

News & Updates

APRIL 2005

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Be Car Care Aware™

Published by:
Jasper Engines & Transmissions
P.O. Box 650
Jasper, IN 47547-0650
Phone: 1-800-827-7455
Fax: 1-812-634-1820
www.jasperengines.com



It's A Win-Win For Steve Park and Jasper Engines & Transmissions!

It was only a matter of time before Steve Park and the Orleans Racing team found their way to Victory Lane, and that time came following the American Racing Wheels 200 at California Speedway.

Sporting the bright yellow colors of Jasper Engines & Transmissions for the Craftsman Truck Series' second race of the season, Park started 25th and hung tough through the first half of the race as the cautions fell at all the right times.

When a multi-truck crash brought out the final yellow flag of the evening with less than 20 laps to go, Park was riding comfortably in second, behind Mike Bliss. The move of the race came with less than six laps to go, when Bliss' truck suddenly ran out of fuel. Park saw the opening and roared to the point in the Jasper Engines and Transmissions Dodge.

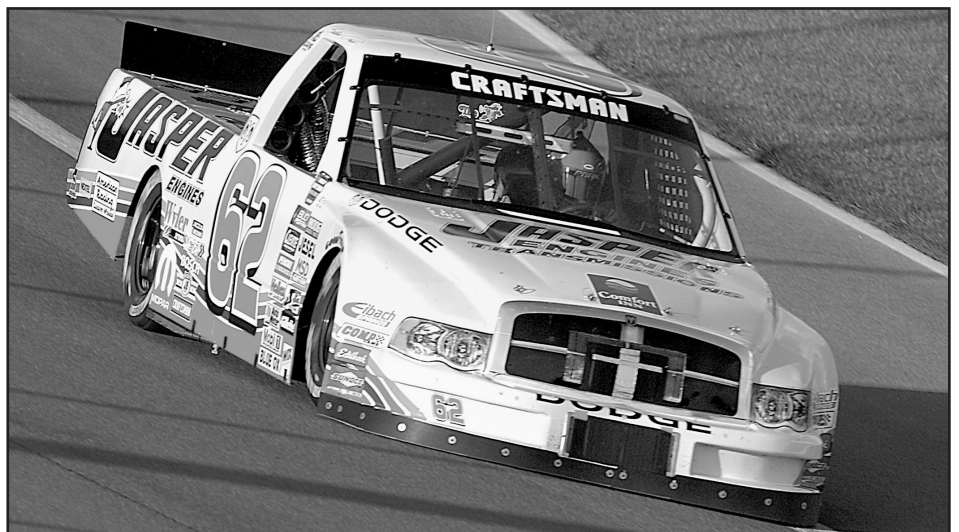
From there Park easily held off

Daytona winner Bobby Hamilton, going on to record his first career victory in the Truck Series. The victory put the JASPER colors into Victory Lane for the first time since the company's involvement in NASCAR began in 1988.

"The credit goes to the Orleans/JASPER team," said Park. "These guys didn't quit. It's nice to go to work in the morning knowing you have the confidence of an owner and a sponsor and people around you that know you can get the job done and win races. I haven't had that feeling the last couple of years and now I do. It's not going to be our last time in Victory Lane."

Park joined an elite list of ten drivers who have won at least one race in each of NASCAR's top three touring divisions: Craftsman Truck Series, Busch Series and Nextel Cup Series. His most recent NASCAR

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Steve Park drives the Jasper Engines & Transmissions sponsored Dodge Truck to victory in the American Racing Wheels 200 held at California Speedway.

British American Auto Care

British American Auto Care, located in Columbia, Maryland, has faithfully served its customers for over 25 years. The facility, owned by Brian England, has earned a reputation for quality repairs and service from the smallest lubrication, to drivetrain replacement and the latest computer repair.

Brian, and his wife, Jennifer, moved to the United States in September, 1972. He started work at British Auto Services in Rockville, Maryland. Six years later, Brian opened British American Auto Care in the first auto repair park in Columbia.

From the original 1,500 square foot rented space, with three service bays, British American steadily grew over time. An additional 3,000 square feet was added in 1981. Just eight years later, the business moved to the Columbia Car Care Center. By 1997, it was time again to look for bigger facilities. After an initial search for a building to lease, Brian decided to build anew.

