

# The Team The World Turns To For Eddy Current Testing





# *The Zetec Mission*

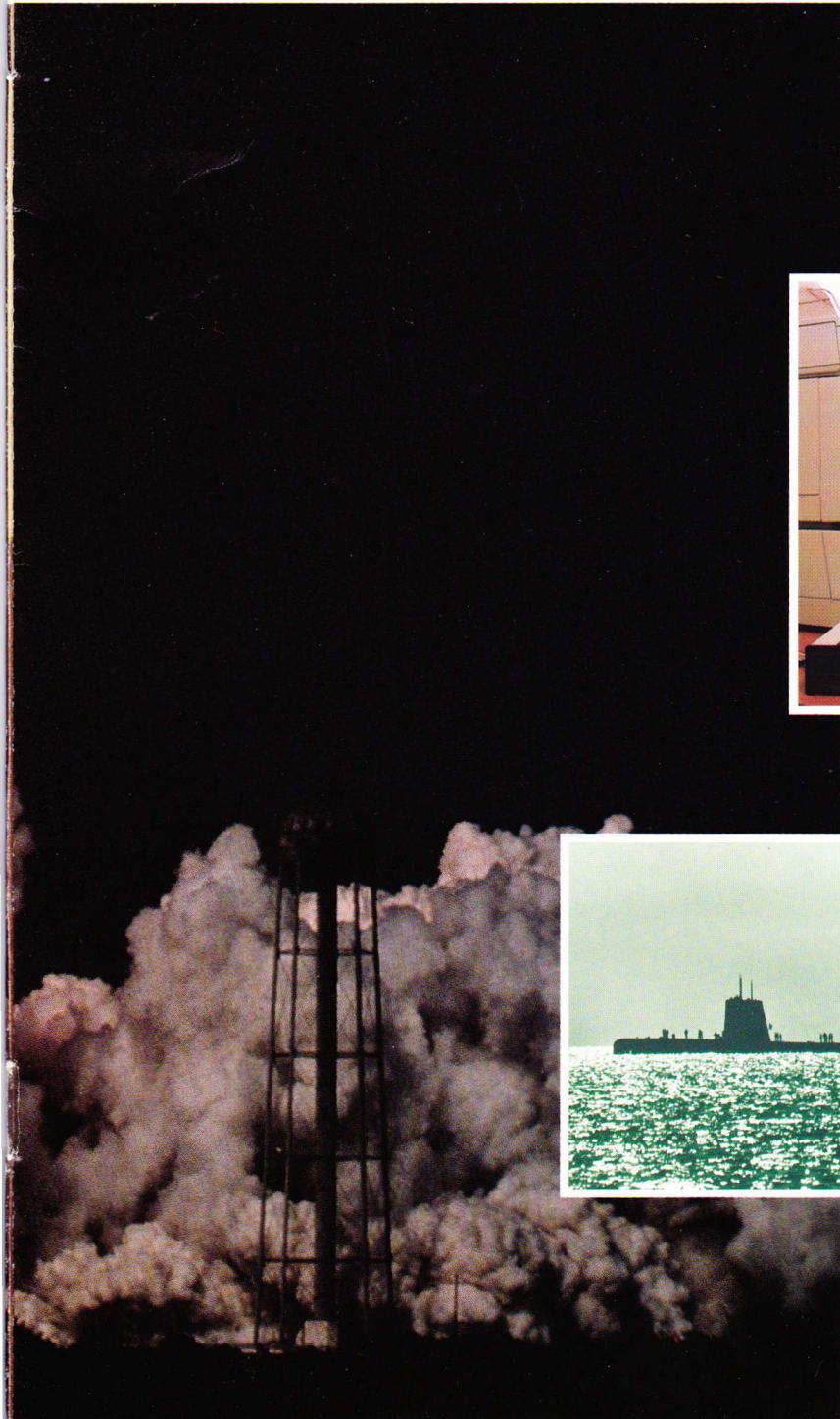
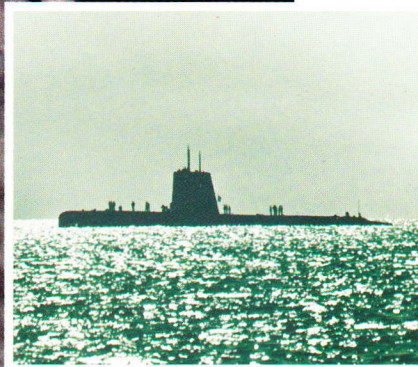




When the Columbia blasted its way into space, the tubing in its propulsion system carried Zetec's approval. Every inch had been meticulously analyzed by the Zetec team and their eddy current testing system.

