



did you know?

News, Updates & Events from RG Group

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RG Group: 67 Years of Innovation

For over six decades, RG Group has consistently embraced innovation and change. Our journey of continuous improvement has recently taken a significant step forward with the introduction of new roles that are crucial to our future success.

We have established a new strategic role: the Director of the Center of Excellence (COE). This position leads our Lean and Continuous Improvement (CI) efforts, focusing on enhancing both internal and external customer experiences. A key priority is to eliminate non-value-added (NVA) work, which will effectively increase the company's virtual size. Justin Urban, our Director of COE, has already made remarkable strides in building a strong CI foundation and positively shaping our company culture.

Another key addition is the Master Scheduler, a critical role within our Manufacturing Services Business Unit designed to bring order to complexity. This role involves managing the workflow from order quoting through product

shipment, including, but not limited to, the scheduling of engineering drawing releases; the scheduling of the procurement of long lead time and standard lead time items; and the production, FAT, and inspection activities schedules. Heather Walker, our Master Scheduler, has made a notable impact in her short time with us, and her influence on factory operations is set to grow further.

Looking ahead, as we continue to expand, we anticipate adding roles such as a Contracts Specialist to handle Purchase Orders, Terms and Conditions (T&Cs), payment schedules and other customer requirements. We also plan to introduce a Manufacturing Engineer to optimize processes in Manufacturing Services and Light Assembly, with a focus on labor reduction, throughput enhancement, quality improvement, and safety. Additionally, although the specifics are still being defined, the role of an Artificial Intelligence (AI) Engineer will be essential as AI becomes a key component of our future.

The Director of the COE, the Master Scheduler, and the upcoming roles outlined are all focused on enhancing our customers' experiences with RG Group. Meeting and exceeding expectations - whether it's through providing quotes, delivering finished products, or responding to customer inquiries - must set us apart from our competitors. Our goal is to make RG Group the go-to destination for customers seeking solutions to their challenges.

Thank you!

Steve



Expanding to meet demand!

For the last few years, 15 Flour Mill Road West, the Manufacturing and Distribution hub of the RG Group has been bustling with automation and Engineered Solutions activity. That's good news as it means we're satisfying our customer's needs, employing more people, acquiring more equipment and enhancing our already long list of capabilities.

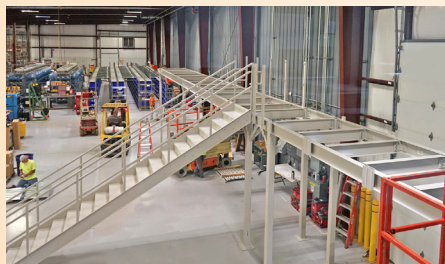
But on the flip side of that, we've been running out of room to do all that we do comfortably. We're not complaining though, as it's a good

problem to have. So, rather than pick up and abandon this well-known and conveniently located location, the Executive Team formulated a comprehensive plan to grow from within, expanding our office and production footprint internally.

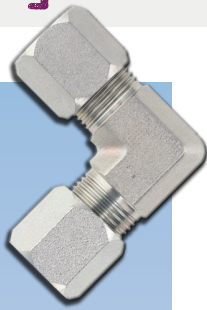
To make better use of the 44,000sq. ft. space we have, a total redesign of the interior was undertaken to provide room to breathe and grow for many years to come.

From switching the orientation of our distribution center to building a new,

two-story bank of offices and conference rooms, RG Group Flour Mill will now be able to accommodate both staff and projects effectively. This plan not only pacifies our current needs but affords us the ability to maximize efforts moving forward. Check out the progress of this transition in these photographs!



Trivia Time



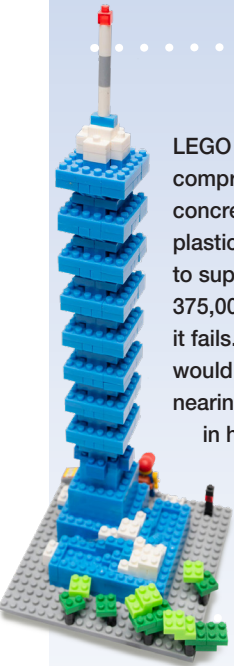
Did you know
Hydraulic equipment provides and controls motion for amusement park attractions such as the Ferris Wheel?



A horse normally has more than one horsepower. A study in 1993 showed that the maximum power a horse can produce is 18,000W, around 24 horsepower.



LEGO bricks withstand compression better than concrete. An ordinary plastic LEGO brick is able to support the weight of 375,000 other bricks before it fails. This, theoretically, would let you build a tower nearing 3.5km (11482.9') in height. Scaling this up to house-size bricks, however, would cost far too much.



Hydraulics are used in large-scale bakeries to mass produce breads and pastries. They allow them to be lifted, flipped over and moved along conveyor belts for packing.



It's been a busy year at RG Group! 2024 has been a year of expansion.

On the core side of our business, Motion Control and Fluid Handling, we've added another location to the RG Group ParkerStore family with the acquisition of Delaware based Benz Hydraulics. And, on the Automation side of the business, we've introduced our new, cost-effective, fast deploying, RG Group developed QueBot™ palletizing line.