The new British American Auto Center at 9577 Berger Road was completed in November 1999. The facility houses 18 service bays in 14,000 square feet of space. The state-of-the-art building includes an extended customer facility and offices.

Though the initial premise was to work only on American and British vehicles, it soon expanded to include

most Japanese and European makes.

Eleven of the 18 employees at British American are ASE Certified technicians, with five Master technicians. Brian pays for his technicians to further their automotive education. And the company gives Certified technicians time off to attend re-education classes.

Since the early 1990's, British American Auto Care has purchased the quality remanufactured engines, transmissions and differentials of JASPER. "We purchase JASPER because of the long warranty," says Brian, "and they back their sales with a quality product."

"Product support is very important too," adds Brian. "We like to speak with real people. They are very trained in what they do. We like the fact they are not going to disappear when we are dealing with a complicated engine."

British American Auto Care strives to educate the public in the benefit of preventive maintenance, and embraces the advancement of new technology. This positive philosophy has propelled British American to be recognized as one of Maryland's top small businesses of 2003, and voted #1 for auto repair, by the residents of Howard County, Maryland.

Congratulations to British American Auto Care for over a quarter century of service to the motoring public.



British American Auto Care in Columbia, Maryland, has served its customers for over 25 years.

The Finishing Touch

by Ed Widder, Senior Research Engineer,
Federal-Mogul Sealing Systems

Controlling Surface Roughness & Waviness Helps JASPER Ensure Leak-Free Gasketed Joints

Ed Widder

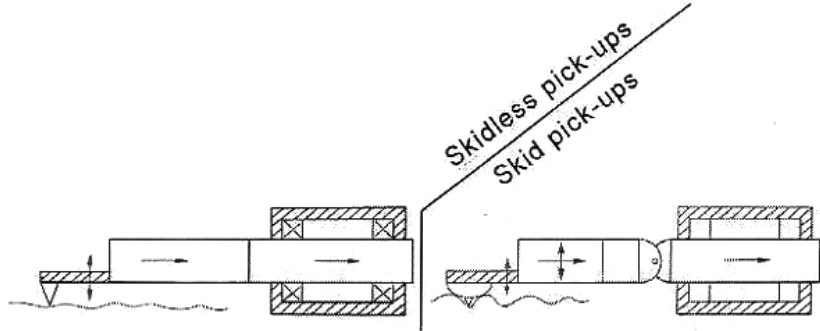
is a Senior Research Engineer with Federal-Mogul Sealing Systems. He is a licensed mechanical engineer and has been involved in gasket engineering with Fel-Pro and Federal-Mogul for the past 22 years. Ed is a member of SAE and ASME and has recently become a member of the ASME B46 Standard Committee on Surface Quality.



The history of engine development has seen a parallel progression of engine joint design and assembly techniques. The gaskets that seal these bolted joints have witnessed a similar evolution of technology that includes the gasket materials, designs, and even the engine component surfaces that combine to deliver leak-free engine performance to JASPER's customers.

The most significant development in recent engine sealing trends has been the emerging dominance of embossed rubber-coated metal gaskets – especially cylinder head gaskets – in the assembly of original equipment engines. This gasket technology is often called “MLS” for Multi-Layer Steel and usually consists of multiple layers of embossed rubber-coated spring-tempered stainless steel. These gaskets provide improved sealing performance at lower joint loads, but they also demand careful attention to engine component surface finish.

MLS gaskets have very thin (typically .001 inch or 25 microns) rubber coatings which seal the machined surface peaks



Skidded and skidless stylus profilometers – A skidless profilometer is required to measure surface waviness.

and valleys of the engine deck surfaces. The improved bolt load retention characteristic of this gasket technology comes at the expense of requiring smoother finishes without significant waviness. Traditional composite or graphite gasket materials can handle rougher finishes and are much less sensitive to the presence of waviness.

