

The Solutions Forum



Solutions in metalworking

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Strong man uses powerful tools

Editorial **Walter - 50 Years and counting**



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Much like an individual's growth is measured by both the physical and the amalgamation of past, present and future experiences, the same underlying principle is equally applicable to the evolution of a corporation. In 2002, this is exceptionally true for Walter as it celebrates 50 exciting years of growth and invaluable business experiences across Canada and around the globe.

Our corporate mission has always been 'to contribute to our customers' success by helping them work better,' quantified by numerous past examples of support to professionals in the Canadian metalworking industry. However, the origins of such support has always stemmed from our customers' ideas on how to improve a product. One momentous example is the innovative Walter Mini-Grinder™ of the late '60s - the first one-handed grinder to offer operators a compact yet powerful alternative to the bulky two-handed angle grinders available at the time. The Mini-Grinder™ was simply the result of Walter's collaboration with end-users, a sound practice that continues to this day. The Mini-Grinder™ has since become an industry standard for Walter and all its Canadian competitors, thus lending credence to the old adage 'imitation is the sincerest form of flattery'.

Walter's continued efforts to improve communications with customers have resulted in the launch of our new dynamic web site www.walter.com. The Canadian-based web site provides everyone access to detailed and up-to-date information on products, application solutions, special offers and contact information - 7 days a week, 24 hours a day.

Our major focus has always been to listen to our customers. Whenever you have a new or difficult application that requires external expertise, our technical representatives and distributors are readily available with demonstration materials and immeasurable industry knowledge. Together, they

work with you to find a solution that meets or exceeds your expectations, on the spot. If training is necessary, then you can join the ranks of thousands of industrial users who have attended Walter's in-plant Safety and Product application seminars. Last year alone, we trained more than 2,000 Canadian industrial users.

During the last few years, we have noticed that industrial users are increasingly substituting their traditional methods of cleaning and degreasing with more safe, water-based products. This became a new challenge for us to answer their call for a more diverse range of applications. The result? The creation of Walter CB (Chemistry and Biotechnology), a new Montreal-based chemical manufacturing facility which will supply our operations in Canada, Mexico and the United States. The Walter CB plant includes a fully equipped laboratory that will not only ensure consistent manufacturing quality, but more importantly, provide free testing and analysis services to all Walter customers. This service is available through Walter representatives nationwide.

Walter can now be found in many other countries, including several locations across Europe, South and Central America, and of course, in the U.S.

In celebration of our 50th year, we would like to thank all our customers and express just how much Walter treasures its partnership with each of the thousands of people we have had the fortune to serve over the years.

As products, technologies and the speed of doing business have changed - one thing has not... 'Walter endeavours to contribute to its customers' successes for yet another extraordinary 50 years'.