Unique challenges like the space shuttle are not new to Zetec. Their extensive military, government and aerospace work has handed them nearly every complex problem possible in heat exchanger tubing. Today Zetec tests 95% of the steam generator plants in the free world and every nuclear vessel in the Navy's fleet.

The critical nature of nuclear applications has demanded both state-of-the-art equipment and skillful interpretation of the data. Zetec's special talent for data analysis has earned them trust and respect throughout the industry. In fact, even other manufacturers call on Zetec to interpret test results.



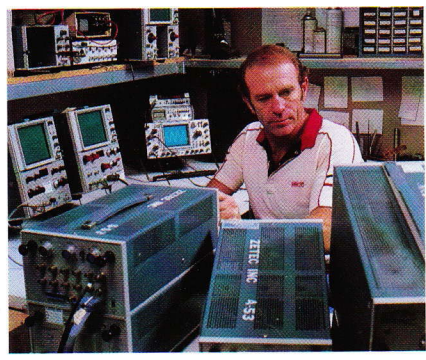


You won't find this team of inventors, engineers and technicians working in a stiff corporate structure. When they're not on a job in Switzerland, Sweden or Texas, you can find them out in the barn in Issaquah, Washington. You'll hear them on the phone discussing a new problem or bent over a bench working out the solution. Zetec is united behind their goal of helping customers solve problems. First with conventional methods and then if necessary, with innovation and invention.

Zetec's sensitivity and responsiveness has earned them customer loyalty. "They know when we get off the phone we work out the problem right away or hop on an airplane and solve it at their plant" says Fred Coffman, Manufacturing Manager. Specials are a way of life at Zetec so the turn-around is prompt with few delays. Zetec ships most orders immediately.