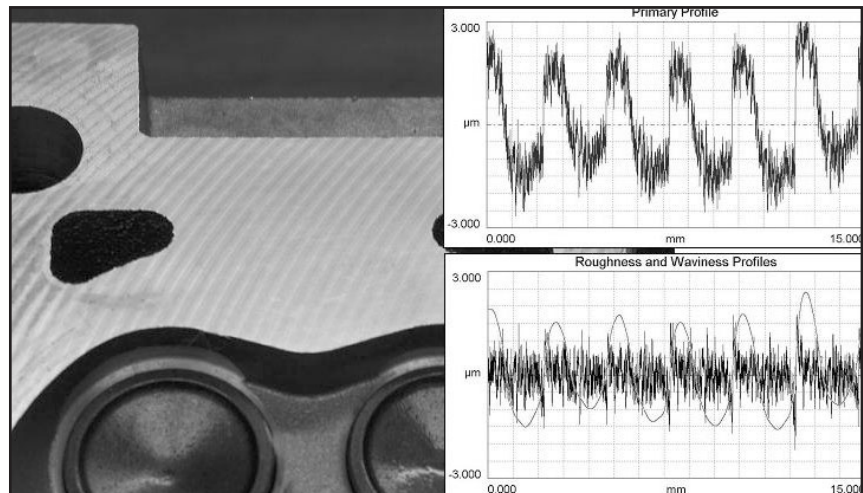
Waviness is a long wavelength undulation of the surface profile on which the tightly spaced roughness peaks and valleys ride. These two surface characteristics, roughness and waviness, together define the general “surface finish” of the machined component. The even larger scale variations on the overall surface are called flatness and are usually considered an error of form. Flatness is not

typically included in the measurement of surface finish.

The instrument which measures surface finish is called a profilometer. Most hand-held profilometers include a “skid” which skates over the surface peaks. These less expensive instruments are not able to measure waviness. A special class of profilometer is called “skidless” in which only the stylus tip (same as a “phonograph needle” to us fossils) touches the surface. A new skidless profilometer was recently acquired by JASPER's Quality group to allow more sophisticated measurements of modern engine surfaces.

When looking at a flat-milled surface, the feature that is most

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Some OEM finishes contain significant waviness that can cause sealing problems in the remanufactured assembly. Here a finish with significant waviness will be refinished to eliminate this condition. Top Inset: Unfiltered profile. Bottom Inset: Filtered roughness and waviness profiles.

Value Added Auditing

by Rita Wade, JASPER Quality Control Auditing

Rita Wade

has been with Jasper Engines & Transmissions since October 1991.

Rita was Executive Administrator to the Vice President of Manufacturing for nine years before becoming a Quality Systems Administrator in 2000. She has been a Certified Quality Auditor since 2001.



You may ask yourself, “**Why audit?**” Jasper Engines & Transmissions performs audits for our customers. Auditing is our method to assure the needs and expectations of our customers are met. We evaluate and measure our quality because we know Quality is the only thing that endures. “Doing it Right...the first time and every time!”

Jasper Engines & Transmissions performs System, Process, and Product Audits to measure our effectiveness and to work toward continuous improvement. Our customers deserve and demand a quality, reliable, and safe product at a reasonable price. Companies survive by constantly evaluating how, when, and where to reduce or eliminate processes not adding value, and knowing when to keep and improve upon processes adding value. Auditing is about continuous improvement; it is about developing the “best practices” to ensure customer satisfaction.

Let us start by defining the different types of audits performed at JASPER. First, the **system audit** is an in-depth examination of a quality system to determine the effectiveness

and compliance of the system. JASPER’s quality system is defined in the Quality Manual. The system defines the infrastructure that manages and coordinates its function. The system’s processes interact and work together to achieve a common goal and objective. A few examples of systems are document control, gauging, training, and purchasing. JASPER hires external certified auditors to perform quality system audits to determine both compliance and effectiveness of controls.

Another type of audit is the **process audit**. It is used to validate if process requirements are being met. During a process audit, the auditor will examine an activity or sequence of activities to verify that input, actions, and outputs are in compliance with the established procedure. The procedures of a process are defined in work instructions, specifications, and records. The auditor observes the work in process, using a checklist to record observations and findings of conformance and nonconformance. The work instructions, support material, and specifications are used during the audits to verify that established procedures are being followed. JASPER has twenty internal trained auditors to perform three process audits a week.

