



T&C Stainless and LJ Star: A Business Partnership Forged in Steel

C A S E S T U D Y

Since 2004, when LJ Star acquired Tank Components, Inc. (TCI), T&C Stainless has partnered with LJ Star and TCI to deliver high quality stainless-steel pharmaceutical and biotech processing vessels to its customers. T&C's relationship with TCI and LJ Star, however, began well before this acquisition, a fact that forged an even stronger bond for this partnership between the three companies.

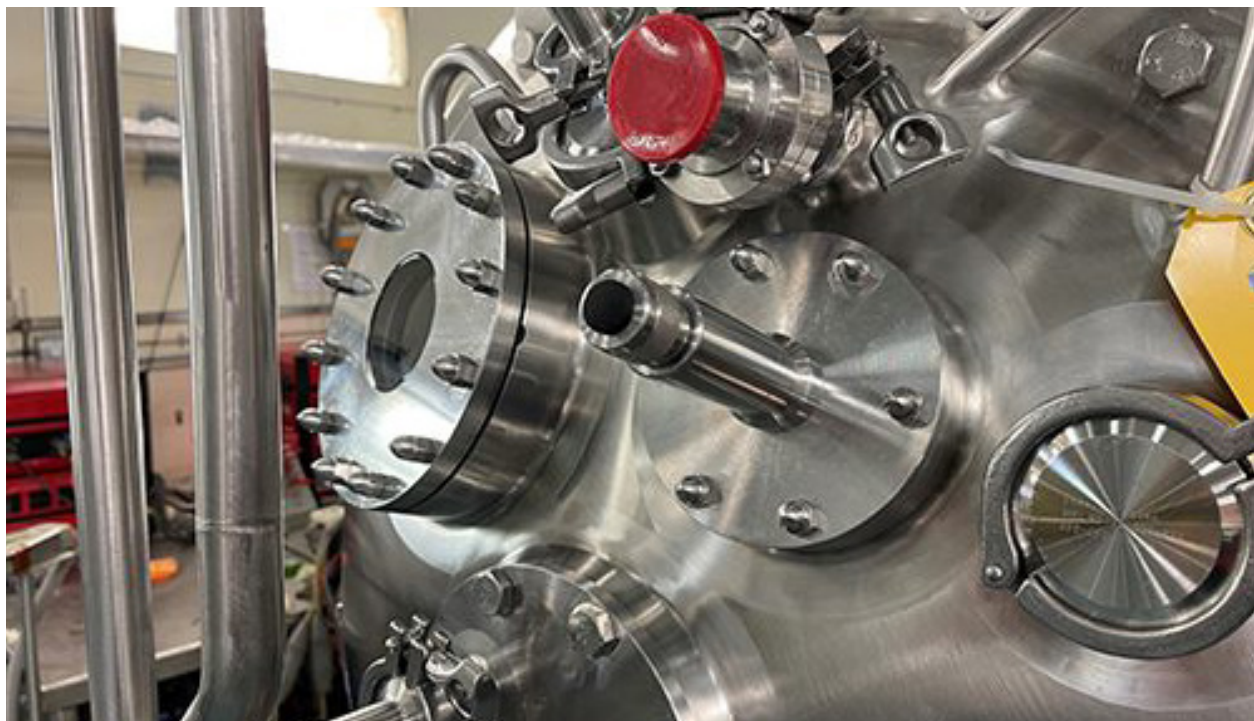
After a humble start as a family business working out of a garage, T&C has grown steadily for 27 years and is considered one of the premier pharmaceutical biotech vessel manufacturers in the United States, as well as internationally. T&C is one of the few stainless-steel vessel fabricators that can hit all three of the values its customers are looking for: *quality, pricing and delivery.*

This is made possible in part due to its partnership with LJ Star and TCI. Without high quality parts built to spec, including ASME code, it is impossible to deliver quality products to T&C Stainless' demanding pharmaceutical and biotech customers. From ferrules, tank heads, and manways to light glasses, sight glasses, clamps, and much more, LJ Star's vessel components are just what T&C Stainless needs to stay on top in the world of vessel manufacturing. When it comes to vessel fabrication, everything matters, including using top-of-the-line materials and the proper documentation to meet ASME code.



According to Todd Cook, co-owner of T&C, "TCI uses top-of-the-line material. They always produce the proper paperwork. And they are very good, if not one of the best, at making sure that when it hits our dock, we have all the documentation so that we can proceed in a timely manner."

But something else that LJ Star and T&C Stainless have in common is good old-fashioned integrity. According to T&C Stainless, when LJ Star says they will do something, they do it. Honesty is another hallmark of a good partner, and LJ Star delivers by always being upfront about customer requests and giving an honest, objective assessment of what can be done and when—and then meeting those honest expectations, on time, every time. This philosophy works well in tandem with T&C's approach of always dealing with customers honestly and providing superior customer service, all while producing the absolute highest quality vessels at a fair price.



According to Todd Cook, “They, as we do, highly value integrity. If they say they can do something, they go for it. They hit it. Like T&C, if somebody asks if we can do something, we’ll be honest up front and say, no, if it can’t be done in that timeframe. We’d rather tell somebody in the beginning that there’s a problem instead of disappointing the customer.”

Another draw for T&C Stainless is LJ Star’s commitment to pursue new technology and innovative approaches to solving industry problems.

“One difference I see,” says Terry Cook, co-owner of T&C, is that LJ Star has always been at the cutting-edge of coming up with new techniques, new ideas. “They always have something new; other companies rely on their old products and keep pushing it, where LJ Star keeps trying to come up with something different and new. I see that as an advantage over the competition.”

TCI and T&C work together as a team. The two companies have been partners since T&C started. If one company has an issue, it affects the other.

With LJ Star and TCI as partners, T&C Stainless has access to such products as stainless steel and nickel alloy tank heads, ASME sanitary manways and access ports, heavy wall ferrules, weld socket assemblies, dished dimpled heat transfer surface and cylinders.



LJ Star product lines include METAGLAS® safety sight windows, Lumiglas® explosion proof lights and cameras, visual flow indicators, sight ports, sanitary clamps, magnetic level gauges and gauge glass.

Like LJ Star, T&C Stainless focuses on creating unique products that meet the needs of each individual customer. From concept, to design, to finishing, T&C’s team of certified ASME engineers creates solutions that meet not only the specific requirements of its customers and are also ASME-BPE compliant.

LJ Star shares T&C’s commitment to good communication and providing the best customer service in the industry. T&C Stainless can offer superior materials and components combined with its own unique fabrication techniques, along with strict quality controls to guarantee top quality sanitary vessels delivered on time to its customers.

“LJ Star has always been at the cutting-edge of new techniques, new ideas.”

Terry Cook – T&C Stainless

About LJ Star

LJ Star Incorporated provides an extensive line of process observation equipment – sight glasses, lights, sanitary fittings, and level gage instrumentation. Product lines include METAGLAS® Safety Windows, Lumiglas® Explosion Proof Lights and Cameras, the MetaClamp® Sanitary Sight Window, Visual Flow Indicators, Sight Ports, Sanitary Clamps, Magnetic Level Gages and Gage Glass. METAGLAS® is the #1 selling fused sight glass, proven in thousands of installations around the world. Unlike some other sight glasses, it meets stringent DIN 7079 and DIN 7080 quality standards, and it is approved for USP Type I use. For additional information, visit www.ljstar.com.

For more information about T&C products visit www.tcstainless.com.

For more information about LJ Star and TCI, visit www.ljstar.com and www.tankcomponents.com.