LIFETIME ACHIEVEMENT AWARD WINNER 2002

ROBERT A. SLAWSKA

Robert A. Slawska has been associated with the plastics industry for over 38 years in many numerous positions of importance and innovative assignments.

Starting in the mid 1960’s at Midland Ross/Hartig building all types of Blow Molding equipment, he knew this is where his career should be. Blow Molding was new, exciting and wide open for innovations and developments. There were no accounting restraints and everyone wanted to advance the “State of the Art” of Blow Molding. Many mistakes were made in these early days. However, there also was much more accomplished. All of us could do whatever we wanted even though it might have been above reason.

The first six (6) years were spent functioning as an internal sales/technical assistant to six (6) sales engineers selling blow molding equipment. Things were thrown his way to handle in the best and fastest way possible. Many long hours were put on the job as well as bringing home more uncompleted work. It was tough on the family but a great learning experience. Also, many industry friendships and associations were developed during these early formative years. Today, many of these friendships are still maintained.

In 1972, a group of six (6) key personnel left Hartig to form Barr Polymer Systems. In a few short years we developed the first American Accumulator Head (named the Hsu Head after John Hsu, who dreamed up the design). In a few short years, they produced 22 machines. However, business and money were tight and they sold the company to Uniloy/Hoover in 1974.

In 1974, Bob left Uniloy to join Sterling Extruder with a non-compete contract with Uniloy. Due to the non-compete agreement he served as District Sales Manager Northeast for extrusion equipment. This area not only required the selling of equipment but the servicing/troubleshooting of the extruders as needed during plant visits. It also was a great learning opportunity to know more about the various extrusion processes.

After the non-compete period was over, Bob did a hand shake agreement with Mr. L.D. Yokana, President of Sterling, to start the Blow Molding Division in 1978. This division was developed from zero sales and no design of equipment to $16 million in sales and 50 machines a year within 10 years. Sterling Blow Molding was highly profitable under Mr. Slawska’s leadership in the second through tenth year of existence. He was successful in developing a well balanced organization which maintained growth and stability for the next nine years after his departure.
**Chairperson’s Message**

**Welcome to the Spring 2002 Newsletter From Robert A. Slawska**

We have just completed our annual ANTEC 2002 in San Francisco. This year’s session had over 3800 attendees, which was larger than last years’ meeting in Dallas.

Mr. Michael Cappelletti, Executive Director of The Society of Plastics Engineers, attended our Board of Directors’ meeting at ANTEC. Mr. Cappelletti gave a brief overview of the future of SPE and its divisions. He answered questions on programs and other activities. Mr. Cappelletti was responsive to our issues and challenged the board to send their wishes to him so that he could take them to the council. Mr. Charlie Keener of Graham Engineering is now our current Councilor to SPE Headquarters. Mr. Keener will be our direct contact to and from Headquarters.

We are mourning the passing of Dr. Andres Garcia-Rejon. Andres was a fellow member of our division, associate and friend to many of us. He presented more than 100 technical papers to the blow molding industry. He was very loyal and committed to the Blow Molding Industry. Please see our newsletter for additional information on Dr. Garcia-Rejon.

Each year we present an award to Outstanding Board Member(s). This year, we are fortunate to present the award to Robert Gilbert and Ron Puvak. Thanks to both of you for the great job and commitment to our Board and the Blow Molding Division. Please see details in our newsletter.

Lastly, I wish to thank the Board of Directors for awarding me the Lifetime Achievement Award 2002. It is a great honor and privilege to receive this distinctive award. I sincerely wish to thank my wife, Vilma and our family for their help and support throughout my Blow Molding career of over 38 years. I also wish to thank all of you (too numerous to name) who have helped and were associated with me during these years.

*Robert A. Slawska, Chairperson*

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**Blow Molding Calendar of Events**

**2002**

October 1: SPE Blow Molding Division Board of Director’s Meeting to be at Annual Technical Conference “Innovations In Blow Molding Technology” in York, PA. Bob Slawska will set agenda.


**2003**

January - TBD: ANTEC 2003 - Matrix Meeting

Nashville, TN - ANTEC 2003 TPC Chair & ANTEC 2004 TPC Chair to attend.

