

## Toner

(continued from page 1)

With this type of printing, you can literally print something on the yolk of an egg."

The Dallas plant makes powder toners for the non-impact printing market, in which every machine uses a different ink, and has its own warehouse and packaging line.

Coates inks aren't sold in a retail office supply house; they're marketed to different manufacturers or distributors who package and sell them under their own names.

Law estimates toner made in Dallas represents about 20 percent of the "recharger" market; companies that refill spent toner cartridges with new material, and up to 80 percent of some original equipment manufacturers' supply.

Strict quality control procedures insure that all products will live up to their specifications.

"I can't recall any product re-

calls here," said operations manager John Lyman.

Quality is also found in a program called total quality management, which focuses on better teamwork and improving business procedures, in which all employees have input.

"The employees are involved in the way that the company moves forward," Law said. "Our quality teams work to improve it."

The Coates plant in Dallas has 29 employees, three of them female, and has recently made its facilities accessible to physically challenged workers.

"We hire our workers based solely on their merits," Law said. "The work force here is very dedicated and has a strong work ethic similar to that found in Europe."

The plant has a very low employee turnover, with some workers counting their years of service in decades.

Sales manager Hans

Lankwarden, a native of Holland and resident of Huntsville, came to the area 38 years ago and loves its beauty.

"Except for last winter," he joked.

Accounting assistant Phyllis Ide, a Kunkle resident and 25-year Coates veteran, said she grew up with the company.

Sales coordinator Tom Brody worked his way up over the past 27 years from a position in the company laboratory.

David Bump started in packaging 11 years ago and now operates machinery in the toner production plant.

"I worked my way up as the company expanded," he said.

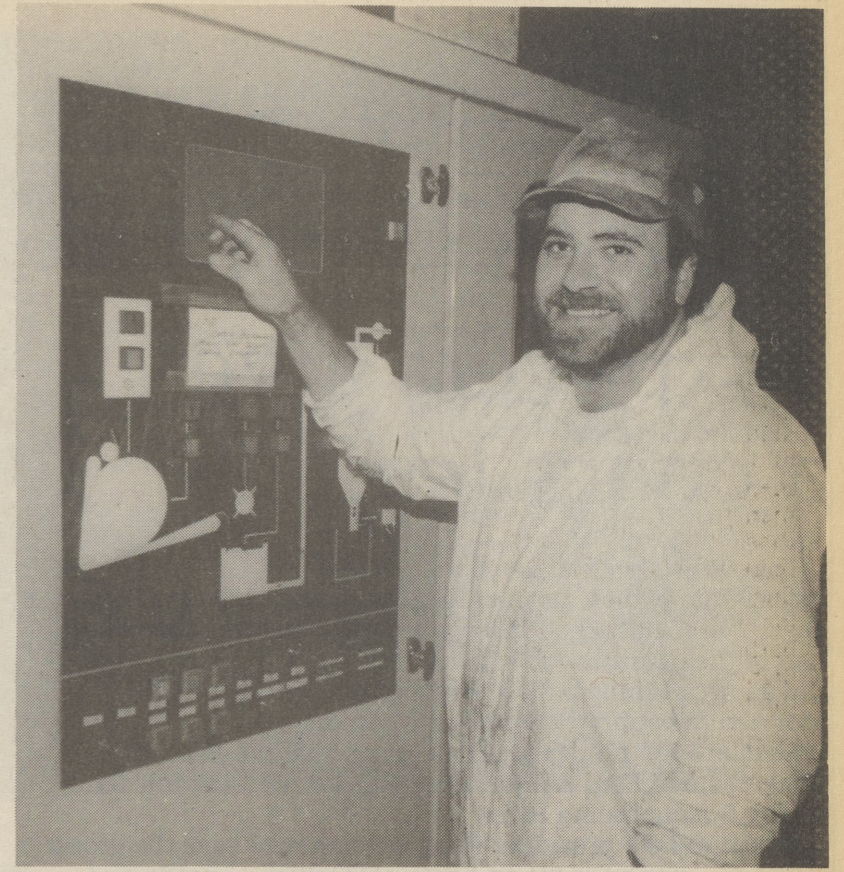
As part of its good neighbor policy to the community, Coates Reprographics sponsors teams in the Back Mountain Baseball and Back Mountain Soccer programs and contributes to golf tournaments at the nearby Irem Temple

Country Club.

