

# UNDERtheCAP

A Newsletter on issues and products for environmental analysis professionals, courtesy of

**QEC**  
Quality Environmental Containers

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## PITTCON CONFERENCE & EXPO 2007

CHICAGO  
FEB 25 - MAR 2  
WWW.PITTCON.ORG

QEC has exhibited at world-famous Pittcon each of the past 12 years. It is an integral part of our marketing program, and a demonstration of our commitment to the present and future of the analytical laboratory industry.

We are especially looking forward to the 2007 Conference as the world's largest and most comprehensive forum on laboratory science and instrumentation. Because of its scope and reputation, Pittcon is always an excellent venue to debut new products and product improvements.

This year QEC will present our new line of **Q-SKIN** safety-coated glass containers (see page 2), as well as upgrades to our chromatography line. As always, the full line of QEC products will be on display, including all of our Custom-Preserved products.

Hospitality and professionalism are essential to our Pittcon presence. From our Jelly Belly® Vials to our product displays to our cordial booth staff, QEC always makes an impression at this most important event for the analytical industry.

Please visit us at **Booth #2038**. We look forward to seeing all our friends, old and new.



**QEC comes to Pittcon ready to listen to talk with all our visitors, with upper management and executive sales personnel often in attendance.**

**PRODUCT  
SPOTLIGHT**

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**Q-SKIN**



**Call toll free 1-800-255-3950 or visit [www.qecusa.com](http://www.qecusa.com)**

In the QEC product spotlight

# Q-SKIN

QEC's line of **Safety-Coated Glass**

**Helps reduce incidence  
and severity of  
lab mishaps!**

Accidents can happen in any laboratory, but QEC's **Q-SKIN** Safety Coated Glass can reduce the severity of lab mishaps.

**Q-SKIN** takes any of our glass products and coats them with a tough, non-reactive, soft plastic. These are just some of the advantages—

- Bottles are slip-resistant and easier for technicians to handle safely.
- Less breakage of bottles (empty or full) in the lab or in transit.
- Quick clean up when bottles do break. Capped bottles with plastic coating contain the contents and glass shards long enough for proper disposal.
- Prevents or restrains spillage of possibly harmful liquids or vapors in the event of breakage.
- Easier to meet requirements for OSHA, DOT and UPS, among others.
- Better safety for employees, since **Q-SKIN** Safety Coating reduces



**Q-SKIN** is available for **ANY QEC**  
amber or clear glass container

the risk in dealing with certain chemicals and compounds.

- **Q-SKIN** protects containers from pressure build-up due to overfilling or atmospheric changes.
- **Q-SKIN** reduces product liability.
- No permeation. You get the full protection of glass against gas and product penetration, with significantly less danger of breakage or spillage.

- **Q-SKIN** is available at all of QEC's preparation standards: Level 1: Assembled and QA checked; Level 2: Pre-cleaned to EPA standards; and Level 3: Pre-cleaned to EPA standards with Certificate of Analysis.

Contact your QEC account representative for complete information about **Q-SKIN** Safety Coated Glass, or call Customer Service at **1-800-255-3950**.

**Call toll free 1-800-255-3950 or visit [www.qecusa.com](http://www.qecusa.com)**

QEC's customer support staff

## ...the power behind the phone

Keeping customers happy and ordering year after year requires a total commitment to effective customer service.

While everyone at QEC is focused on customer satisfaction, our customer support staff has direct contact with our customers on a daily basis. They are the voice on the phone that is the personification of QEC to customers worldwide, and they make sure that "Quality for Every Customer" is a fact, not just a slogan.

Marketing surveys indicate that the vast majority of customers change vendors because of service concerns rather than price or quality issues. QEC always has understood the value-added importance of excellent customer support to create a total product-and-service package that will win and retain customers.

QEC customer service manager Phyllis Meadows is determined to keep lines of communication open and active. "It's everyone's job to ensure that our reputation for service is unequalled in the industry."

QEC's key to service is its on-going communications program. "We focus on each customer individually," according to executive sales manager Mike McCune. "We build a communications plan for each. Underpinning the communications effort is a commitment to frequent, personal contact."

"QEC is a state of the art operation, but there's no place for automated phone answering here,"



**Northeast marketing manager Leland Price confers with customer support staffers Becky Woodie and Darla Moomaw.**

says general manager Barry Barajas. From the minute the phone answers, callers to QEC are speaking to staff who are eager to be of service.

"Quality service forges the ties that will cause a client to stay with a supplier through all the business cycles of a market," said McCune. "Our customer support staff provides the power to keep those ties strong."

### A word from the president...



**James L. Hern, PhD.**

## Service isn't everything, it's the only thing

Our sales staff deserves great credit for expanding our company's reach throughout the United States and around the world. We also recognize that selling the customer is just the beginning of our job at QEC.

We provide a very sophisticated line of products to a clientele with complex needs in an industry that has a very low tolerance for errors. Therefore, what takes place after the sale is the critical difference between a customer that buys once and a customer that stays loyal for years. At QEC customer turn-over is well below industry norms, and a substantial percentage of our customers have been doing business with us for five years or longer.

You can't have that kind of ongoing success unless you have what QEC has: a robust and progressive customer support system staffed by professionals with an aggressive, pro-active approach to customer service. They have earned our recognition and our thanks.

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# QEC expands into Asia...

Quality Environmental Containers continues to expand its global operations to Asia with new sales in China and Vietnam. Together with Australia, this gives QEC a significant presence in the Far East



For more information about international availability of QEC products, please contact our Atlanta office:

**MIKE McCUNE 770-339-7313**

**Call toll free 1-800-255-3950 or visit [www.qecusa.com](http://www.qecusa.com)**

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Quality Environmental Containers

P.O. Box 1160, Beaver, WV 25813

**QEC**  
**Express**

**Next Day Service**  
**No RUSH Charges\*!**

Orders for in-stock QEC products received by 5:00pm ET can be at your lab or job site in the continental United States the next day. Tell your customer service rep you need **QEC Express™** service and your order will be processed and shipped that day.

\*Freight company charges will apply.