May 4-8: ANTEC - Annual SPE Meeting & Conference, Nashville Convention Center & Stouffer Renaissance Hotel, Nashville, TN. John Meckley - Chairperson, Technical sessions, Blow Molding Division Board of Directors Meeting, No Business meeting, Best Paper, Scholarship & student design awards presented.

June 23-27: NPE 2003 - National Plastics Exhibition, McCormick Center, Chicago, IL

October 3rd or 4th week: SPE Blow Molding Division Annual Technical Program Conference (Automotive & After-market focus - will use tie in with Detroit section and SME), Detroit Area. Bob Jackson - Chairperson, Robert Dirdrado is Co-Chair, Mike Moran (Lear) - Local Coordinator. Technical Session, Formal business meeting & BOD Mtg., Lifetime Achievement awards presented.

**SPE Blow Molding Division presents:**

**INNOVATIONS IN BLOW MOLDING TECHNOLOGY**

**October 2nd & 3rd, 2002**

Heritage Hills Conference Center, York PA

**Topics include:** Market trends & needs, forecasts to help make better decisions, New Machines, materials & processes (innovations & developments, End User (customer) panel open forum discussion, Improving machine performance & productivity

**Plant Tours Scheduled:** Graham Engineering Corporation (World Headquarters & Manufacturing) & Harley-Davidson Factory Tour (World Class Manufacturing)

**Why A Conference on Blow Molding Innovations?**

Recent advances in materials, processing & tooling have opened new markets. Some product designers are taking advantage of these technologies, but most are unaware of the new capabilities of the machinery & materials used in these processes. This conference has been structured to provide the Blow Molding Industry the opportunity to interact and gain valuable insight on current innovations.

If you use, build, or service the Blow Molding Industry You need to attend!

**Information & To Register**

Go to our website: www.blowmoldingdivision.org to register/pay online or for further information.

Or you can contact: Emma Griffith, SPE Blow Molding Division at Email: RSlawska@aol.com

To become an Exhibitor/Sponsor/Engineering Display please contact:

Joe Altimari, Graham Engineering at Email: joe_altimari@grahamengr.com

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**HIGH PRODUCTION WORKSHOP**

Workshop Leader: Norman Lee

**September 9th - 11th, 2002**

Polymer Center of Excellence, Charlotte, NC

A practical workshop with emphasis on problems & Solutions. Workshop leader with a team of presenters from the Blow Molding Division of Directors.

**Information & To Register**

Call SPE at 203-740-5403 or Fax: 203-775-8490

Online: go to http://www.4spe.org/conferenceseminar.htm, then go to Upcoming Seminars, then go to the title of program of interest.

Mail: Attn: Seminars, SPE, PO Box 403, Brookfield, CT 06804-0403

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**Workshop Leader:**

Norman Lee

---

**Topics Include:**

- Market trends & needs, forecasts to help make better decisions
- New Machines, materials & processes (innovations & developments)
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Quick Notes.....

Visit SPE
Blow Molding Division’s
new website at
www.blowmoldingdivision.org

Next
Blow Molding Division
Board of Director’s Meeting
October 1, 2002
York, PA

Don’t Miss The
Blow Molding Conference
Oct. 2 & 3, 2002
“Innovations In Blow Molding Technology:
Held at Heritage Hills Conference Center in York, PA
(see further details in this newsletter)

High Production Workshop
Sept. 9 - 11, 2002
Polymer Center Of Excellence, Charlotte, NC
Workshop Leader:
Norman Lee
(see further details in this newsletter)

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E-mail: donna68@att.net
Many innovations contributed by Mr. Slawska were developed during this period such as:

- Microprocessor design using MACO IVP as a starting basis.
- Developed machines to produce parts made from engineering grade materials.
- Hydraulic systems with proportional valves and newly developed MACO 8000 microprocessor.
- Developed systems with press speeds of 1200"/min and parison drop rates of 6#/second.
- Developed design of equipment with competitive costs and high quality level of production.
- Promoted and developed use of larger dual head systems with 36" centers which were not developed prior to this period.

In 1991, Bob co-developed a new head design with a spiral diverter and extremely fast clean out by purging. This head was designed to remove the internal parts, clean and reassemble within one hour. This major innovation has saved the processor a multitude of hours and days spent cleaning the existing heads.

