



Manufacturer of High Performance PTFE Composites and Laminates

An Open Letter to FSA Members and
Those Considering Membership

Subject: TCI's FSA Story

By 1989 I was into my fourth year as an owner of Textiles Coated International (TCI). During this period we had established the early beginnings of some industrial products in the marketplace based around PTFE materials. Our insulation products were taking hold and so were some expansion joint materials. TCI was experiencing the normal growth difficulties of a fledgling company. Our business plan had to be kept simple. Keep our heads down and plow forward as best we could.

It was at this time that I got a real surprise. One of our expansion joint material customers called to discuss the possibility of TCI joining the Fluid Sealing Association. From my previous work experience I had an awareness of the FSA. Also, I had some appreciation of the work being done in the association. Most importantly, I felt that a discussion regarding TCI's membership in the FSA would be better served somewhere else, like maybe on Jupiter or Mars. I felt it was far too early to consider membership. As a company we were just beginning to spread our wings.

But we all know that most sacred tenet of business --- the customer is always right! Accordingly, I began going through the motions of giving some consideration to joining what I was soon to learn was a highly regarded institution --- the FSA. A relatively short time later TCI became an associate member of the organization. No one was more surprised than I was.

What happened? What changed? Shortly after attending a regular FSA meeting and a Ducting Technical Committee meeting, it became clear to me that you needed to be in the FSA if you wanted to --- yes, another cliché --- be where the action is. The Non-Metallic Ducting Expansion Joint Division proved to be a treasure trove of detailed information pertaining to expansion joints --- more specifically, pertaining to the future of expansion joints.

In the Ducting Division were the expansion joint manufacturers. Access was provided through the joint manufacturers to the wishes --- make that the demands --- of the end users. If a company is going to succeed in an industry, it needs to fully understand its customers' business goals. It has to have an appreciation of what is expected by all of the customers in an industry. In a nutshell it must have some awareness of the overall picture. The FSA provided this for TCI --- in spades --- in the early 1990's and has continued to do so up to the present time. Personally, what I consider the most important are the many standards that were developed over the years by the members of the Ducting Division for the expansion joint industry.

Through the years, TCI has received acclaim as a well-established company. The company has been fortunate to have received a number of product awards, which includes recognition for technical accomplishments. A tremendous effort has been extended by many industrious TCI

employees over the decades. It has been very gratifying to see the many successes that have been achieved. But I personally believe --- in retrospect --- that with all that has been realized, TCI's best moment may have been when it joined the FSA in the late 1980's. A bedrock of business stability was created with FSA membership that continues to serve the company well today after three decades of participation.

Beginning sometime around the mid-1990's, I became a member of the FSA Membership Committee. I have remained on the committee for all of the many years. Why? Because it has always been very easy for me to discuss FSA membership to prospective members. If a company's business is related to one or more of the divisions in the FSA --- and the company qualifies for membership --- it will be making a tragic mistake if it does not give very serious consideration to joining the FSA.

Sincerely,

Stephen W. Tippett, President
Textiles Coated International

200 BOUCHARD STREET MANCHESTER, NH 03103

PHONE: (603) 296-2221 FAX: (603) 296-2248 WWW.TEXTILESCOATED.COM