

CleanCut

NEWSLETTER 1

<p>02 Introducing Inspiration UV Glass. Protects lifelong memories, valuable artwork and prints from damaging UV rays, sunlight and artificial light 24 hours a day.</p>	<p>02 Education Glass. This regular feature debuts in this issue of CleanCut 1. Great professional tips that will help your business will also be included in future issues.</p>	<p>03 For the foodies. In each issue of CleanCut you can enjoy a mouth-watering recipe. All recipes have been tested and approved by the David Glass management.</p>	<p>04 The best glass cleaner we've seen! We wanted the best and we got it! David Glass has launched a premium professional product we guarantee.</p>
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Welcome to the first David Glass Newsletter

Our aim is to regularly provide you with current information and trends, together with helpful tips and interesting reading to do with the picture framing glass industry. In this first issue we introduce our company so you can get to know more about us and what we do.

David Glass Co. was established in 1961 as a glazing company. The early years consisted mostly of window repairs, shower screens, mirror installations and glazing of new homes and flats. Very soon it was discovered that there was a demand for wholesaling glass and mirrors to other glazing companies. Picture framers also demanded quality and reliable glass supplies. Specialising in the supply of picture framing glass and mirrors followed and David Glass Co. has been a niche supplier ever since.

These days David Glass Co. supplies plain and UV Glass (clear and non-reflective) as well as plain and bevelled mirrors to the picture framing industry throughout Victoria. We pride ourselves on timely delivery of quality product. With our strong commitment to providing the highest standard of service, we are always on the lookout for new and exciting developments in the glass industry that may be applicable to the framing industry.



▲ YOUR DAVID GLASS TEAM FROM LEFT TO RIGHT

- Andre Sanson, Glazier
- Keith Paterson, Glazier
- Jerry Kupfer, Services and Deliveries
- Karen Waters, Office Manager
- Harry Pitaro, Managing Director

We strive to make our internal business culture happy and healthy. We work within our "12 Points of Culture" to ensure that everyone who has an association with the team at David Glass Co. benefits and is inspired to achieve their goals.

Please ask for a copy of our "12 Points of Culture".

OUR MISSION

Our mission is simple:
To lead in the provision of quality and reliable glass and glazing services every time.

YOU COULD HAVE BEEN FRAMED!

Being our first attempt at a trade show, we prepared our stand with trepidation and high hopes. The venue was smaller than in previous years, which created an environment that made communication with attendees easy. The feedback we received from the launch of our new product, the Inspiration™ UV glass, was outstanding.

▲ DAVID GLASS STAND 2005 TRADE FAIR

If you require any information on our other products such as glass cleaner, cleaning cloths and mirrors, please don't hesitate to contact us.

David Glass Co. Pty Ltd
Phone: +61 (3) 9818 4751
Email: sales@davidglass.com.au

INTRODUCING

Introducing ground breaking products from Victoria's sole distributors, **David Glass Co.**

INSPIRATION UV GLASS

Both clear and non-reflective.

Check out the product information sheet with this newsletter and see why we're so excited.

We supply any quantity, any suburb with timely delivery and can offer large savings!

AWARDS 2004

We were proud to receive a "Highly Recommended Certificate" in the 2004 Australian Achiever® Awards for the second year in a row!



COMMENTS

Comments noted from our customers include:

" We have a good relationship. They are very understanding reliable service. I am very comfortable dealing with them."

" **They are great at solving problems. Prompt service that meets my demands at all times. A very professional and friendly team of people who go out of their way for you.**"

" Really good to deal with. Very friendly and always helpful. They do a good job. Good value."

" **They provide a valuable service. Very customer focused.**"

Thank you! We are humbled by these comments. Having achieved a 95.87% score for our customer relations and service we continue our aim for 100% client satisfaction.

Education Glass

Beware custom framers working with anything less than the highest quality glass because it will cost time and money if you have to rework. Float glass is of higher quality than drawn or sheet glass and should be used in all framing.

1

Watch your wastage.

Even though you maybe conscious of the problem, your glass wastage might be higher than you think. For example, if framers pick up a sheet of glass 700x500mm and cut 20% off each side, the strips

"Glass wastage might be higher than you think"

are virtually useless, and the resultant wastage is 36%. Even a 10% cut on two sides equates to 19% wastage. To work out how much this is costing you, calculate 20% of your annual glass purchases. To avoid wastage, off-cuts should be less than 50mm or greater than 300mm.

2

Calculate your wastage.

By measuring the width of glass that is thrown out, you can get an accurate picture of the volume and percentage of waste. Mark a small scrap bin labelled with

its known empty weight, and weigh this bin on a regular basis before disposing the glass. If the weight discarded is recorded on a daily or weekly basis, over time you can accurately monitor your wastage.