It also supports Dallas Fire and Ambulance Company and is a member of the Greater Wilkes-Barre Chamber of Commerce and the Back Mountain Business and Professional Association.

The Coates ink companies - Coates, Coates Lorilleux, Coates Screen, Coates Electrographics and Coates Coatings - have been in business since 1877 and have spread worldwide, with divisions in the Far East, North America, Europe, India and the former Soviet Bloc nations.

They are owned by the French oil company, TOTAL, Inc., whose other subsidiaries make and sell rubber, adhesives, resins and paints for metals. Companies in the United States petroleum divisions operate gas stations under the Total, Vickers, Apco and Road Runner brand names, found primarily in the midwest.



POST PHOTO/GRACE R. DOVE

PRODUCTION - Orange resident David Bump operates machines in the toner production plant.

## Bitter winter was Laws' introduction to U.S.

By GRACE R. DOVE  
Post Staff

Coates Reprographics' executive vice-president John Law and his family moved to Dallas January 5, but had to wait until April 5 before they could actually see the ground.

"The winter was more of an experience than a horror," he joked. "Actually I love the climate here."

His family - wife, Catherine and sons, Nicholas and Michael - find their new home at Newberry Estates "very pleasant." Both boys enjoy playing T-ball, which Law coached this year.

"Nicholas has already acquired an American accent," Law said.

Both boys will attend Dallas Elementary School this year.

Law describes himself as bilingual, fluent in both American English and "the Queen's English," which he says are very different.

He has been with different Coates subsidiaries for 14 years, having started in the laboratory developing printing inks for display and electrical circuitry with Coates Screen, and has worked his way up through several different managerial positions.

Law holds a BS honors degree in chemistry, roughly equivalent to an American master's degree, from Bath University and is finishing his MBA at the Canterbury Business School in England.

His master's thesis deals with remanufacturing (recycling) laser cartridges for the American market.

"Nearly 25 percent of all laser jet cartridges are remanufactured," he said. "Our company's policy is environmental responsibility - our manufacturing process recycles 95 percent of its wastes."

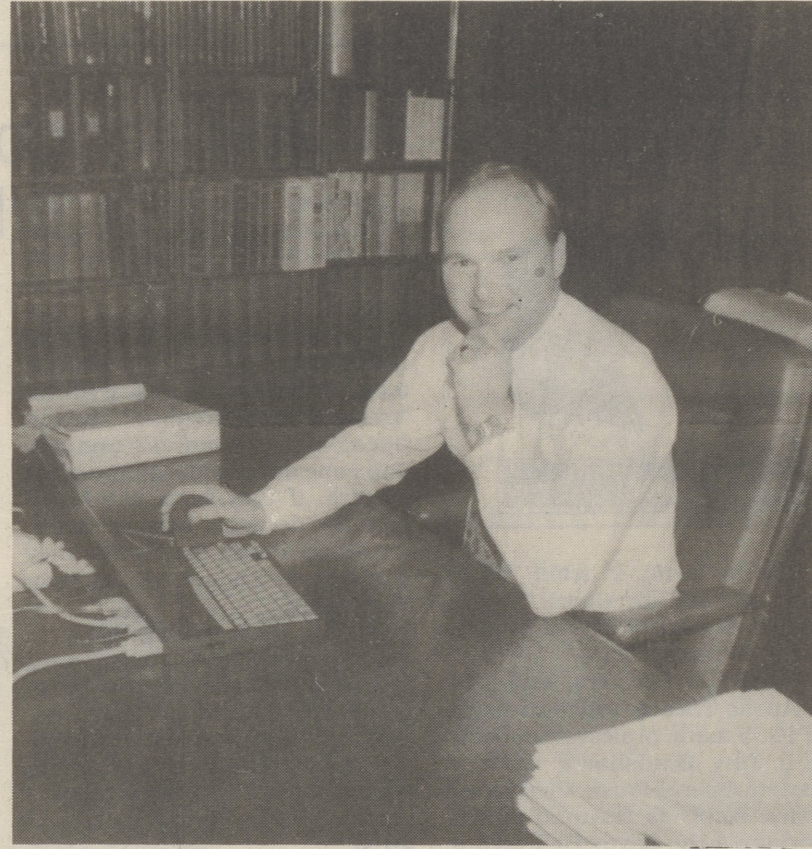
Living and working in the United States is basically similar to Great Britain, Law said.

