

## Sometimes speed saves.



Mike McIntyre gets customers out from under the gun by processing quotes in less than 24 hours.

Hydraulic manifolds are a critical part of many machines, yet often they are the last piece of equipment to be specified.

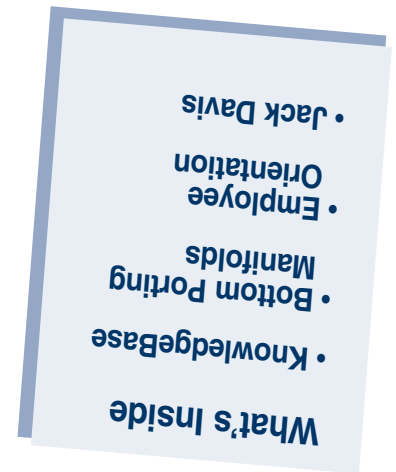
For this reason, many of you calling for custom manifold quotes are under the gun to get accurate product feasibility, pricing, and delivery information in a real hurry in order to meet tight time restrictions placed on you by the OEM.

To meet this need, we have set up a system of custom quoting that delivers

accurate quotations within 24 hours under normal circumstances. Mike McIntyre, Daman's Custom Quoting Technical Sales Specialist, has helped put together a formula approach that cuts through all of the normal departmental quoting delays and allows each specification to be processed much faster with a high degree of accuracy and reliability. "We can pretty much guarantee a 24-hour or less turn around on custom quotes that don't call for any

outside supply source input or special part instructions," said McIntyre. "With our on-hand knowledge of engineering, materials, labor, and machining, this new custom estimating process can always get our customers the quotes they need in time to meet their most restrictive deadlines."

This is just one of many ways we are working to help keep you competitive in your respective markets, a trend that will continue.



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# Daman

Hydraulic Valve  
Manifold News



## KnowledgeBase™ makes everyone at Daman a lot smarter when they need to be.

*Daman is always looking for ways to help make your lives a lot easier, and KnowledgeBase does that in a hurry. Over the years, we have accumulated a mountain of invaluable information about the precise design, production, and application of hydraulic manifolds. Making this information immediately available to every Daman employee provides an immeasurable service to you, and that's the whole idea behind KnowledgeBase.*

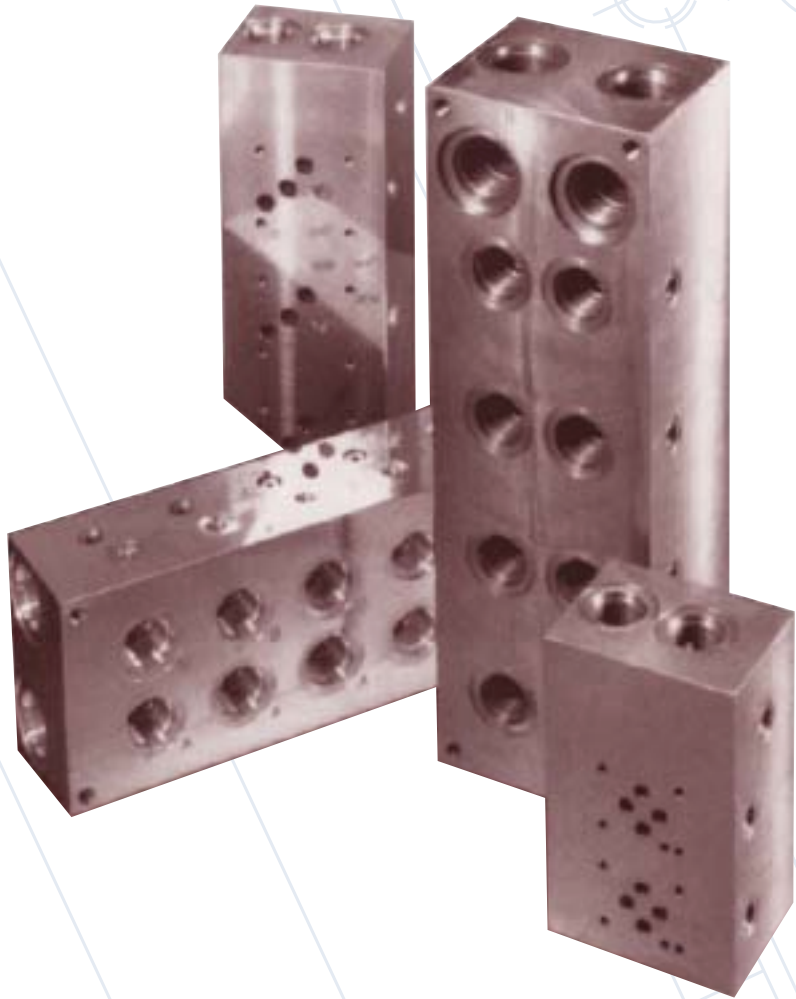
KnowledgeBase is an accrual of years of experiential manifold data, carefully indexed to provide a company-wide intranet information resource that makes it easier for personnel to quickly and accurately answer your questions. In addition, KnowledgeBase is a great medium through which we can introduce innovation as well as enlighten and train employees.

Instantly accessible in the Daman system through a key-word search engine software, KnowledgeBase currently consists of 6 "Books"; Attached Components, Machined Features, Catalog Features, Coatings, Materials and Sales Documentation. Each "Book" is categorized by Documents – the core information; Overviews – the scope and nature of the information; and Training – information applications and overviews.

KnowledgeBase has taken over a year to assemble and structure, but the key developmental issue was the adaptation of software to create the KnowledgeBase access tool. This software makes it far easier for Daman personnel to quickly retrieve the exact information they need to deal with your specific questions.

On-line and in full force, KnowledgeBase assures you that each call to Daman gets you the precise information you need to keep your business on track, anytime, every time.





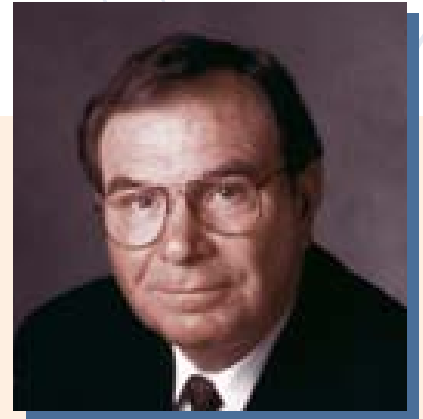
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Daman Products Company, Inc.  
Questions or comments?  
Call us at 800.959.7841. Or email  
[daman@damanifolds.com](mailto:daman@damanifolds.com).

Daman Products Company, Inc.  
1811 N. Home Street  
Mishawaka IN 46545-7267 USA

North America 800.959.7841  
fax 800.241.7664  
International 574.259.7841  
fax 800.241.7665

[www.damanifolds.com](http://www.damanifolds.com)

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