



# did you know?

News, Updates & Events from RG Group

ISSUE NO. 1 VOLUME NO. 3

## Leadership Development

### Food for thought from our CEO.

“He’s a born leader” is an expression we sometimes hear in sports, in business and in life. This is quite a compliment when one considers what makes a good leader:

- Focus on helping the team members
- Have a passion for what they do
- Make a difficult decision whenever needed
- Walk the walk and talk the talk
- Display empathy
- Analyze the strengths and weaknesses of the team and the organization and takes appropriate action
- Understand and convey that the team will always be the key to success
- And more...

RG Group’s Leadership Team is committed to improving itself so that it can develop and / or enhance the attributes noted above. How are we doing this? Our commitment started with the Thayer Leadership Workshop at West Point, NY, home of the U.S. Military Academy. Here, we developed and shared our personal **Leadership Philosophies**. We learned of processes used by the military that translate to the business environment. Equally important, we continued to coalesce as a Team as we worked in group settings in the work-

shop and spent time together off-hours. The next step in our development as a Leadership Team is to work with Board of Director (BOD) member Dan Quinlivan, who has years of experience in corporate Team development. Dan will lead us through a personality assessment, designed to help us improve our teamwork, communication, and productivity in the workplace.



The reason for this focus on Leadership Development? First, continuous improvement – we all need to work to be the best that we can be. Second, the challenging and ever-changing business climate that we are in today requires an agile Leadership Team that is unified in moving forward. Finally, RG Group employees deserve a Leadership Team that delivers on its promise to have a safe and welcoming workplace and to meet the financial expectations of our owner and our BOD.

Thank you!

Steve



## What’s in a Name?

As a society, we’ve become accustomed to exchanging acronyms for popular names and phrases. In industry, it’s an equally applied practice as well.

While it still may need a little more momentum to become a fully interchangeable option, [Flexible Outsourced Manufacturing, FOM](#), is well on its way to representing the value and twist on contract manufacturing that its name implies.

[Flexible Outsourced Manufacturing’s](#) uniqueness stems from what the “Flexible” in its name implies – the ability to adapt. We can scale resources to meet production demand whether it dictates an upward or downward capacity fluctuation. Plus, RG Group’s ability to step in and help customers during any stage of their products’ development gives them the ability to stay lean and focused on what they do best while we provide the support and technical expertise to get the job done. We supply the technical expertise, skilled labor and production capabilities that many manufacturers do not have nor wish to invest in during the [R&D, Production and End-of-Life](#) stages of

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**Below, FOM project in progress.**

## Trivia Time

The first robot was a steam-powered “pigeon,” created around 400 to 350 BCE by the ancient Greek mathematician Archytas, known as the father of engineering. He was using the robot to study birds in flight. Escaping steam propelled the bird, which was suspended on wires. The pigeon used the same action-reaction principle as the rocket, which was not stated as a scientific law until the 17th century.



## THE RESULTS ARE IN!

As you know, RG Group has been recognized as a 2023 Best Places to Work in PA!



It has been an honor to be awarded this and is emblematic of not only the culture here within the organization but by how we are viewed by the collective personnel body as well. Like our entire Executive team states, "This award is not an ending, it's just the beginning of our journey together. We will continue to live by our core values and will always seek continuous improvement."

Surveys were submitted during the early part of summer however the results were not revealed until recently.

Here's how this accomplishment is summarized by Suzanne Fischer-Huettner, managing director of *Bridge Tower Media/Central Penn Business Journal and Lehigh Valley Business* puts it, "The 2023 Best Places to Work in PA honorees know what it means to create a culture in their organizations that results in teamwork and excellence. They are champions of business who know that the people in their companies are the keys to their success."

We are proud of this award and not being an organization to rest on its laurels, hopes to retain this status next year and those that follow.

## By Land, Air and this time Sea!

*It is with great excitement to announce that as part of a joint effort, RG Group has been selected to participate in the modernization of US Coast Guard Motor Lifeboats.*

For over six decades, RG Group has worked with many organizations providing critical design, engineering and production expertise. So, it's extremely rewarding to know that our reputation as a leading expert in motion control and fluid handling has helped pave the way for this project designation.

The breadth of this endeavor entails the modernization of the 47-foot motor lifeboats used by the US Coast Guard. Competing against other marine service providers, RG Group's Marine Division has been selected and will be tasked with the delivery of world-class, top tier products and components, engineering support and consulting services. All things the organization is well versed in providing as it embarks on meeting the expectations of this uniquely demanding marine based project.

These 47-foot, Coast Guard motor lifeboats or MLBs are primarily utilized to conduct search and rescue missions. Highly adaptive with the ability to function in multiple operations, MLBs can be deployed in a wide range of missions that oversee the environment of waterways. Common functions include ports, waterway and coastal security (PWCS), defense readiness, drug interdiction, migrant interdiction and other law enforcement applications. 47-foot MLBs are roll-over capable and able to withstand hurricane-force winds and tumultuous seas. The MLB can reach speeds of up to 25 knots and are an extremely valuable asset to the US Coast Guard's vast array of operational devices.

