



## WE ARE ISO 9001-2008

NTFB is celebrating becoming ISO 9001-2008 certified! But what does it mean? How does it affect our organization's daily process? How does this certification affect our customers? For NTFB, this is a milestone achievement on our already well-set quality process programs. Our partners and customers can trust and receive proof of the top quality control exercised internally at NTFB, as well as the quality we demand from our suppliers that

translates in quality products and services. However, we maintain our core values, remaining agile and adaptable to the constant changes in our customer's needs.

## Right on Schedule

The construction of the new state-of-the-art factory in Shanghai is on schedule to open this summer, 2015. It will include watertube and field erected boilers to test new energy efficient NTFB burner designs needed to stay ahead of environmental needs worldwide. Its production capability will also adapt to the expected growing demand for low emission combustion systems in Asia. Furthermore, NTFB

Shanghai has put in place a training program to ensure its personnel are knowledgeable of US industry standards and good engineering practices already followed by NTFB USA. For more information please contact us at [info@ntfb.com](mailto:info@ntfb.com).



John Delacy. Director of Engineering

## My time at NTFB

After my 40+ years in the burner industry and engaging with many related companies and organizations, I am re-energized by NTFB's team. Working with eager and smart young engineers, old friends, and flexible management in an organization that pursues high quality in their processes and products is just the place to be. I think a winning organization must also provide a nimble, top quality customer service. In our industry this means reacting quickly and efficiently with customized combustion solutions to meet its customers' needs. That is what we do at NTFB. We strive to be the Best of the Best.

(Cont'd from Page 1)

For the last two years as Director of Engineering, I have sometimes refused projects on the basis that we were not necessarily a particular customer's best option, maintaining our reputation for only taking on projects in which we can perform well by responsibly meeting our customers' needs. After we look at all possible options to realistically reduce costs on an engineered project with our flexible manufacturing capability, we then focus on efficient project execution. We strive to always apply top-notch project planning, risk management, and scheduling to ensure we deliver a successful, on-time project. So I look forward to soon be working with *you* to meet *your* needs.

## It was a good year!

2014 was a year of improvement and growth for NTFB's team. Our ISO certification went smoothly thanks to previously well-established work process and quality control procedures created by our manufacturing manager, Larry Del Carlo, a long time veteran in the industry. Furthermore, our suppliers' compliance on standards, methodologies and material certifications are also at the disposal of our customers to verify the high quality of the materials and procedures used for all NTFB products. We have started 2015 ready to conquer great challenges and to provide the best we have to our valued partners and customers.



Edison Guerra. Chief Operating officer

It was enjoyable to see friends and new faces at this year's ABMA annual meeting. I am confident on the direction the organization is moving with Kevin Hoey being replaced by Bob Stemen after two good years serving as Chairman of the Board. I also recognize the distinguished service Mr. Jack Rentz is providing to the Association as Honorary Director. Myself, I will contribute to the best of my ability as the Industrial Group's Vice-Chairman by supporting key industry issues and in the continued development of this group's newer members.



If you want to learn more about career opportunities at NTFB and how we partner with clients and vendors, visit us at [www.ntfb.com](http://www.ntfb.com) or call us at 1-510-443-0066. Our engineers will be glad to talk to you about our products and how we can provide a custom solution to your project needs.

*"Golf is an awkward set of bodily contortions designed to produce a graceful result"*

*Tommy Armour*