The **product audits** are performed throughout the week to verify the unit was built per JASPER’s specifications. The finished product is selected randomly from inventory, and then disassembled. JASPER’s ASE certified mechanics or engineers perform the product audits, using a checklist, identifying each element of the unit. The audit checklist is graded and issued to management the same day of the audit.

What happens if nonconformance is found? The Quality Manager issues a Corrective

On the Technical Side:

Action Request for a failed product audit, then monitors all corrective actions issued by the external and internal auditors.

Now what? First, the problem is identified by the focus group; then, an interim action is taken to contain the problem. A focus group is created with possible members from management teams, quality captains, inside sales, and operators, with the goal to collaborate using the tools of Problem Solving to achieve the “best practice.”

One example of a problem solving tool is the “**5” Why Analysis**. The team begins with brainstorming the process to determine potential cause by using the “5” Why Analysis. This process consists of starting at the top level of a problem (Problem Statement) and asking “Why?” until you are no longer able to continue with the answers. This generally brings the team to the Root Cause of the problem. They will ask:

Does any data exist to verify the causes? If a person is identified as the cause, look for systemic reasons that allow a person to perform at less than acceptable results.

“5” Why Analysis Example

Problem Statement: There is a shortage of “O” rings for the 41TE.

Why? Parts were not ordered.

Why? The system shows a balance in the department.

Why? The parts were not deducted when they were pulled.

Why? Parts picker was not removing from inventory correctly.

Why? No training procedure in place for new associates.

The Root Cause is that no training program has been established and documented.

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noticeable is the waviness seen in the lay of the machining pattern. Wider spaced waviness peaks and valleys can be easily observed by the eye, whereas very finely spaced roughness peaks and valleys are somewhat less obvious without magnification. In fact, surfaces which have little or no waviness present are often difficult to assess visually – the surface often appears “flat” or “matte” and it is difficult to sense the roughness height, especially if it is quite uniform. This is where profilometers become essential in being able to accurately evaluate surface finish magnitudes and feature spacings when the eye can barely perceive them.

Measuring and understanding surface finish and its impact on gasket sealing performance - especially with today's MLS style

head gaskets - can mean the difference between an engine assembly that keeps our customer's driveway clean and one with bothersome coolant or oil stains. It may seem trivial that driveway appearance becomes a determining characteristic for engine sealing success, but that's the market reality. Ultimately, from the perspective of engine durability, a leak-free engine is less likely to fail due to persistent fluid loss – overheating from coolant loss or seizure from oil loss. Keeping engines leak free and reliably serving our customers is only one reason why they come back to JASPER for their vehicle's powertrain replacements. Attention to surface-finish details is one of the finishing touches that ensures sealed engine joints stay that way throughout the engine's second life.

JASPER Hooks Pro Bass Fisherman for Sponsorship Deal

Mackey Marketing Group client, Jimmy Ward, is pleased to announce that Jasper Engines and Transmissions has signed to become the major sponsor for his upcoming 2005 professional bass fishing tour appearances. Ward will compete in the EverStart Northeast Tour, the BFL Empire Division Tour and three B.A.S.S. Northern Open Events. Tour action is scheduled to commence in June.

“I'm extremely excited about this opportunity to fish with sponsorship from Jasper Engines and Transmissions,” said Jimmy Ward. “They are active sponsors and the promotional elements they add will bring exciting new highlights to my fishing schedule. I can hardly wait for the sea-



Professional bass fisherman Jimmy Ward receives major sponsorship from Jasper Engines & Transmissions for 2005.

son to begin!”

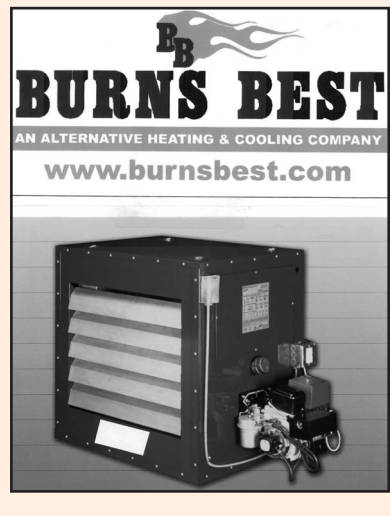
Jimmy Ward will be introduced in public appearances and fishing seminars as the “Jasper Engines Fishing Pro” and is scheduled to appear in a

And The Heater Goes To...