RG Group is proud to have been awarded this prestigious assignment and is ready to fulfill the requirement set forth with the Trusted Expertise customers in all walks of industry have come to rely on.

To discuss your next marine based application, contact our Marine Specialist Randy Mckee at [Randy.McKee@rg-group.com](mailto:Randy.McKee@rg-group.com).



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their products lifecycle. This has been shown to be hugely beneficial as it eliminates the costs of hiring, training and maintaining a staff that ultimately may be hard to support beyond the lifecycle of the project they've been recruited for.

RG Group's multifaceted engineering, production and fulfillment teams are well versed in a variety of industrial applications, providing production assistance for a diverse list of industries including Life Sciences, Defense and Mobile Hydraulics. But our ability to fulfill projects doesn't stop there. Contact us today to see how RG Group's FOM team can help you get your product to market faster, less expensively and better than you thought possible, no matter what industry you're in.

[Click here to learn more.](#)

### In their own words...

**One project, two perspectives, one outcome.**

A national moving and logistics brand needed to enhance and redefine how they were loading and transporting containers. Due to RG Group's extensive motion control experience, a relationship was formed and a solution developed.

See how Flexible Outsourced Manufacturing helped this customer achieve their goal and why they chose RG Group to fulfill the scope of work required to accomplish it.



[See how FOM helped this customer.](#)





**Lauren Kaillian**

Quality Technician

**Key RG Function:**

Ensuring customer expectations are met.



**Bucket List:** Climbing to the top of Machu Picchu to see the Lost City of the Incas and the llamas

**Off the Clock:** Trekking the diverse PA trails, hitting the gym and anything that sparks an adventure with friends.

**Can't Live Without:** Her feline friends, a stash of wasabi peas and the melodic sounds of Paul Simon

Lauren has been a member of the RG Group family for almost six years, celebrating her work anniversary this January. After a brief stint in the DC where she got her start, Lauren quickly transitioned to the hose area where she assisted the crew with the MFT acquisition. Not being one to sit still and liking the challenge of learning new skills and working on different projects, she then saw time working on large ES and Flexible Outsourced Manufacturing style projects. Today, Lauren is stationed within the quality department where she meticulously peruses purchase orders, drawings and other materials to ensure quality standards are met and customers are made happy.



**Elliott Price** Senior Project Engineer

**Key RG Function:**

PODS and ES project management

**Bucket List:** Up, up and away! Soar to new heights in a helicopter

**Off the Clock:** Just like the song says "I just want to bang on the drums all day"

**Can't Live Without:** Family – wife, son, relatives and music



Nine years ago, Elliott joined the RG Group and has been applying his diverse skill and expertise in a variety of formats since. For the past couple of years, he's been intimately involved with the PODS project, juggling multiple hats depending on where he's needed the most. In Elliott's own words, he has a very "fluid" position. One day he could be quoting, another day doing engineering work and others yet may find him performing field repair evaluation or production line support. No matter where he's needed though, he's always willing to chip in and do his best.

# An Automation Q&A with our AMR Product Specialist

**Q. What do you see being some of the production challenges facing manufacturers and warehousing today?**

**A.** In today's industrial environment, manual labor for repetitive and low-value tasks is scarce. Several factors contribute to the challenge such as an aging workforce, changes in generational mindset for careers, and the driving demand for ecommerce. The companies with available manual labor are facing challenges with high labor costs and inflation. Regarding material handling in particular, safety has always been a challenge given the common incidents with traditional material handling equipment such as forklifts and pallet jacks.



**Q. What technologies do you see being the most advantageous**

**A.** Autonomous Mobile Robots (AMRs) are definitely a great option to manually operated facility transportation methods. AMR's help reduce labor costs, fulfilling low-value tasks, eliminating accidents and safely increasing productivity within areas for transporting raw materials and finished goods throughout a facility. Unlike their predecessor Automate Guided Vehicles (AGV), AMRs do not rely on additional infrastructure to the facility, creating a more flexible and cost-effective solution for material handling and transport.



**Q. Are businesses today embracing or adopting technology more today**

**A.** Traditionally, only large manufacturers or warehouses incorporated automation technologies into their production mix. For a period only Fortune 500 companies were the



only organizations able to adopt automation to their manufacturing and logistics processes. Since COVID-19, many small to medium size enterprises have realized the value of automation and are now able to justify the switch, factoring in low labor availability, high labor costs, and the need to meet production demand.



**Q. Where do you see automation going in the next 3 years and how is RG Group leveraged to fulfill the needs of a changing environment?**

**A.** The larger organizations will begin to scale the quickest and be the first to arrive at a true "Lights-Out" manufacturing environment where all the automation technologies will be integrated together. Small to medium size enterprises most likely will not scale as fast and instead leverage Proof-of-Concept/Pilot projects with low automation and the need for the technology to collaborate with their existing, manual labor. Regardless of company size, organizations that focus on adopting automation technologies that are intuitive, safe and scalable while leveraging a trusted partner to guide and consult them on their automation journey will benefit the most.

For more information on AMR's and other automaton technologies, contact Paul Martello at [Paul.Martello@rg-group.com](mailto:Paul.Martello@rg-group.com)