Bob co-founded Proven Technology Inc. with Charles Magnani in 1994 to provide engineering consulting work in Blow Molding. One of their first customers was Graham Engineering in York, PA. This is a long term exclusive independent contractors agreement to help develop, build, and assist in Sales/Marketing of Industrial Blow Molding equipment. This is a “A to Z” project to assist Graham’s entry into Industrial Blow Molding Equipment Market.

Graham Engineering is now developing into a leadership position for the range of extrusion blow molding equipment. This includes wheels, shuttles, rotary indexing wheels and industrial machines.

Today, Mr. Slawska continues to provide Graham with technical assistance in Industrial Blow Molding.

**LIST OF ACCOMPLISHMENTS AND FUNCTIONS**

- Presently serves as Chairperson of SPE Blow Molding Division.
- Division’s Newsletter Editor for past eleven years.
- Author/speaker at several ANTEC’s.
- Educator at SPE Blow Molding Workshops since 1990.
- Author of multiple chapters in Norm Lee’s & Sam Belcher’s books on Blow Molding.
- Worked with John Hsu to help develop first American Accumulator Head.
- Developed first microprocessor machine at Sterling in 1979.
- Provided first accumulator spiral head design with pull up clean out feature to allow internal cleaning of head in less than one hour.
- First press design with platen movements up to 1200” per minute on industrial machines.
- First accumulator dual head machine to run PC 20 liter water containers in 1986. Sold to Reid Valve.
- First bumper beam machine developed for Apollo in Korea to be made with Xenoy GE material. Included robot insertion of 12 bolts - 1986.
- First accumulator head machine to use proportional valves with microprocessor for programming.
- Guided development of first USA 3 layer accumulator head machine.
- Help develop first USA built 55 gallon drum machine at Barr Polymer in 1972.
- Built developmental rectangular head tooling in 1985.
- Develop 4 head machine for Patron Plastics.

Mr. Slawska has been involved with the manufacture of over 600 Blow Molding machines and over 1,000 Blow Molding heads. This had been a very innovative period. However, he feels the best is yet to arrive. The process and equipment is progressing from black box functions to predictable scientific methods. The industry is now creating many new products and processes. Insert molding such as carpet and hardware components are value added features to the advancement techniques. It seems as if it is just starting to be fun all over again.

Bob and his wife, Vilma reside in Hillsborough, NJ. They have three children (Emma, William & Robert) and four grandchildren. His daughter, Emma, has been associated with him as an Executive Assistant for too many years to mention.

This award will be presented at the ABC Conference “Innovations In Blow Molding Technology at Heritage Hills Conference Center in York, PA on October 2, 2002. Congratulations, Bob.

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[Image of sponsors logo]
Board of Director’s Meeting
Minutes of the Board of Directors of the Blow Molding Division of SPE 2/5/02

E. Skov, E. Spohr

- Call to order
  > 10:35 am by Bob Slawska.
- Secretary’s Report by Ron Puvak
  > One item noted as amended and had been routed prior to the meeting.
  > Bob Jackson motioned to accept as revised.
  > Gordon Williams seconded the motion.
- Treasurer’s Report by David Curtiss
  > Report reviewed briefly and no corrections required.
  > This is the finances for the fiscal year to date:

<table>
<thead>
<tr>
<th>FUND</th>
<th>BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating</td>
<td>$15,488.61</td>
</tr>
<tr>
<td>Disbursement</td>
<td>$67,031.24</td>
</tr>
<tr>
<td>Grant</td>
<td>$169,988.85</td>
</tr>
</tbody>
</table>

- Mark Heitker motioned to accept.
- Bruce Thompson seconded the motion.

- Finance Report by Gary Henneberry
  > Report distributed prior to meeting and no additions required.
  > Nominating Committee Report by Bob Gilbert
  > Add Win Barrington and Byron Street as nominees for BOD
  > Paul Geddes – removed his name
  > John Meckley is TPC - elect
  > Mark Heitker is Treasurer - elect
- Awards Report by Dave Holliman
  > Need a secret ballot to elect Lifetime Achievement Award.
  > Nominees are Michael Gigliotti and Gordon Williams nominated Bob Slawska as an additional nominee for Lifetime Achievement, Seconded by Bob Jackson.
- Membership Report by Erik Skov (Given by Bob Slawska)
  > New report issued 2/5/02
  > Each month, a membership update packet is sent to the membership chair. If this is not occurring please contact Jenny.
- Publicity Report by Bob Jackson
  > Web site activity is ready to accept the PDF format of newsletter.
- Councillor’s Report by Bob Gilbert
  > $239,000 sections/division to work with cash flow, which helped with financial concerns.
  > SPE – New Website October 2 – www.4spe.org
  > Jack Contessa education coordinator has left SPE.
- Newsletter Report by Bob Slawska
  > Current articles completed for next newsletter.
  > PDF format is being used so it can be added to web site.
  > We should not duplicate the information on the web site if it is in the newsletter.
- TPC – Mark Heitker
  > Report issued no additional general comments.

