

NPC Delivering More in Guatemala



Photo at left: Installation with center pivot. Photo above: Guatemalan Pump School attendees.

EMSYA, NPC's representative for agricultural sales in Guatemala has been a driving force in promoting NPC pumps. Their largest customer is a huge sugar cane growing operation in Western Guatemala. In December 2010 the sugar cane operation learned first-hand about NPC's promise of "Delivering More."

The sugar cane plantation needed to purchase a large quantity of well pumps and decided to go with 2 pump manufacturers, NPC and a competitor. Edgar Mollenido, EMSYA president, met with the sugar cane decision makers and worked hard to convince them to have NPC build the majority of the pumps. The sugar cane plantation placed an order with NPC for 53 pumps, 35 to be completed in 3-4

weeks and the balance to be finished in 6-8 weeks. This was a tremendous undertaking for NPC's Lubbock, TX branch, but they took the order and met the commitment. Meanwhile, the competitor's pumps were not delivered until late April, failing to meet the installation deadline and after the irrigation season. While sugar cane grows well with the seasonal rains, huge gains in production (tons per acre) are achieved by irrigating the cane in the dry season, December through May. Therefore, it was critical that the timeline be met and our Lubbock, TX branch came through with flying colors!

This sugar cane operation is a fast growing enterprise and since we shipped the first 53, we received another order for 18

to add to another 6, just recently shipped. They plan on purchasing more pumps over the next few years and we are looking forward to the challenge of meeting their production and ship dates.

In July Richard Bowie, our International Sales Manager, conducted a hands-on pump school for their installers at their newly completed facility, equipped with a state of the art conference room and training center. By providing this training, it was another demonstration of "Delivering More" to our customers.

New Improvements at Glendale, AZ and Lubbock, TX

Our headquarters in Glendale, AZ recently completed a new addition to accommodate our Quality Assurance and Information Technology offices. The additional 800 sq. ft. is located adjacent to our Engineering office to provide the opportunity for the departments to work closer together on projects. The Quality Assurance section is designed to provide space for 6 workstations, conference area, and a climate controlled storage area. The Information Technology office will have a dedicated computer lab for troubleshooting PC's and setting up new systems for corporate use.

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From the Desk of...
Allen Hobradsch



NPC continues to view areas in which to expand our product and market share in the industry through continuous improvements.

Achieving our ISO 9001:2008 Certification is one of our recent successes and has enabled NPC to reach customers and markets that previously were not accessible.

We are also continually improving our existing product line through R&D – including the most recent addition of a pump model that will extend our current range to 17,000 GPM. This will give us additional success in the industrial and municipal markets.

These are just a couple examples of our continuous improvements that account for much of the continued success within our organization, and truly provides additional opportunities for the growth of the company.

Thanks to our personnel teams within National Pump and the efforts of our customers in helping us grow and achieve our goals.

Buchanan Number ONE



Buchanan Pump & Supply with offices in Pound, VA & Oak Hill, WV was recognized as the top distributor for 2010 at the Olive Branch, MS branch office of NPC. Buchanan has been one of NPC's top distributors since 1998.

Roger Jeschke, President of NPC, presented the awards to Eddie Buchanan, Jason Rose, and Eric Buchanan during a luncheon at the branch earlier this year. That evening, after a dinner of Memphis BBQ ribs, all en-

joyed a Memphis Redbirds baseball game.

From left to right in the picture are: Jim Elliott, Regional Sales Manager NPC; Steve Anglin, Manager of Operations NPC; Roger Jeschke, President NPC; Eddie Buchanan, President Buchanan Pump & Supply; Eric Buchanan, Sales Manager Buchanan Pump & Supply; Jason Rose, Manager Oak Hill office; Jack Compton, Applications Department Supervisor, Olive Branch, MS Branch.

Mississippi Branch Continues to Grow

NPC's branch in Olive Branch, MS is one of our largest facilities. The branch handles all of the castings for distribution to the other five locations, provides fabricated pump components, flanged column pipe and heads for a majority of NPC's projects and also builds custom engineered pump stations. Along with NPC's continued growth, Olive Branch needed a larger facility to expand its operation.

In January of this year, the expansion began with the purchase of a piece of property adjacent to our existing facility, for pipe yard space. A licensed civil engineer developed our plans to have the two pieces of property connect to meet local city approval. By March 2012, the last phase of construction will be completed, with 20,000 square feet of manufacturing and warehouse space.