A competent supplier will indicate the number of square meters supplied during purchase. You can work out the number of square meters of 2mm glass discarded by dividing the weight in kilograms by 5.

3

Save time with storage racks for off-cuts.

You can save time searching and maximise glass yield by installing adequate off-cut storage bins that show the length and height of each piece of glass.

"Install storage bins that enable you to see the size range of off-cuts"

TO REDUCE YOUR WASTAGE, WE ARE PLEASED TO PROVIDE YOU WITH THE FOLLOWING STOCK SIZES:

METRIC SIZE (MILLIMETERS)	IMPERIAL SIZE (INCHES)
406 x 508	16 x 20
610 x 920	24 x 36
813 x 1016	32 x 40
1120 x 920	48 x 36
1520 x 920	36 x 60
1520 x 1220	48 x 60
1220 x 1840	48 x 72





▲ A 26.4% WASTAGE OCCURS WHEN CUTTING A 813 x 1016mm PIECE OF GLASS FROM A 1220 x 920mm ORIGINAL SHEET

▲ OFFCUTS CAN ADD UP TO HUNDREDS OF DOLLARS IF YOU'RE NOT CAREFUL

4 Stock a range of sizes.
The greater the range of sizes stocked, the easier it is to observe this rule.

“Start with high quality glass”

5 Buy well.
There are savings to be made when buying

glass in large quantities. The cheapest price may not necessarily provide the best bottom line result. As with so many products, buying on price alone can cost you more than you bargained for. We are happy to provide advice for bulk supplies.

“Remember that the cheapest price may not necessarily provide the best bottom line result”



For the foodies

Carrot Cake

Each newsletter, enjoy a favourite recipe from one of our team or perhaps from one of our readers. This time it's from Karen.

Ingredients

- 1/2 Cup Vegetable Oil
- 1 1/2 Cups Grated Carrot
- 1 Cup Sugar
- 1 Cup Plain Flour
- 1 Cup Chopped Walnuts
- 1/2 Tsp Bi-Carb Soda
- 2 Eggs
- 1/2 Tsp Mixed Spice

Icing

- 1 Cup Icing Sugar
- A little vanilla
- 1 Small Packet of Philly Cream Cheese

Method

Put oil, sugar and eggs together and mix well. Add grated carrot and walnuts. Add sifted dry ingredients Put into greased cake tin and place into oven. Temperature 350°F / 180°C 45 minutes.

Mix icing ingredients all together until fluffy. When cooled, spread thickly over cake.

The best glass cleaner we've ever seen!

David Glass Cleaner is the result of extensive research and trials to find the best product for our use and we are now confident about recommending it to our customers.

We wanted the best and we got it! The result is a premium product and one we are proud to say is ours. Sparkling clean, streak free, with minimum effort.



FEATURES

- Spray on and wipe off
- Our economical extra strength formula means you use less to do more
- Perfect for:
 - glass and mirrors
 - chrome
 - porcelain
 - stainless steel
 - painted surfaces
- Available in 3 convenient sizes: 500 mL refillable plastic spray bottle plus 5 and 20 litre containers
- Refills available at discounted prices
- David Glass Cleaner is a green product, meaning it's safe to the environment, biodegradable, ammonia and phosphate free

DON'T FORGET!

So we had the cleaner covered, we needed fabulous cloths too. Enter the ultimate partner for David Glass Cleaner...

David Glass Cloths.

These remarkable soft cotton cloths are absorbent and lint free, with over-locked edges to prevent fraying. And yes, they're washable too!

Recommended reading



The E Myth Revisited

MICHAEL E GERBER

Published by Harper Business

ISBN: 0887307280

Book description (From the publisher): The E-Myth, Michael Gerber dispels the myths surrounding starting your own business and shows how commonplace assumptions can get in the way of running a business. Next, he walks you through the steps in the life of a business - from entrepreneurial infancy through adolescent growing pains to the mature entrepreneurial perspective: the guiding light of all businesses that succeed - and shows how to apply the lessons of franchising to any business, whether

it is a franchise or not. Finally, Gerber draws the vital, often overlooked distinction between working on your business and working in your business.

Book reviewed by Greg Dixon for "Resources For Success" Wednesday, September 29, 1999 Source: www.amazon.com

"I unreservedly recommend this book by Michael E Gerber to anyone interested in starting a new business or growing an existing business while still having time to smell the roses. Important practical aspects for success are presented in a readable way helping to motivate and empower by showing things in a new light."

Harry Pitaro

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