroid stream. When Earth passes through the stream, we see a meteor shower.

## Oddities

1. If you were to write out every number name in full (*one, two, three, four...*), you wouldn’t use a single letter B until you reached one billion.
2. *Schoolmaster* is an anagram of “the classroom.”
3. In written English, only one letter in every 510 is a Q.
4. The opposite of *déjà-vu* is called *jamais-vu*: it describes the odd feeling that something very familiar is actually completely new.
5. The longest English word with its letters in reverse alphabetical order is *spoonfeed*.
6. *Bamboozle* derives from a French word, *embabouiner*, meaning “to make a baboon out of someone.”
7. The shortest -ology is *oology*, the scientific study of eggs.
8. 11% of the entire English language is just the letter E.
9. In the early days of Hollywood, the custard pies thrown in comedy sketches were nicknamed *magooos*.
10. In medieval Europe, a *moment* was precisely 1/40th of an hour, or 90 seconds.



## THE FUNNY SIDE

**Arbitrator:** A cook that leaves Arby’s to work at McDonald’s.

**Bernadette:** The act of torching a mortgage.

**Burglarize:** What a crook sees through.

**Avoidable:** What a bullfighter tries to do.

**Counterfeiter:** Workers who put together kitchen cabinets.

**Left Bank:** What the bank robbers did when their bag was full of money.

**Heroes:** What a man in a boat does.

**Paradox:** Two physicians.

**Pharmacist:** A helper on a farm.

**Relief:** What trees do in the spring.

**Selfish:** What the owner of a seafood store does.

**Sudafed:** Litigation brought against a government official.