



The HERRING GROUP, Inc.  
Home of  
The Heat-Treat-Doctor®

# The HERRING GROUP, Inc.

Professional Support Services

***Total Commitment  
to YOU !***

## ***Mission Statement***

The role of The HERRING GROUP, Inc. is to add value and/or reduce cost for our customers by focusing on their operational and service needs. To accomplish this goal we will address specific heat treatment and related issues and provide impartial information and advice on all aspects of heat processing technology and equipment.

## ***Ways to Contact Us***

The HERRING GROUP, Inc.  
P. O. Box 884  
Elmhurst, IL 60126-0084

Telephone: 630.834.3017  
Facsimile: 630.834.3117  
e-mail: dherring@heat-treat-doctor.com  
www.heat-treat-doctor.com

## ***Consultant Services***

Where heat treatment problems or projects require in-depth assessment, The HERRING GROUP, Inc. provides an independent and comprehensive Technical Support Service, either from our offices or on-site. Typical areas of involvement include:

- Impartial appraisal of all aspects of heat treatment processing;
- Guidance on manufacturing/process requirements;
- Review of operational procedures (e.g. process and quality systems, laboratory and testing facilities, energy and environmental issues, and safety aspects);
- Problem solving and trouble-shooting;
- Heat Treat Audits and Supplier Recommendations/Investigations;
- Independent arbitration (e.g. between component manufacturers and heat treaters).

## ***Metallurgical Services***

When heat treatment and manufacturing problems require laboratory examination, The HERRING GROUP, Inc. coordinates investigations and interprets analyses conducted by an independent laboratory or provides extensive metallurgical and scientific test facilities at our affiliated University partners. In addition, we provide services such as:

- Professional reporting tailored to suit all requirements (executive summary, full technical report) via letter, facsimile or e-mail;
- Assistance in the creation of a complete metallurgical laboratory facility including level of need as well as equipment selection and staffing issues.
- Metallurgical training including basic or advanced lab operation and principles of metallography.

***Read our Monthly Column in  
Industrial Heating Magazine***



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## Management Services

Support is available to address technical, operational & financial aspects of business management including investigations into new developments, product launches, R&D activities, financial analysis, due diligence reports or temporary staffing, The HERRING GROUP, Inc. provides a full range of support services. Our business strategy includes:

- Need versus want evaluation;
- Researching the problem and collection of data;
- Detailed analysis & evidence gathering;
- Judgment and justification;
- Conclusions based on facts;
- Actions - quick, decisive, and fair.

## Marketing Services

Available on a confidential basis, our marketing services include customer satisfaction surveys, product acceptance investigations, state of the industry reports, technical & financial due diligence reports, marketing surveys for new process or product introductions, competitive analysis, and evaluation/recommendation of heat treatment equipment suppliers.

## Education Services

The HERRING GROUP, Inc. offers instruction both “in the classroom” and or “hands on” the factory floor. Our courses are custom designed to address your needs at any level within the organization - from maintenance personal and heat treat operators, to supervisors, engineers, and senior management staff.

Our instruction is designed to make you do your job more efficiently by imparting both an understanding of the general principles and specific answers to your questions.

***Put “The Heat Treat Doctor”  
and his Staff to Work for YOU !***



- Metallurgist
- Practical Heat Treater
- Author & Lecturer
- Inventor/ Researcher
- Application Specialist
- Process Specialist

## 10 Good Reasons to Hire Us

- Over 25 Years of Practical, “on-the-job” Experience in Heat Treating
- Information when you need it, where you need it - in clear and concise language.
- Practical insight for managers, engineers, supervisors, heat-treaters, maintenance personnel and operators
- Proven Heat Treating Advice and Heat Treat Auditing Capabilities.
- Technical “tips and techniques” on processes, equipment and materials
- Plant Level Training.
- Impartial recommendations.
- Training programs geared to YOUR specific needs.
- Doing the job in the most cost and time effective manner.
- Honesty, Integrity, Value