TPC – SUB-COMMITTEES/ACTIVITIES

1. ANTEC 2002 Report – Ron Puvak
  1. BOD meeting will be Monday afternoon not Monday morning.
  2. BM sessions will be at the Marriott and not at Moscone Center – lack of room.
  3. Meeting rooms have been reserved for all committees.
  4. Sunday evening social will be moved to Monday evening due to conflicts with other events.

ACTION ITEMS:

1. Ron Puvak will send out revised schedule for ANTEC events.
In Memoriam

**Dr. Andres A. Garcia-Rejon**

It is with great sorrow that we learned of the passing of our friend and colleague, Dr. Andres Garcia-Rejon. It is fitting to take this time to reflect on Dr. Garcia-Rejon’s illustrious career as a scientist as well as a respected co-worker at Industrial Materials Institute, National Research Council Canada.

Andres started his post-secondary schooling in his native land at the University of Mexico. As a scholarship recipient, he completed his masters degree and his doctorate at McGill University. It is here that started his lifelong passion for plastics research.

After returning to Mexico for 5 years, Andres returned to Canada in 1985 to start work for the NRC. As an Associate Research Officer in IMI’s CAD/CAM group, he immediately started to make his mark with his work. He quickly became Project Manager and then Group Leader where he acted as a key person in developing IMI’s highly regarded reputation in injection and blow molding research.

Over the years, Andres became a valued mentor to many of IMI’s young scientists and technical officers. Since 1995, Andres was also busy sharing his wisdom with eager young minds as an adjunct professor at McGill University.

A true pioneer, Andres was one of the first to see injection molding and blow molding as a science rather than an industrial trade. He contributed greatly to making polymer processing the scientific field that it is today. His hundreds of published papers, his numerous best paper awards at conferences, and his impressive body of research have made him a recognized leader in the world of plastics research.

In May 2001, Andres was elected Fellow of the Society of Plastics Engineers. In this international society of 33,000 members, Andres is one of only 154 fellows across the world. He was the fifth ever Canadian to be bestowed this honor. Andres was also the first ever NRC scientist to be named chair of the NSERC selection committee.

But above and beyond his exploits as a respected research scientist, he will be missed by the people who knew him for his warmth, his friendship and his deep humanity.
1. Please provide contacts for target companies to be invited.
2. Will send an update to all members on the program and schedule.
3. Meeting with Conference center that afternoon for finalize all details.
4. Graham Engineering has committed to sponsorship of the event.

> **ANTEC 2003 Report – John Meckley**
1. N/A

> **ABC 2003, Detroit MI – Bob Jackson**
1. N/A

**ACTION ITEMS:**
1. Bob will prepare detailed report for next BOD meeting at ANTEC 2002 - plans for 2003 ABC.

> **ABC 2004, 2005, etc.**
1. N/A

**ACTION ITEMS:**
1. Subcommittee will be formed by Mark Heitker to evaluate potential attendee list. **Ongoing**
2. Robert DiRaddo will be preparing the list for NRC potential site.
3. Please give Robert any names and contacts.
4. Should have an outline of events and potential sponsors for next ABC.
At our Winter 2002 Board Meeting, Bob Gilbert and Ron Puvak were nominated for the Outstanding Board Member for 2001. This voting was conducted via email on a secret ballot, with completed ballots being sent back only to the Awards Chairman, David Holliman.

Both of these Board Members were very deserving and both received equal board support. The Blow Molding Division is awarding two awards for 2001. Congratulations to Bob Gilbert for his outstanding contribution as our Councillor. Bob also is Nominations Chairperson for the Blow Molding Division. Bob was unable to attend our board meeting to receive his award.