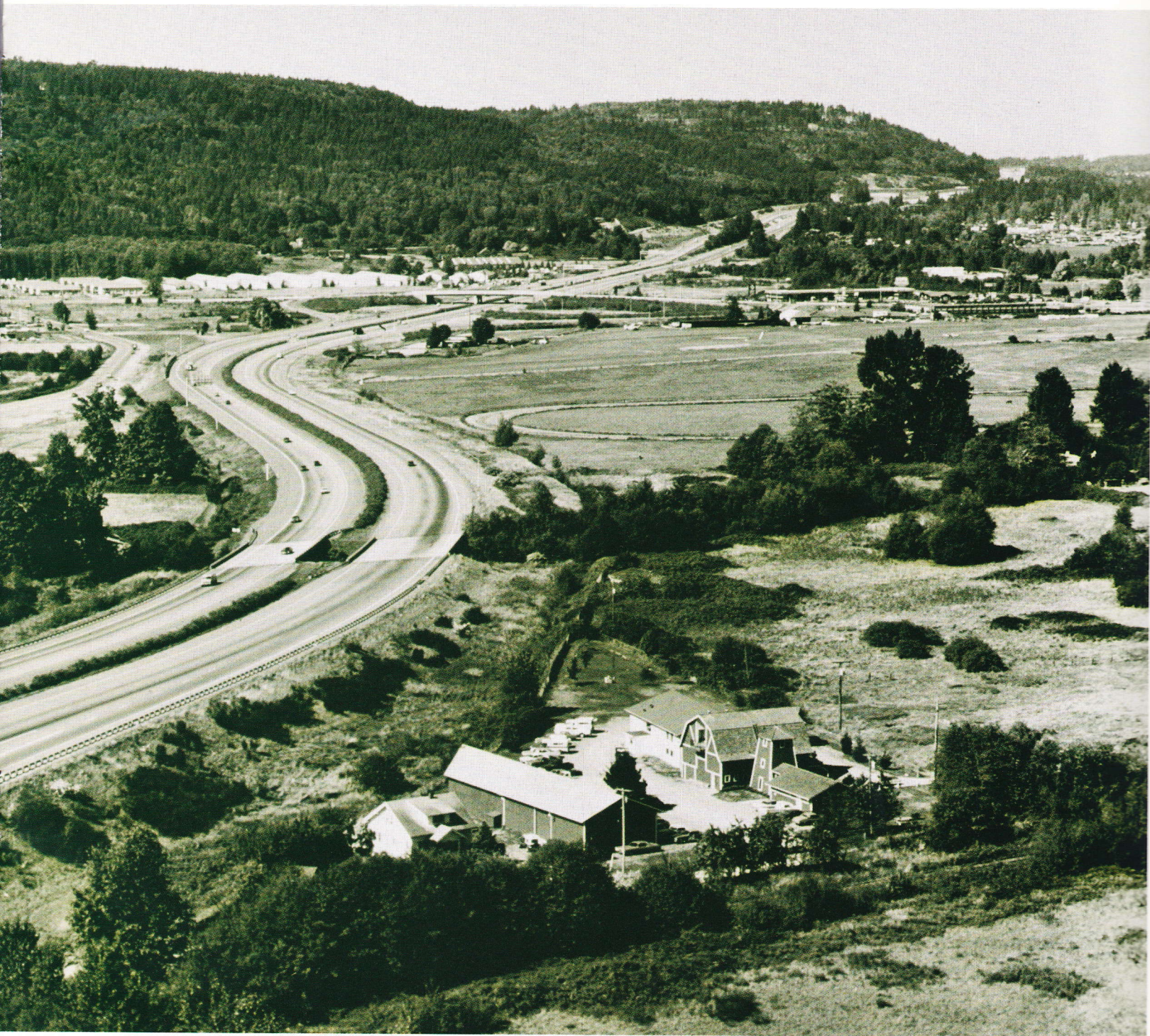
Yet as seriously as they work, they still leave time for some roughnecking and fun—time for picnics, painting the barn and winning a dozen softball team trophies.

The "work hard, play hard" attitude affects all who visit Zetec, says Joan Forsell. People refer to Joan as the backbone of the company. "I was 'the office' for several years. As we've grown, I've gotten help and now have the broader responsibilities of accounting and personnel. From my spot I've seen how customers respond to this company. I watch as they change from suits and stiff attitudes to jeans and open thinking in a very short time. It's ok to be yourself here."





# *Meanwhile Back At The Barn*





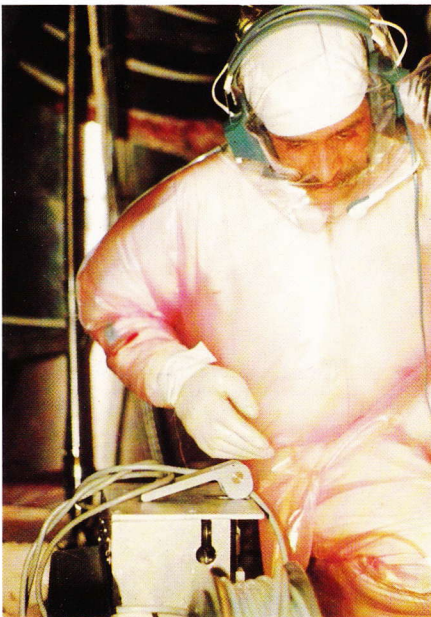
It's not unusual for Zetec to fill up the first class section of an airplane and fly to Sweden. In fact, they're on a first name basis with most SAS crews.

Zetec has grown accustomed to working for nuclear power plants where one day can mean a million dollars in lost production. "We can't just say 'I'm sorry Saturday is my day off,'" explains Operations Manager Howie Houserman. "If the critical path involves our work, we go, dig in and present solutions. That's why customers call us. They know they can rely on us."

