







# TRUE TO OUR WORD

It's been quite a while since most of us sat in a classroom listening to a teacher lecture about language.

Regardless of the dialect you speak, words are at the core of most languages used today. We put words into the sentences that we speak, read and write so that others can understand us.

That makes the words we choose so very important.


Communication is common among the species of our planet but language is a uniquely human trait. Our words convey a variety of emotions, concerns, questions and guidance for how to navigate the world and the broad range of relationships we are each involved in. The words we use among friends and family may be more emotional in nature while the words used in business relationships tend to be more neutral and detached. There are, however, exceptions to every rule and The Gill Corporation makes exceptions when it comes to the relationships we have with our suppliers.



TRUE TO OUR WORD







A supplier is by definition, “A person or organization that provides something needed such as a product or service. (noun) From the Middle English *sup(p)lien*, Middle French *souplier*, variant of *soupleer* Latin *supplēre* to fill up.”<sup>1</sup> In the course of business we work with trusted suppliers who provide raw materials and services critical to the success of our operation.

For hundreds of years the relationship between buyer and supplier was dependent on factors often beyond the control of either party. Geography was usually the greatest limiting factor. The rules of supply and demand sometimes favored the buyer and sometimes the supplier but they both needed each other to survive. Until recently, neither party

gave much thought to the relationship beyond the transaction at hand. When a buyer needed something, he found a local supplier, negotiated a price for the merchandise or service and their business was concluded. In today’s business climate, the relationship goes beyond simple symbiosis. The relationship between buyer and supplier can become a valued asset when developed properly, so developing supplier relationships is just what The Gill Corporation has done.

We believe that in order for The Gill Corporation to be world-class in all of its business endeavors, our suppliers must be critical business partners who provide us with a competitive advantage by meeting our high standards for quality, delivery, cost, and customer satisfaction, as well as meeting our expectations for ethical business practices, environmental responsibility and operational excellence.

<sup>1</sup> [www.dictionary.com/supplier](http://www.dictionary.com/supplier)



*Stephen Gill welcoming the crowd at the Supplier Symposium.*

On March 15, 2018, The Gill Corporation conducted its first Supplier Symposium at an off-site location in El Monte, California. The theme was “The Competitive Environment in the Aerospace Market.” We invited 17 suppliers who constitute 82% of our direct material spend.

#### **The suppliers who participated were:**

- ◆ Damping Technologies Inc.
- ◆ DuPont
- ◆ AGY Holding Corporation
- ◆ JPS
- ◆ Georgia Pacific
- ◆ ATC Manufacturing
- ◆ Gill – Maryland
- ◆ ET Horn
- ◆ Mitsubishi Chemical Carbon Fiber and Composites
- ◆ TMX Aerospace
- ◆ Expera Specialty
- ◆ Composites One
- ◆ Univar USA
- ◆ Triumph Insulation Systems
- ◆ Bralco Metals
- ◆ Lisi Aerospace
- ◆ Coast Plating







Chairman and CEO Stephen Gill opened the morning by sharing the history of The Gill Corporation and company operating values. He was followed by presentations by the Corporate Vice President of Marketing and Business Development, company CFO, the Director of Quality, and the COO.

Topics included the commercial airline market: opportunities and challenges; finance: excellence in cost management; and The Gill Corporation operational perspective. The event then advanced to presentation of the awards.

These suppliers were represented by 47 individuals from management, quality, and customer service. The Gill Corporation was represented by 16 individuals from a variety of departments.

The purpose of the event was two-fold. First, we wanted to provide a forum in which we could share our values, insights, and expectations through a series of presentations given by members of our executive management staff and facilitate face-to-face interactions with various members of our team.

Second, we wanted to acknowledge the suppliers who distinguished themselves in three categories – Most Improved Supplier, Above and Beyond Supplier and our Supplier of the Year.

The day began with opening remarks and a tour of the eight-building facility in El Monte. After the tour, the group returned to the hotel for a series of business updates, award presentations and lunch.

