

Aluminum Extruders Doing Things Right in the Eyes of Their Customers.

Two United States aluminum extruders provide outstanding services to customers based on the results of this early 2010 customer satisfaction survey. Of 103 participating locations, two locations, Alexandria Extrusion Company and Pennex Aluminum Company, stood out from the others.

Alexandria, MN - July 20, 2010: The aluminum extrusion industry has not been excluded from the changes many industries have experienced in the past two years. The customers of this industry, including a variety of manufacturing industries, patiently wait for good news. While waiting, many were asked to participate in a survey administered by Infoquest North America. Two United States [aluminum extruders](#) have been found to provide outstanding services to customers based on the results of this early 2010 customer satisfaction survey. Of 103 participating locations, two locations stood out from the others. Pennex Aluminum Company of Wellsville, Pennsylvania was recognized as a supplier that achieved the highest score for Total Satisfaction, and Alexandria Extrusion Company of Alexandria, Minnesota shined for its outstanding Customer Loyalty. This is excellent news for customers of extrusions as it provides two outstanding options for custom aluminum extrusion needs. It also raises the bar for all other extruders within the US, which increases the likelihood of improvements by all within the industry.

Working together...



“These extruders, each members of the [Aluminum Extruders Council](#), contribute to the improvement of customer satisfaction and loyalty in our entire industry. I would like to congratulate both companies on a job well done.”

Rand Baldwin, President of the Aluminum Extruders Council

Together these two extruders are doing what is needed in the eyes of their customers. Of course, there are areas to improve upon, but be assured that Pennex Aluminum Company and Alexandria Extrusion Company are working in the right direction. The users of their products, their employees, and the industry in general, should be aware that these highlights are just one of many areas of strength. It is beneficial to take some time to get to know the individuals at each of these companies. “These extruders, each members of the [Aluminum Extruders Council](#), contribute to the improvement of customer

satisfaction and loyalty in our entire industry. I would like to congratulate both companies on a job well done.” stated Rand Baldwin, President of the Aluminum Extruders Council.

Tom Schabel, Alexandria Extrusion Company Chief Executive Officer explained, “We are excited about the results of this survey. It’s just one of the ways to keep a pulse on the work we do. We are glad Pennex is listed alongside Alexandria Extrusion Company. We both understand the value of working together to see our industry move forward.”

In the Infoquest survey, Pennex Aluminum Company’s customers were asked how satisfied they were with Pennex, and an impressive 77% of the respondents indicated that they were Totally Satisfied. That level of overall satisfaction places Pennex in the 92nd percentile of all companies in the InfoQuest database.

President & CEO of Pennex Aluminum Company’s Rick Merluzzi states, “We are very proud to be recognized along with Alexandria Extrusion Company. We are all in this together as an industry, and as we raise the performance standards in our industry, this increases opportunities for all of us. Pennex is delighted that our customers are satisfied with our work. In everything we do, we put our customer first, and these survey results prove that our efforts are working.”

Alexandria Extrusion Company has participated in this survey previously and this is not the first time the company has stood out from the rest. In 2009, the results showed the area providing the biggest benefit to its customers was a commitment to communication. Alexandria Extrusion Company is known for sharing information. This information includes: more than 20 industry white papers, Quick Response Manufacturing (QRM) practices which focus on providing fast accurate solutions to customers, unique customer/supplier relationships, and informational on-site training sessions. These are just a few of the reasons Alexandria Extrusion Company stands out amongst its industry peers.

About Pennex Aluminum Company

[Pennex Aluminum Company](#) is a 40 year old, leading [supplier of custom aluminum extrusions](#), fabrication services and aluminum billet. The company serves the building and construction, transportation, electrical and distribution markets. Pennex operates facilities in Wellsville, PA and York, PA. The company is owned by Metal Exchange Corporation, a global metals trading company. Pennex Aluminum is ISO 90012008 certified and was recently recognized by the U.S. Dept of Energy with an "Energy Champion" Award.

About Alexandria Extrusion Company

[Alexandria Extrusion Company](#) is an ISO 9001:2008 certified supplier of engineered products, providing innovative value-added solutions to its customers' needs. The company manufactures components with the highest degree of quality, [short lead times](#), and best service available. AEC's aluminum extrusions are known to hold the tightest tolerances afforded through the extrusion manufacturing process. With over 40 years of experience, Alexandria Extrusion Company (AEC) provides assistance beginning with prototype development through final production. The end result: customized aluminum extrusions, heatsinks, ferrous and non ferrous products and injection and foam molding components that effectively meet its customers' exact specifications. AEC is known for developing and investing in 40+ years of innovative manufacturing practices and holds true to its preferred, historical existence in the industry. The company provides domestically enhanced manufacturing processes and systems to serve its customers globally.

About The Aluminum Extruders Council (AEC)

An international association dedicated to enhancing the growth of the aluminum extrusion industry by promoting the advantages of industry processes and product applications. AEC represents the interests of its members, manufacturers, engineers, architects, and others, with various regulatory agencies and is an advocate on behalf of its members.

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