People do business in a similar manner in both countries, which also have the same emphasis on quality products and services.

"The greatest difference is that Europeans are more aware of different cultures," he said. "Although our business language is English, we must learn to understand the local cultures. The company encourages fluency in another language."

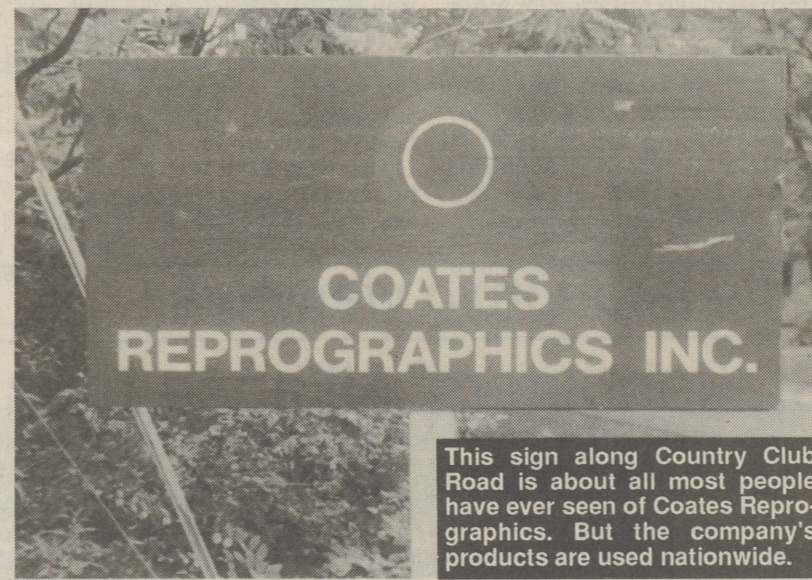
The other obvious difference between Great Britain and the United States is that although there may be a comparable number of customers, they're farther apart here, requiring more travel to service them, Law said.

Both Law and his company are interested in doing positive work in the community, sponsoring teams in Back Mountain Baseball and Back Mountain Soccer, contributing to golf tournaments at Irem, sponsoring a foreign exchange student and participating in area professional organizations.



POST PHOTO/GRACE R. DOVE

JUST IN TIME FOR LAST WINTER'S WEATHER - Coates Reprographics executive vice-president John L. Law came to the Dallas facility in January and didn't see the ground until April.



This sign along Country Club Road is about all most people have ever seen of Coates Reprographics. But the company's products are used nationwide.

### Learn more at BMBPA meeting

Coates Reprographics executive vice president John Law will present a talk and slides describing his company at the next meeting of the Back Mountain Business and Professional Association. The meeting will take place Wednesday, September 14 beginning at 7:45 a.m. in Merrick Hall on the campus of College Misericordia. Breakfast is included in the \$5 charge, and non-members are welcome to attend.