Their work has taken Zetec people all over the world to wonderful and God-forsaken places alike. They can tell their share of war stories—like a 3-day stint of 24-hour-a-day work. But they have their share of glory stories, too. In the early days, after working an entire summer on a project for the Navy, their first big check arrived. The whole company took the afternoon off to celebrate—all four of them.

Clyde Denton, General Manager, never intended the company to be more than 30 people. The staff now tops 70, but Clyde's philosophies haven't changed. People treat Clyde with a great deal of respect because although he's a recognized expert in the industry, he's not afraid to say "I don't know." And he pulls no punches.

He was once called upon to evaluate test results a company had spent weeks and thousands of dollars on. As everyone listened anxiously, he quietly summed up the situation. "Looks to me like you don't have a test." For Clyde, money doesn't change the truth.





# *Hopping The 2:30 Stage To Copenhagen*

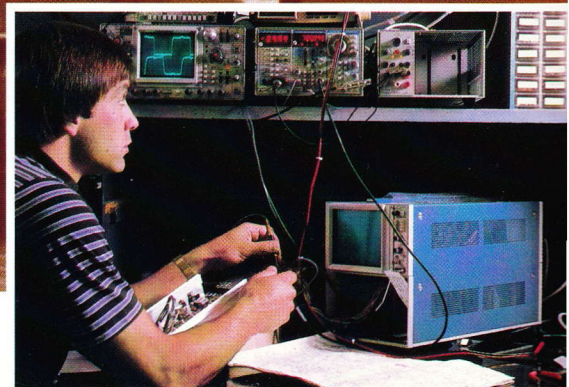
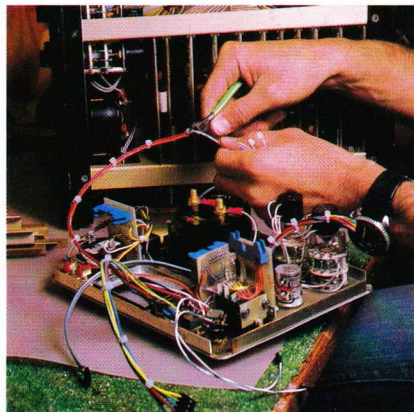
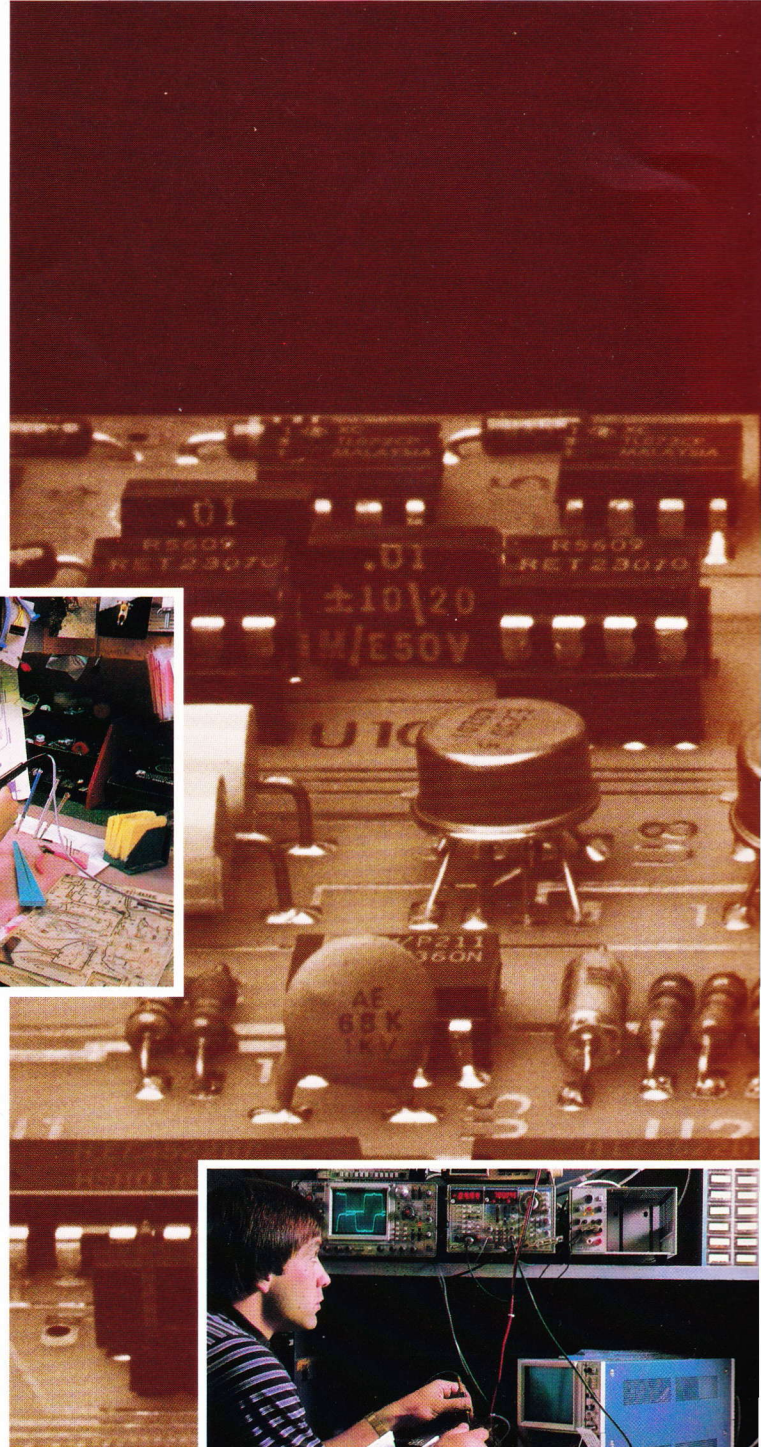