Congratulations to Colin Stocker of D & J Auto, Inc. of Slatington, PA. Colin is the winner of the Burns Best waste oil heater.

D & J is located north of Allentown, PA, and we understand they get some pretty severe winters, so the heater will be a great piece of equipment for the shop.

We plan to have a picture of Colin and more information about his shop in the next Newsletter.



number of Jasper Engines and Transmissions print advertisements, designed to help deliver the Jasper Engines and Transmissions commercial message to the massive bass fishing enthusiast audience.

Ward's fishing schedule kicks off with the season opening EverStart Northeast Tour event on June 1st at Kerr Lake in Henderson, North Carolina, followed by the BFL Empire Division opening event on June 18th at Lake Champlain in Ticonderoga, New York.

Jimmy Ward's marketing agency is Mackey Marketing Group from Atlanta, GA.

Gaughan Gets JASPER Sponsorship for 2005 Truck Season

Cementing a relationship formed in 2004, Jasper Engines and Transmissions and Orleans Racing announced a sponsor partnership for the 2005 NASCAR Craftsman Truck Series campaign.

The new partnership puts Jasper Engines and Transmissions on the #77 Orleans Racing Dodge, piloted by Brendan Gaughan. The association is not limited to vehicle sponsorship, as a technology alliance between the Indiana-based engine and transmission remanufacturer and the Las Vegas-based race team has been formed.

Sponsorship for the #77

Jasper Engines and Transmissions Dodge will encompass 18 NASCAR Craftsman Truck Series events, while the technology exchange will touch all of Orleans Racing's on-track programs for 2005.

"We're excited about the opportunity to work with Brendan," said Doug Bawel, President of Jasper Engines and Transmissions. "He did a super job with our customers and staff and we're looking forward to winning races in the 2005 season."

"Brendan has won truck races in the past and we look forward to associating with him for many more," added Jasper's Vice President of Sales, Zach Bawel. "Our Associates and customers have enjoyed our relationship this past year and we look to build on this in the

future. Brendan is a competitor and I know he will be in the Winner's Circle soon."

The owner of Orleans Racing, Michael Gaughan, appreciates the energy that this new affiliation brings to his race team. "Having someone with the quality of Jasper Engines and Transmissions sponsor our #77 Orleans Racing Dodge is certainly quite an honor," notes Gaughan on this new relationship with Jasper Engines and Transmissions. "We know that they'll enjoy the Craftsman Truck Series as much we do, as this is the series where

most of the racing takes place. "We look forward to a long and mutually beneficial relationship and hope to see our new friends from JASPER in victory lane very soon."

Driver Brendan Gaughan is excited to be able to continue to grow what was started in 2004.

"I've been fortunate enough to partner with some great sponsors since I've been racing - and this association with Doug and Zach Bawel continues that trend," said Gaughan on his ongoing relationship with JASPER. "If you look at some of my sponsors we have connections that go back close to 20 years. We expect this affiliation with Jasper Engines and Transmissions to follow that same pattern."



And Gaughan looks forward to continue representing the Jasper Engines and Transmissions installer network. "I enjoyed working with all the people at Jasper Engines and Transmissions in 2004", says Gaughan, "and to be able to build on that relationship is certainly exciting."

2005 Event Schedule For the #77 Jasper Dodge Truck

02/18/05	Daytona International Speedway
02/25/05	California Speedway
03/18/05	Atlanta Motor Speedway
04/09/05	Martinsville Speedway
04/30/05	Gateway International Raceway
05/15/05	Mansfield Motorsports Speedway
05/20/05	Lowe's Motor Speedway
06/03/05	Dover International Speedway
06/18/05	Michigan International Speedway
08/05/05	Indianapolis Raceway Park
08/24/05	Bristol Motor Speedway
09/08/05	Richmond International Raceway
09/17/05	New Hampshire Int'l Speedway
10/22/05	Martinsville Speedway
10/29/05	Atlanta Motor Speedway
11/04/05	Texas Motor Speedway
11/11/05	Phoenix International Raceway
11/18/05	Homestead Miami Speedway

JASPER Wins ZF Award of Excellence



Al Keller, at left, accepts the Award of Excellence from ZF Corporation representative Shawn Hoklas.