Congratulations to Ron Puvak for his outstanding contributions towards making ANTEC 2002 a success. Ron also is an officer for our Division serving as Secretary. Ron has done an excellent job in this capacity and has always submitted the minutes of our board meetings within two weeks of the meeting. Ron is also working on the ABC Conference for Oct. 2002. Ron is performing duties as Marketing Director and also preseting updated reports and data on this conference.

We again wish to congratulate and thank Bob and Ron for their excellent contributions to our division.
The winner of the 2002 Carrie Fox Solin Scholarship award from the Blow Molding Division is Trevor Beyeler from Pittsburg State University. He is a second year student in the Plastics Engineering Technology Program with a 4.0 cumulative GPA and is very active in volunteer mission work in the Philippines, SPE, the Crimson Club, the Honors College, and LDSSA.

In the summer of 2001 Trevor completed an internship with Pitt Plastics, Inc., and is working on an internship for the summer of 2002 with Portola Packaging, Inc. in Chino, California.

Dr. Larry Solin will present this award to Trevor during the Blow Molding Division Conference “Innovations in Blow Molding Technology on Oct. 2/3, 2002 in York, PA.

ON THE LIGHTER SIDE........
How many first year engineering students does it take to change a light bulb? None. That’s a second year subject.

How many second year engineering students does it take to change a light bulb? One, but the rest of the class copies the report.

How many third year engineering students does it take to change a light bulb? “Will this question be on the final exam?”

How many civil engineers does it take to change a light bulb? Two. One to do it and one to steady the chandelier.

How many electrical engineers does it take to change a light bulb? None. They simply redefine darkness as the industry standard.

How many computer engineers does it take to change a light bulb? “Why bother? The socket will be obsolete in six months anyway.”

How many mechanical engineers does it take to change a light bulb? Five. One to decide which way the bulb ought to turn, one to calculate the force required, one to design a tool with which to turn the bulb, one to design a comfortable-but functional-hand grip, and one to use all this equipment.

How many nuclear engineers does it take to change a light bulb? Seven. One to install the new bulb and six to figure out what to do with the old one.
Board of Director’s Meeting continued from Page 7

- **Education - Mark Barger**
  > 12 – 13 submissions for scholarships.
  > Design competitions submissions may be relaxed due to school term.

**ACTION ITEMS:**

1. Mark will follow up with Jenny Hodge on how the publicity of design competition is handled and if National is still interested in this program. - Ongoing
2. Same committee will be used from last year for review will contact. Mark will respond back to BOD with recommendations on design competition.
3. Marketing - Warren Bentkover
   > See report issued
   > **ACTION ITEMS:**
   1. Warren will contact SPE National to check the possibility of having Michael Cappeletti draft letter to CEO’s of top Blow Molding companies. - Ongoing
   2. Bruce & Cheryl will draft brochure about SPE activities/benefits • Ongoing

**OLD BUSINESS:**

1. Bruce suggested new Board Member packet – Bruce Thompson will prepare this as function of Chair-Elect duties - Ongoing
2. Shirt program to be continued for first time elected/appointed BOD members – motion by Bruce Thompson; second by Bob Gilbert – Mark Heilker will contact Bob Delong – OK will wait until after next elections.
3. Blow Molding Division policy manual needs to be reviewed. We will begin with 5 pages at a time. Bruce Thompson will begin activity and route all responses through Emma. - Ongoing

**NEW BUSINESS:**

1. Elections for Society have been completed.
2. Bob Gilbert discussed request from SPE for support of Student Travel Fund. Bob Gilbert made the motion to support fund in the Amount of $500.00. Bruce Thompson seconded – approved; Dave Curtis will handle this request.
3. Antec discount issue – for BOD members – Ron Puvak will contact SPE national if there is any relief.

**ADJOURNMENT:** 11:53 am – motion to adjourn by Dave Holliman; second by Joe Altimari

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Dr. Montgomery T. Shaw
2002 SPE International Award Winner

The SPE International Award for 2002 goes to Dr. Montgomery T. Shaw. This award is sponsored by the South Texas Section of the Society of Plastics Engineers. Dr. Shaw’s plenary title is “Polymeric materials with field-structured phases.”

