

## Removing the Veil from Laser Welding & Job Shop Work

*Litron is setting the standard for customer service in the Laser Welding & Job Shop Industry.*

It's been the norm in the laser welding and job shop industry to keep "the process" a secret from the customer. To only tell them what they need to know and not let on about what goes on behind the scenes. Clients are then handed a bill and left to wonder what really happened with their parts, and what they're paying for.

Not at Litron Inc, of Agawam MA! Litron has had an open door policy since its inception and is setting a new standard in the industry. "We've taken the stand that there's nothing secret about the process; it's the quality of work, employee training and the attention to detail that stands above all else" says Mark Plasse, President of Litron Inc. "Welding is welding, and most any shop can weld. What most shops can't do is repeat the process with accuracy and consistency and allow the customers to watch from start to finish; that's where we come in."

### Knowledge is Power

By letting customers understand the process, Litron is better equipped to work with them on developing processes to ensure the parts are completed to spec. "When a customer is able to stand over the operators shoulder and see the process, they can better understand how to design their parts for optimal laser welding", says Mike Chmura, Chief Process Engineer. "My job is to educate our customers on laser welding so they can feel comfortable designing their parts for laser welding, and we can feel confident in welding to their design specs."

### Secrets Cost Money

When Laser Welders and Job Shops aren't open and seem to be hiding "their process", you can almost bet they're hiding more than a process. When you don't know the process you don't know where the costs are coming from and that means it's easy to get caught lining some ones pockets. "At Litron we show you the process, break down the hours and detail the costs. You're never stuck with a quote and no explanation" says Plasse. "We account for every hour going into your project, and make sure you are charged a fair rate in return".

### Facilities Are Key

Many job shops and laser welding facilities aren't equipped to handle the precision demands of today. With smaller medical devices and more aerospace components needing welding services, the right equipment and facilities are key. "Litron has gone to great lengths to ensure that we can handle the most delicate medical components and sensitive aerospace parts" says Plasse. "Give us a call to come down for a visit; we'd be happy to give you a tour. We promise you'll be impressed".

### About Litron

Founded in 1997, Litron, Inc. is a worldwide provider of custom laser systems and a leading supplier to the aerospace, defense, and medical industries for contract manufacturing services in laser welding, laser marking, laser cutting, hermetic sealing, and hi-rel electronic packaging.

For more information on Litron, Inc: <http://www.litron.com/>

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