National Pump Helps NASA Stay Cool

Although a major space shuttle program has ended, NASA still has plenty of projects on their agenda. The Goddard Space Flight center in Greenbelt, Md operates unmanned scientific spacecraft and conducts scientific investigation. NASA-Goddard has also played a major role in the Mars Explorer Rover, Hubble Space Telescope, and the International Space Station.

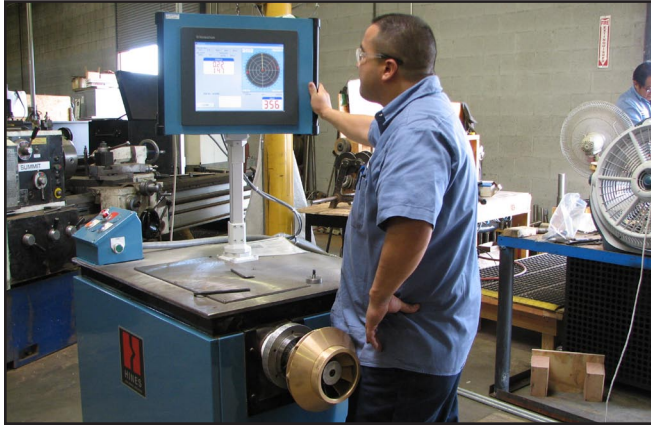
When an upgrade to the emergency cooling tower system was needed, National

Pumps were selected. Three NPC model K20MC-1 stage pumps were recently installed to be used in conjunction with the chilled water system. These pumps are rated for 85% efficiency and 4500 gpm. They are also powered by 250HP premium efficiency motors.

NPC is proud to be a part of such an important program, and looks forward to years of reliable service in this application.



New Improvements in AZ and TX *(continued from Page 1)*



Dynamic Balancer

Our production area recently added two pieces of equipment to our arsenal of tools, helping NPC to “Deliver More” to our customers. We have a new Hines Dynamic Balancer which is up and running, allowing us to “dynamic balance” our impellers, up to 20”. We have manufactured all the necessary mandrels to allow for balancing standard colleted impellers from 1” to 2-7/16” and the same with the “double key” shaft design, allowing us to improve deliveries by more than 3 – 5 days, as well as keeping control of our product and improve efficiency.



Programming the CNC lathe.

Complementing our already improved equipment we have a new HAAS CNC Lathe. With this machine, we have started manufacturing several types of parts such as “double key” style thrust rings, impeller and bowl wear rings and impellers up to and including the H14.

This summer the Texas branch installed a new Haas CNC lathe for running 10’ TBE shafting. It has proven to be a very wise investment both for quality and quantity purposes. As we strive to produce a superior product, this machine has been very

beneficial in producing a greater number of shafts with fewer production hours and with few to no quality issues. This process is new to NPC Texas as in the past we have relied on our turret lathes to run both shafting and oil tubes.

It has been an exciting time at both locations. With the growth in capability and use of state-of-the-art machinery we are looking forward to continuing to satisfy our customer’s pump needs, both now and in the future.

Mississippi Branch Receives BQMS Training

On June 6, 2011, National Pump Company (NPC) was awarded Certification to ISO 9001:2008 for our main office in Glendale, Arizona by National Quality Assurance, U.S.A. (NQA). With this success, NPC has identified many opportunities to provide awareness training for all of our employees about what a Business Quality Management System (BQMS) is and its benefits.

In August, Martin Anthony (Manager of Quality Assurance) traveled to our Olive Branch, Mississippi branch to conduct the first BQMS awareness training for the branches. “This training is being provided as awareness, to answer questions, and to hopefully alleviate some apprehensions about what a Quality Management System is all about,” said Martin Anthony.

“Our Quality Management System is directed at satisfying customers and empowering employees to continuously improve our quality system.”



Martin Anthony conducts ISO training at MS branch.

“Retirement? Not for me!”

Jack Compton, MS Customer Service Supervisor, has been part of the NPC family for more than 12 years. He manages five other team members and



oversees all of the customer service department’s processes and procedures, and most of our largest customers.

Jack recently announced he wanted to step down from his supervisory position and reduce his hours to spend more time with his wife (Joyce of 44 years) and family. He plans to go to four days a week after the end of October giving him more time to spend with family...and on the local lakes scaring the fish and watching the Florida Gators, and the Dallas Cowboys.

SEE US AT THESE TRADESHOWS:

WEFTEC
October 17 - 19
Los Angeles, CA

California Groundwater
November 4 - 5
Reno, NV

Irrigation Association
November 6 - 8
San Diego, CA

XIV Colombian Oil & Gas Show
November 22 - 25
Bogota, Colombia

2011 NGWA Expo
Nov. 30 - Dec. 1
Las Vegas, NV

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