If you take a close look at one of Zetec's boards, you'll see a concrete example of Zetec's expert understanding of eddy current testing applications. It is on the board that customized solutions come to life. It is the translation of conversations, experimentation and the tug and pull of ideas and practical constraints.

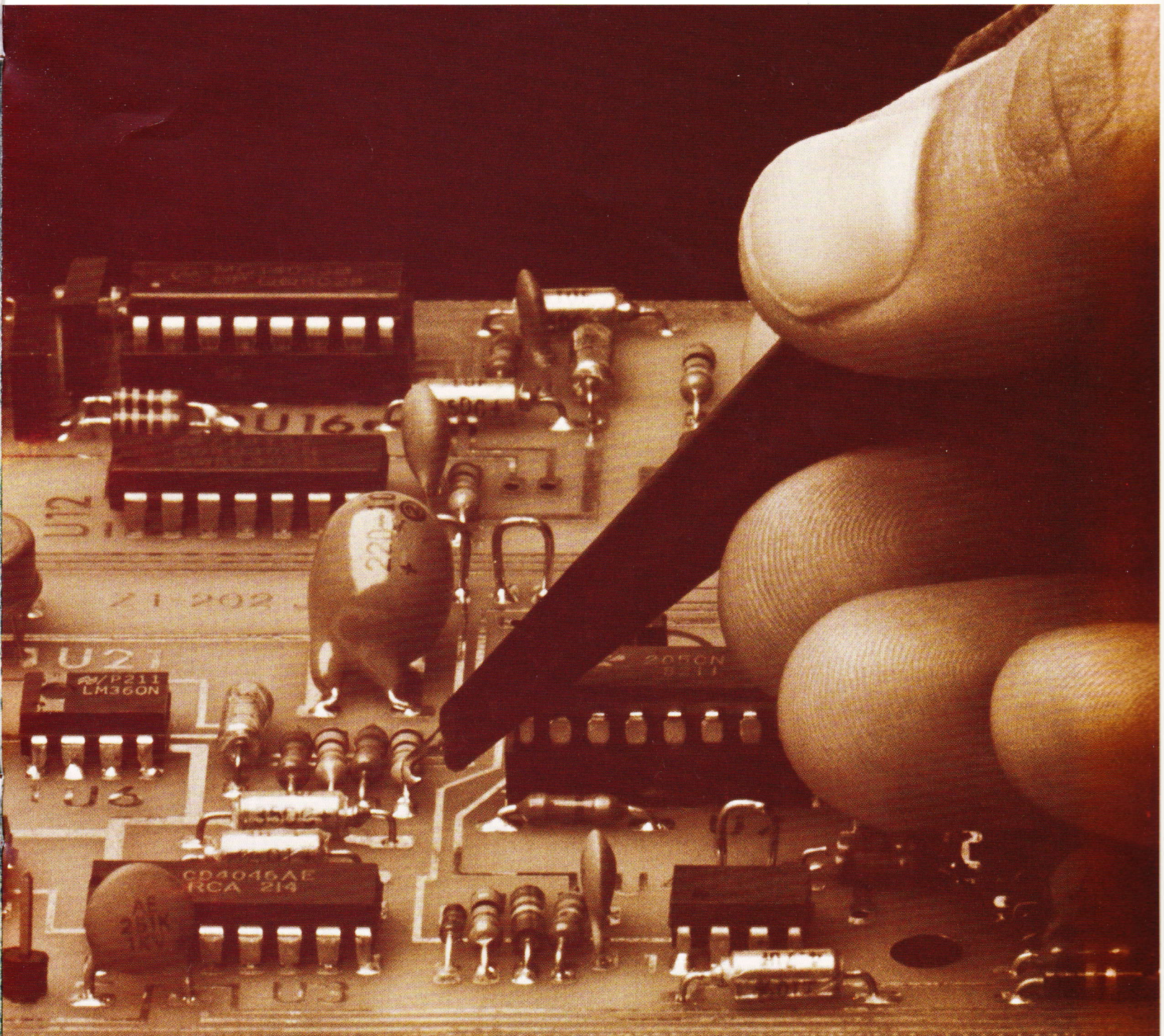
Zetec has made a commitment to eddy current testing and creating the state-of-the-art for their industry. But Engineering Manager Lloyd Lamb believes it is equally important to respond to special requirements. "We want our customers to know that if they have some kind of test problem, we'll do whatever needs to be done to solve it." Zetec believes in sharing brainpower, not just manufacturing equipment.