The **Most Improved Award** was given to Coast Plating. Coast Plating improved its supplier performance score more than any other supplier. This recognition reaffirms our appreciation of their efforts to more closely meet our expectations and react accordingly.



Maria Luquin, Tim Mickael (Coast Plating), Patrick Chiu.





Karen Lewis, Gary Wallace (JPS), Tom Keily (JPS), Monica Lanshaw (JPS), Keith Bendyk (JPS) and Donald Gunter (JPS).

The **Above and Beyond Award** was created to recognize a company that exhibits an unparalleled commitment to “go beyond the call of duty” to ensure their customers are satisfied and successful. The company selected is committed to do whatever it takes to ensure that they not only meet, but exceed, commitments to their customers. The Above and Beyond Award recipient was JPS.

JPS has been an invaluable partner to The Gill Corporation for over 40 years. JPS invested in adding capacity to their manufacturing operation to support The Gill Corporation’s growth and ongoing business. They also engaged in developing new products to provide a competitive advantage in line with The Gill Corporation’s evolving needs. Over the years, JPS has been 100% committed to providing The Gill Corporation with innovative ideas that fostered the development of proprietary products to support Gill customers and strengthen The Gill Corporation’s position in the Aerospace industry. In addition, JPS distinguished itself by delivering the highest quality and on-time delivery amongst the supply base.

The final award of the day was the **Supplier of the Year**: Univar. To achieve world-class status, The Gill Corporation requires a world-class supply chain team. Univar is an organization with an unwavering commitment to quality and unparalleled customer value that partnered with The Gill Corporation on cost-effective and innovative solutions to business requirements.

The ideal business partnership is one that provides the competitive advantage of reasonably priced, technologically advanced products and services delivered on time so The Gill Corporation can support its customers’ requirements. World-class suppliers are never satisfied with simply meeting the minimum requirements – they consistently strive to exceed expectations. They are positive-thinking, flexible, and results-oriented leaders in their fields who recognize the importance of building strong relationships built on bilateral communication and transparency.



Univar has worked hard to develop a relationship built on trust and professionalism that results in the mutual success of both organizations. Univar has shown they are not content with the status quo, and *continuous* improvement is not merely a slogan; it is a reality. Although Univar provides exceptional service and the highest quality products, the organization embraced every recommendation The Gill Corporation made and incorporated critical actions to improve its business practices. These include:

- Manage our account with a senior-level, highly experienced team that includes Product and Quality Directors, Regional VPs and its President for face-to-face meetings.
- Inform/advise market trends. Achieve a 99.4% overall performance rating. Although this rating is exceptional, Univar is working closely with The Gill Corporation to increase its score to 100%.
- Provides products through a Vendor Managed Inventory (VMI) contract that has reduced deliveries from 12-15/month to 2/month.
- Assign dedicated staff to our account to ensure consistency with respect to documentation and logistics.
- Instituted packaging/marketing improvements to ensure that its product can be moved from our stocking location to the point of use error-free.
- Implemented contractual agreements and/or stocking strategies to ensure a continuous supply of material.
- Negotiated, implemented and honored price protection and rebate agreements to provide The Gill Corporation a competitive advantage.



Supplier of the Year award

## “2017 Supplier of The Year Award”

Presented by: Stephen and Jennifer Gill

Stephen Gill, Mark Fisher (Univar), John Rastoka (Univar), Sheri Mace (Univar), Lisa Bernstein (Univar), and Jennifer Gill.







After the applause, handshakes and heartfelt thanks all around, the group settled in for lunch before the closing remarks completed the program.

The symposium culminated a day punctuated by speeches that were a nod to the high value The Gill Corporation places on our relationship with our suppliers. It's no secret that one of the concerns we all face is cost reduction. Our hope is that through our words and deeds The Gill Corporation has communicated that cost reductions are not simply the result of the supplier reducing its quoted prices, and therefore its profit margins, but through a willingness to review all aspects of its business to reduce costs, which can be shared with customer partners

like The Gill Corporation. In addition, cost reductions can also be gained via product improvements, leaner supply chains, and/or the development of process efficiencies.