Dr. Shaw holds B.ChE. and M.S. degrees from Cornell University and an M.A. and a Ph.D. from Princeton University. He has been a member of the faculty of the University of Connecticut since 1977; from 1970 to 1976 he served on the research staff of the Union Carbide Corporation. Dr. Shaw won the SPE International Research Award in 1998, and is a Fellow of the Society.

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Dr. Claudius Feger Elected 2002-2003 SPE President

Dr. Claudius Ferger has been elected President of the Society of Plastics Engineers (SPE). He assumes his duties at the Annual Technical Conference (ANTEC), which celebrates the Society’s 60th Anniversary, in San Francisco, CA, May 5-9, 2002. The Society has 30,000 individual members around the world, in all areas of the plastics industry.

Dr. Ferger has authored or co-authored over 80 publications including three books (editor) and five book chapters. He holds 9 US Patents, 12 pending patent applications, and over 50 published invention disclosures. His awards includ PAD (Polymer Analysis Division) Best Paper Award (1987), three IBM Research Division Awards (1994, 1999 & 2000), and IBM Microel Division Award (1998).

Dr. Ferger is currently Manager, Advanced Plastic Packaging, IBM T.J. Watson Research Center, Yorktown Heights, NY. He has a Diploma in Chemistry and Dr. rer. nat. from Macromolecular Institute, University of Freiburg, Germany. He has been a visiting professor at University of Porto Alegre, Brazil, post-doctoral fellow at the Polymer Sci Eng. Dep., UMass, Amherst, and Associate Professor at Dept. of Physics, U. of Maine, Orono

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**2002 - 2003 SPE OFFICERS NAMED**

Other Officers of 30,000-Member International Society are:

- **President Elect** - Donna S. Davis of ExxonMobil Chemical Co., Baytown, TX
- **Senior Vice President** - Kishor Mehta of Bayer Corp., Plastics Division, Pittsburgh, PA
- **President** - Randy Lewis of PR Lewis Consulting
- **Vice President, Treasurer** - Len Czuba of Czuba Enterprises, Lombard, IL
- **Vice President, Secretary** - Nancy J. Hermanson of Dow International, Midland, MI
- **Vice President, International** - Randy Lewis of PR Lewis Consulting, Dorado, Puerto Rico

Other members of the 2002-2003 Executive Committee include:

- **Past President** - Terence J. Browitt (Terinex International Ltd.)
- **Prior Past President** - Jim Brackeen
- **Appointed Vice Presidents:**
  - Rich Bradley (Great Lakes Chemical)
  - Alex Mora (Formula Plastics Inc.)
  - Eldridge M. Mount III (EMMOUNT Technologies)
  - Hoa Pham (Solvay Engineered Polymers)
  - Karen L. Winkler (Dow Chemical)
  - Timothy W. Womer (New Castle Industries)
Robert DeLong Receives Fellow Of the Society Award

Robert DeLong is being recognized for his expertise in applying technical solutions to processing, resin formulation and part design problems in blow molding, especially in the milk bottle, automobile gas tank and injection blowmolding sectors.

He has shared this nearly half-century of knowledge with literally thousands of others via his teaching, seminars and customer training.

Robert is nearing 50 years in all aspects of the blow molding industry, including sales of both resin and machinery, marketing, plant management, and especially customer technical service.

Robert DeLong

Ingrid (Bob's wife) & Bob DeLong

Blow Molding Division Receives Pride & Outstanding Division Awards

We have been awarded The Pride Award for several continuous years. There are several compliance requirements, which must be fulfilled to receive this award.

Some of these are:

- Sponsor at least 1/2 day session at ANTEC
- Publish three (3) issues of a newsletter/year
- Submit annual budget
- Conduct an annual business meeting
- Conduct a conference
- Establish a Division Scholarship/Grant program with awards

For The Outstanding Division Award the Division must:

- Qualify for current Pride Award
- Sponsor full day session at ANTEC
- Sponsor conference every year
- Demonstrate international activity

Mark Heitker(left) congratulating Bob DeLong(right)

Ingrid (Bob's wife) & Bob DeLong

Don Peters(left), Mark Heitker with Pride Award (center) & Fellow Award Winner Bob DeLong(right)

SPE Blow Molding Division

Wishes to thank all of our sponsors for their support & contributions.

To become a sponsor - please contact:
Robert DeLong, Finance Committee Chairperson
at 800-338-0489