



- Custom Products
- Hand Made Quality
- Rapid Response
- Experienced Service

Mullite Based Refractories

Bauxite and Clay Based Refractories

Enhanced Monolithic Technology Castables

Finished Refractories

Gunning Mixes

Aluminum Resistant Castables

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Case History No. 11

Rapid Response Beats Snow Storm

Customer Need: Custom Product, Competitive Price, Fast Delivery

Solution 1: Develop & Evaluate Customized Product—2 Days

Solution 2: Produce Order—1 Evening

Solution 3: Ship Arnold to Job Site—6 Hours

Result : Product Arrives at Job Site Ahead of Installation Crew

On a Friday night in February, two days before Pennsylvania would get slammed with up to 30 inches of snow, employees of Westmoreland Advanced Materials were working late into the night to make sure a Pittsburgh area refractory installer was going to have material on a job site in time for their crew to go to work.

On the previous Wednesday afternoon a call came into WAM's Arnold, PA offices from a Company who had committed to repairing a rotary hearth lime calciner on the following Monday. They needed a 70% alumina castable shipped to the job site in time for Monday morning start. WAM keeps a good inventory of raw materials on hand and buys raw materials from suppliers within a one day drive , so as long as supplier partnerships hold up, we can produce most orders within three days of your go ahead.

This time though, something a little different was needed. A very coarse aggregate mix was requested to impart impact resistance and thermal cycling resistance. Additionally the job required a castable with enough body to screed a 45 degree bevel into the surface across a 9 inch thick lining. On Thursday WAM product development people received samples of coarse aggregate, modified the existing WAM EMT 70 to accommodate the change in particle size, and tested the new castable to demonstrate the needed qualities. On Thursday afternoon an order for the needed raw material was placed, and the truck arrived mid-day Friday.

Bad weather was predicted for the weekend, so WAM determined the best way to get the material to the job site ahead of the snow storm was to ship it on Saturday morning. So Friday afternoon and into the night, WAM employees blended, bagged and palletized the order. Saturday morning at 8:00 AM the truck picked up the order, and the material arrived on the job site Saturday afternoon, before the Installer's crew arrived.

What allowed Westmoreland Advanced Materials to respond this quickly?

Technical Capability

Strategically Selected Raw Material Suppliers

Dedication to Responsive Service to Customers

Rapid Progression from Development to Production