### Anzalone Brothers & Company



Good Folk Pop Music  
Good Sense

Penn State Proud  
Video  
\$7.00



Anzalone Bros. & Co.  
Live at Penn State  
\$10.00



These are great  
tapes for a  
great cause

Nittany Joe  
Penn State Proud  
\$5.00

- Available at:
- All Penn State Bookstores throughout PA.
  - Student Bookstore, State College
  - Gallery of Sound Stores
  - Penn State Home Football Games

Or by Mail:  
Stan Hamilton  
Joe Paterno  
Scholarship Fund  
2391 Huntsville Rd.  
Shavertown, PA 18708

Make Checks Payable to:  
Stan Hamilton Joe Paterno  
Scholarship Fund

Allow 4-6 weeks for delivery  
& \$4.00 Shipping & Handling

Proceeds benefit the Stan Hamilton Joe Paterno Scholarship Fund & Hands of Hope Ministries Recycling Project

### Lake Twp. recycling center open Sept. 10

The voluntary recycling drop-off center for Lake Township will be accepting recyclables on Saturday, Sept. 10, from 10-12 noon at the township building. The following items may be dropped off: aluminum and bi-metal cans, clear, brown and green glass, plastic #1 and #2 only. No motor oil containers can be accepted.

## SKI SALE

September 16, 17, 18

Closeout prices on 1993-1994  
Equipment & Clothing

## COUNTRY SKI & SPORTS

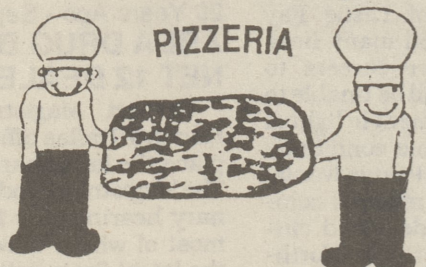
Rt. 309 at Blackman St. W.-B. • 824-0541

HOURS: Mon. - 10-8; Tues., Wed., Thurs. - 10-6; Fri. - 10-8; Sat. - 10-5

See next week's ad for more information

## PIZZA PERFECT

Sicilian Style



16 Carverton Road, Trucksville

Call Ahead **696-2100**

Eat in or Take Out  
Try Our Wings!

Mon.: 4:00 pm - 10:00 pm

Tues., Wed., Thurs.: 4:00 pm - 11:00 pm

Fri.: 11:00 am - 12:00 Midnight

Sat.: 12:30 pm - 12:00 Midnight • Sun.: 2:00 pm - 11:00 pm

# A sale you will soil your pants over.

20% off  
all trees and shrubs!

We also have a wide selection of perennials, and over 400 mums in stock! Along with our other products like: mulch, gravel, fertilizers, grass seed, peat humus, top soil, clay pottery & lots more!

And remember Fall is for planting - so check out our full line of holland bulbs!

We are your one stop full service landscape center with 10 years experience.

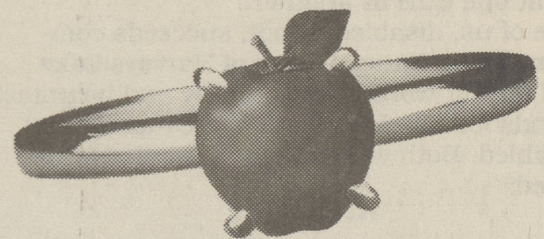
So stop in soon, you might mess your pants but the yard will be beautiful.

## FOOTPATHS & LANDSCAPES

Route 309 (1/4 mile north of Insalaco's) 675-8733

"Ask for Kurt, the expert in dirt"

## Do these two rings look the same?



Many jewelers represent lower quality diamonds as a higher grade, and then claim to give you an unbelievable value.

At Bartikowsky Jewelers, you get what you pay for. We stock all grades of diamonds for every price range. You'll always get the best possible diamond for your dollar...we staff gemologists and GIA trained diamond specialists to prove it. So, when other jewelers compare their stones to ours, be sure you're not comparing apples with oranges... or you may buy a lemon.



Where quality is a science -  
not a game.

141 South Main Street, Wilkes-Barre • (717) 823-7111

Open Monday through Saturday 10 am - 5:15 pm

Open Thursday nights until 8:45 pm.

Financing Available • Plenty of Free Parking