That sensitivity extends to employees, too. "This company allows great personal freedom," says Bill Kitson, Marketing Manager. Some are happiest when they're catching the next plane out of the country. Others would rather work in their cubbyhole in the barn. "One of my most important jobs is getting our group of independents together in the same room at the same time, sharing the collective brain power. Politics are non-existent. We're all just concentrating on solving the problem at hand, working from every angle, and that's very rewarding."





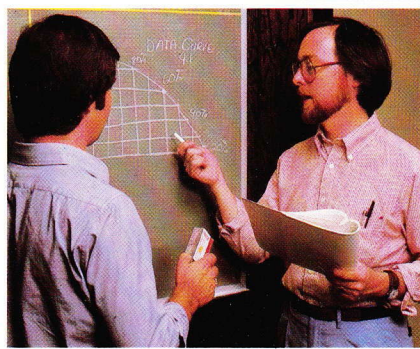
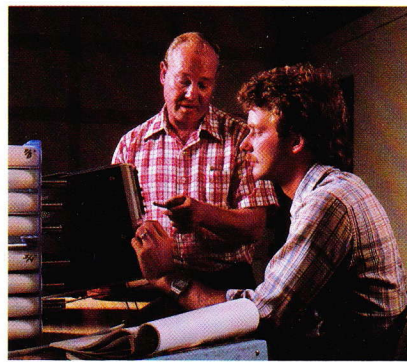
# *Where The Chips Hit The Board*





Zetec doesn't keep what they know secret. In fact Director of Training, Al Lucero, feels there is a great need for quality instruction. Al runs a serious school with classes that are always full. "I warn my students at the beginning of the class that the exam failure rate is 12-15%." After successfully completing one of Zetec's Level I, II or 80-hour Level III courses, a student has fulfilled the requirements to apply for certification with the ASNT. Al's goal is to produce well-trained inspectors.

But Zetec school isn't all serious. People often arrive the first day in a suit and tie, carrying their briefcase. But in the relaxed work atmosphere of the Zetec barn, most arrive the second day in jeans and thongs. And by the end of the course they leave packed full of information and secure in the knowledge that if they run into problems in the field, they can call on Zetec.





# *Back To School*







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