ZF Corporation representative, Shawn Hoklas, presented the 2005 ZF Award for Excellence to JASPER Director of Call Center Operations, Al Keller. The award is presented to JASPER as the #1 distributor of the remanufactured standard transmission product line in North America.

Congratulations goes out to everyone involved in making Jasper Engines & Transmissions #1!



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Once the root cause is defined, the team works toward correcting and improving the process to prevent reoccurrence of the problem. Another quality tool “Plan-Do-Check-Act” or known as the PDCA is a continuous method to evaluate the effectiveness of the corrective action.

Plan – A plan, procedure, or method is developed and the team establishes what needs to be done.

Do – The plan, procedure, or method is being followed (do what was planned).

Check – The plan, procedure, or method is monitored and/or measured against criteria.

Act – Action is taken to resolve the differences between expected

and planned results (analyze and adjust the process, returning to plan if needed),

The corrective action, once completed, is given to the Quality Manager, who reviews all corrective actions and evaluates the effectiveness.

You may be asking, what happens after the audit has been performed, recorded, and all corrective actions have been implemented and are effective. ***NOW what?*** I call it the ***“SO WHAT!”*** If it doesn’t add value why do it. The information must be shared and acted upon to add value. JASPER does act upon the audit findings and works toward making our product a better product for our internal and external customers. Will the audits make our product

better to ensure customer satisfaction? The answer is an emphatic, ***YES!***

JASPER has established Value Added Auditing. Our objectives are to establish processes that are efficient, effective in reducing cost and waste in all our resources, and that identify critical risk areas. Value Added Auditing is about preventing a potential nonconformity; it is Preventive Action.

Value Added Auditing is an established method to monitor the performance and health of the company. Audits are essential to our survival, and provide management with additional information to make informed decisions when establishing the company’s goals and objectives.

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victory came back in February 2001 at North Carolina Speedway when he won in a Dale Earnhardt, Inc. Cup car one week after the death of car owner and seven-time Cup champion, Dale Earnhardt.

“To win in Busch, to win in Cup and now in Trucks, it means a lot,” said Park. “Not only to me, but to this whole team.”

It was Orleans Racing’s first victory since Brendan Gaughan recorded six victories during the 2003 season.

“We thought we’d win some races last year, but we got shut out of the winner’s circle,” Park said. “We really put forth a lot of effort this year. We’re building this team where it needs to be. We’ve got confidence in the Orleans team and the JASPER team, where we can not only win races with our race team, but with Brendan’s, too.”

Team driver Brendan Gaughan could not have been



Steve Park poses with his trophy after winning the American Racing Wheels 200 at California Speedway.

happier following the conclusion of the American Racing Wheels 200, even though he finished 21st after being black-flagged by NASCAR on the final restart as he tried to avoid the truck in front of him that had missed a shift.

“I wanted to get Doug Bawel his first win in NASCAR,” Gaughan said excitedly, “but I wanted to do it as driver. But for Steve to get JASPER that first win means so much to me and the

whole Orleans Racing team - well it’s just a fitting next chapter to the Orleans Racing story. I still can claim the win with my truck owner’s cap on and that’s OK with me.”

Gaughan glowed as he relayed his phone conversation he held from Fontana’s victory lane with JASPER president, Doug Bawel. “Doug couldn’t be here in California, but you could hear the excitement in his voice. It was a special moment for me - one that I’ll carry with me for a lifetime.”

Editor’s Note: Brendan Gaughan was named Grand Marshal of the American Racing Wheels 200 at California Speedway. Brendan changed his truck to ARW sponsorship, and in so doing, transferred his JASPER sponsorship to his teammate, Steve Park. The rest, they say, is history. (See Gaughan Gets JASPER Sponsorship for 2005 Truck Season on Page 6 of this issue).



JASPER ENGINE AND TRANSMISSION EXCHANGE
815 Wernsing Road · P.O. Box 650 · Jasper, IN 47547-0650
e-mail: sales@jasperengines.com

Prst. Std.
U.S. Postage Paid
Permit 49
Jasper, IN 47546



1-800-827-7455