



The Quarterly Customer Newsletter of the Hedwin Division of Zacros America

## AUTUMN IS UPON US!

*As the abundant season of Fall approaches, we embrace the cooling temperatures and shorter days after a long, hot summer here in Delaware. Our move is progressing at full steam, and each day we come closer and closer to having all of our operations under one (very long!) roof! Happy fall, y'all!*

## MOVE UPDATE

Over the past 18 months, we have been moving the bulk of our operations out of an aging facility in Baltimore, MD, relocating to our newer, larger and cleaner facility in Newark, DE.

Our move has been slow, to allow time for all equipment to be fully serviced and upgraded before placement on the Newark production floor. All lines are being completely re-qualified as they restart in Newark to ensure consistent quality.

At this time, we have all of our warehousing and administrative personnel transferred, along with most of the Cubitainer production lines. The remaining Cubitainer lines are expected to be removed from Baltimore by the end of this month. The Hedliner, Payliner, Winliner and Topliner manufacturing equipment will remain in Baltimore until the Cubitainer lines are fully operational.

We look forward to completing our move and focusing all of our efforts on improvement and innovation.

I thank you again for your continued interest in the Hedwin division, and I look forward to working with you. If you have any questions, please contact us at 800.890.1183.



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All the best,

*Yasuo Iwasa*

President, Hedwin Division of Zacros America

Executive Vice President, Zacros America

## PRODUCT FEATURE

### PLB1193: Topliner Cradle



The Topliner Cradle allows you to put two different substances in a single standard 5-gallon pail. The liner has a molded lip which hooks over the top chime of the pail. The cradle is suspended over the contents of the bottom portion of the pail, separating them by a barrier of high density polyethylene.

The shape of this particular liner is specially designed to hold a gallon can on its side, or a half gallon can upright.

It is ideal in situations where two related materials need to be shipped or stored together yet kept separate from each other. Two-part epoxies are one very common example.

If you think this is something that would be helpful with your processes, let us send you a free sample to try it out! Get in touch with your customer service representative today.

## SURVEY SUMMARY

### Great results based on great feedback

A big huge THANK YOU to all helpful customers who took a few minutes to let us know how we're doing via our recent customer survey.

We most sincerely appreciate your feedback; we have read every survey and all open comments from start to finish. We are already combining the voices of our customers to determine how we can be a better business partner.

Responses came from a variety of industries, geographic locations and customer types. The diversity of this information is rich, and we will use it to guide our processes and strategies going forward.

During the survey, respondents could opt to enter a raffle for a \$50 gift card, which was drawn in early September. Please join me in congratulating **Kyle B. from Illinois**, who was the lucky winner of the gift card.

If you weren't able to take our survey during the raffle incentive period, you can still provide us your feedback! Just go to: <https://www.surveymonkey.com/r/HDZACustomer> and respond to a few simple questions, with lots of places for open text responses as well. We'd love to hear what's on your mind!



# ZACROS and HEDWIN HIT THE ROAD

## Institute of Food Technologists Event

Representatives from the Hedwin Division of Zacros America and our parent company, Zacros America, were excited to meet customers and colleagues at IFT16, a unique trade show hosted by the Institute of Food Technologists in Chicago this past July.

*Does your industry have a great trade show coming up? Let us know the details... maybe you'll see us there!*



## CUSTOMER SERVICE SPOTLIGHT

### Valerie Brown

Valerie Brown is your Customer Service Representative based out of our Reno, NV facility. She works mainly with accounts in the food/beverage, government, education and consumer products segments. Valerie relocated to Reno from the San Francisco Bay Area 16 years ago. She is married to a local radio personality and has two boys aged 11 and 10. When Valerie is not in the office you can find her working with English Bulldog Rescue (she has two "foster fails" named Dixie and Jasper) or at Sky Tavern, a non profit junior ski program where her boys are on the freestyle and alpine ski teams. Valerie greatly enjoys working with all of our customers in helping them find solutions that fit their growing business needs.

**Valerie Brown**

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## CONTACT US

Feedback, product inquiries, or suggestions welcomed!

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