To say the team has been busy would be an understatement. But when the smoke cleared and the development, the preparing, the planning and the implementation of things were all said and done, the expanded capabilities now available to our customers has made it all worth it.

The mission set forth almost 70-years ago, was to bring high-quality, accessible products and solutions to our loyal and valued customers. These two additions enable us to continue doing just that – on both sides of our business spectrum.

Extending our Mid-Atlantic footprint and surrounding markets

Benz Hydraulics, a Delaware-based family-owned business has been serving the Wilmington area for 40-years. Specializing in hydraulic and pneumatic products and repairs, Benz was a perfect fit for RG Group.

Upon the acquisition, Steve Bennis, CEO of RG Group of RG Group said, *"We are excited to welcome Benz Hydraulics to the RG Group family. This acquisition allows us to enhance our retail operations."*

Patrick Gross, President and COO of RG Group added, *"I am confident this is a positive step for both RG Group and Benz, and I look forward to further building upon the legacy of the Dougherty family."*

Tim Dougherty, President of Benz shared similar sentiments, expressing *"We are pleased to become part of the RG team and very excited for the future."*

Bringing technological innovations to our Industrial Automation audience

We've been listening to what the industry sticking points of automating have been for many companies entertaining the plunge. Price, space, delivery and speed to operation have been the biggest considerations in their decision-making process.



With the development of RG Group's new QueBot™ palletizing line, we've been able to eliminate those obstacles. The QueBot comes in 6 configurations, including a custom version, starts around \$125k, takes up little space, delivers in weeks not months and can be fully deployed in one day!

Now, even smaller size companies can scale their operations and compete with the "big guys" in their space. Check out [QueBot](#) here or [download our brochure](#).



For more information, contact us at Product.Specialist@rg-group.com



[DYK?]



Michael Kovarik Branch Operations Manager

Key RG Function Ensuring the RG Group ParkerStore locations are up to snuff and clicking on all cylinders

Bucket List And he's off! Traversing the globe, experiencing what each continent has to offer – except Antarctica, too cold for Mike's liking. Sidenote, with the 2028 Olympics hitting LA, he's hoping to kick his jaunt off there!



Off the clock Staying active with weekend road trips and playing and watching sports.

Of course, only if his household projects and love of spending time with his canine companion leave time for such indulgent activities.

Can't live without The camaraderie of his Dog of course, and Friends. Sports bring up the rear, coming in third as "a can't live without" item.

Mike joined the RG-Group family in 2021 as a RG Group ParkerStore Assistant Branch Manager. Eager to learn a new and exciting industry, he welcomed the opportunity to travel up and down the RG Group Mid-Atlantic footprint to visit all the stores. When the opportunity arose for him to advance, Mike threw his hat in the ring, becoming Assistant

Branch Manager of the Reading location. And now, once again, Mike finds himself in another new and challenging role as Branch Operations Manager overseeing the store locations in PA, NJ and NY.

Mike credits the training and opportunities the RG Group has provided him for his success and looks forward to what the future holds!



Heather Walker
Master Scheduler

Key RG Function
Making sure production doesn't skip a beat



Bucket List Start your engines! This car aficionado has her eyes set on a '66 Ford Mustang – racing stripes and all. This well-appointed dream car would have even Steve McQueen eating his heart out (for those who remember him). A long vaca in Greece also ranks right up there on Heather's to-do-list!



Off the clock Even with five children, a husband, 3 pups and 4 goats to tend after on the Walker homestead, Heather still loves to spend the limited spare time she has cooking, camping, volunteering, reading and engaging in her other pastime fav's of supporting/watching her kids in their hobbies, cars and football.

Can't live without Passionate about many things, Heather's top item is spending time with family.

Coming from a manufacturing environment, Heather brings her Production Coordinator skills to her new role. In this capacity, she was instrumental in ensuring that customers' orders were consistently met, touting a 98% on-time delivery rate. Heather's commitment to continuous improvement and learning extends to both her personnel and work life and she looks forward to now applying her knowledge and scheduling prowess here at RG Group. Achieving that same level of precision and reliability is what she's after as she strives daily to make each customer's project job one.

Don't let After Purchase Needs become an Afterthought

If you are a business owner, you know that increasing the lifespan and getting the most efficient performance out of your machinery is integral to the success of your business. An effective Preventive Maintenance Program (PMP) is the best way to ensure this.

By performing tasks at scheduled times before problems occur, you can avoid breakdowns and system failures that will prove far more costly in the long term than a PMP. Plus, preventative maintenance helps keep your team safe, reducing the risk of a catastrophic event.

Going even one step further with Predictive Maintenance

Staying ahead of the breakdown curve is becoming even easier and more common place than ever before. Increasingly, many manufacturers are relying on technology and software to help them to accrue analytics and metrics on their equipment. This data effectively aids in decisions regarding the maintenance of their machines, helping avoid issues in a predictive manner rather than forced into a reactive one.

Implementing IoT/IIoT solutions to monitor equipment also has other advantages. If in the future you decide to sell a machine, you can easily point to a detailed history of maintenance and the stresses that the machine has been working under. This can help you to get the best price for your equipment.

For more information on our Engineering Solutions or Industrial Automation Robotic Preventative Maintenance Programs and Service Contracts, please contact us at Product.Specialist@rg-group.com.