We realize that although we may have unique requirements to achieve our goals, we can all realize greater success when we share expectations and partner with our suppliers. When we cooperate – “*co op-er ate* (verb) from the Latin *co* meaning together and *operate* meaning to work”<sup>2</sup> – we have an opportunity to grow in ways we can all be proud of.

<sup>2</sup> [www.dictionary.com/cooperate](http://www.dictionary.com/cooperate)





## THE GILL CORPORATION

4056 Easy Street, El Monte, California 91731

phone: 626 443-4022 fax: 626 350-5880

email: [info@thegillcorp.com](mailto:info@thegillcorp.com)

### The Gill Corporation – Maryland

Lakeside Business Park

1502 Quarry Drive

Edgewood, Maryland 21040 USA

phone: 410 676-7100 | fax: 410 676-7050

email: [sales@thegillcorp.com](mailto:sales@thegillcorp.com)

*The Gill Corporation – Maryland does not sell sandwich panels. Contact The Gill Corporation – El Monte for these products.*

### The Gill Corporation – France

Route de l'Aviation

7, allée Etchecopar

64600 Anglet France

phone/téléphone: +33 (0) 5 59 41 25 25

fax/télécopie: +33 (0) 5 59 41 25 00

email: [sales@thegillcorp.com](mailto:sales@thegillcorp.com)

### The Gill Corporation Europe, Ltd.

23 Enterprise Road, Balloo Industrial Estate South

Bangor Co-Down

BT19 7TA, N. Ireland

phone: +44 (0) 2891 470073

fax: +44 (0) 2891 478247

email: [sales@thegillcorp.com](mailto:sales@thegillcorp.com)

[www.thegillcorp.com](http://www.thegillcorp.com)

© 2018 The Gill Corporation. All Rights Reserved. The Gill Corporation, The Gill Corporation logo, Gillfab composite, Gillcore, Gilliner, Gillite, PAA-CORE, and The Doorway are trademarks of The Gill Corporation. The Gill Corporation "Honeycomb Bee" character is a trademark character of The Gill Corporation. Nomex, Korex, Tedlar, and Kevlar are trademarks of Dupont.



THE DOORWAY IS PRINTED ON 10% POST-CONSUMER RECYCLED PAPER AND SHOULD BE RECYCLED

# Trivia

- People talk an average speed of 120 words per minute.
- Months starting on a Sunday will always have a Friday the 13th.
- Only 55% of Americans know that the sun is a star.
- Los Angeles has more cars than people.
- Just like people, dogs and cats can be left-handed or right-handed.
- Only China and India have more people than Facebook users.
- More than 50% of the people in the world have never made or received a telephone call.
- Eskimo has 20 different words to say "snow."
- Elephants are the only animals that cannot jump.

- "Dreamt" is the only English word that ends in the letters "mt."
- The symbol on the "pound" key (#) is called an octothorpe.
- The dot over the letter "i" is called a tittle.
- The word "set" has more definitions than any other word in the English language.
- "Underground" is the only word in the English language that begins and ends with the letters "und."
- The longest place-name still in use is aumatawhakatangi-hangakoauauotamateaturipukakapikimaungahoronukupokaiwe-nuakit natahu, a New Zealand hill.
- Tigers have striped skin, not just striped fur.

- Alfred Hitchcock didn't have a belly button. It was eliminated when he was sewn up after surgery.
- Donald Duck's middle name is Fauntleroy.
- The muzzle of a lion is like a fingerprint – no two lions have the same pattern of whiskers.
- A pregnant goldfish is called a twit.
- There is a seven-letter word in the English language that contains ten words without rearranging any of its letters, "therein": the, there, he, in, rein, her, here, ere, therein, herein.
- Dueling is legal in Paraguay as long as both parties are registered blood donors.
- A goldfish has a memory span of three seconds.
- Cranberries are sorted for ripeness by bouncing them; a fully ripened cranberry can be dribbled like a basketball.
- Facetious, abstemious and arsenious contain all the vowels in the correct order.
- Emus and kangaroos cannot walk backwards.
- Cats have over one hundred vocal sounds, while dogs only have about ten.

