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PROTECTO Takes Center Stage

SIGMA is pleased to announce the expansion of our Protecto-401 line. Protecto-401, also known as P-401, is an epoxy paint that is applied the interior of our sewer pipes to reduce corrosion. P-401 is the top anti-corrosion application on the market today. It is a branded, trademarked application produced by Induron. Partnering with licensed P-401 applicators, SIGMA has widened its inventory of fittings lined with P-401, which enables us to serve our customers more effectively.



Fittings lined with P-401 bear the distinctive red marking along the bell.

Says Greg Fox, Manager of Corporate Business Development: "SIGMA has always had a presence in the market with P-401, but we are significantly increasing our marketing efforts with this line of fittings. We now have a much larger inventory of P-401 fittings in our warehouses, and through our nationwide network of providers, we can meet almost any customer requirement for this product quickly and efficiently."

SIGMA always puts customers first, and the expansion of the P-401 line is another step in this direction. Greg adds: "We strive to be a one-stop-shop, which saves customers time and money, so it made sense for us to provide this wider range of products. We already produce a full range of fittings, so expanding our P-401 fittings was a natural progression for us. This way, customers don't need to use a separate provider for the application, we've got it ready to go right here."

As with any SIGMA product, the P-401 line meets or exceeds industry standards for quality and safety. For information on SIGMA's expanded P-401 division, please contact Greg Fox at gfox@sigmaco.com, or any of SIGMA's territory sales representatives.

Victor Pais and Siddharth Bhattacharji Honored at SIGMA Holiday Party



Victor Pais, one of SIGMA's Founding Directors, gave a heartfelt and moving speech at the Company's holiday party. He spoke warmly of his years building SIGMA, and then pledged to give a one, two, and three word sign off. He was true to his word(s).

Victor started with his one word: "SIGMA: This means the sum of the parts, and this is the most essential core element of this company. Everyone here is a part of what makes SIGMA successful."

Which brought him to his two words: "Thank You. I am grateful to each and every one of you for making this Company what it is, and for allowing me the honor to work with you."

And he summed up with a series of three: "I love you; all the best; God bless you."

SIGMA salutes Victor and Siddharth, the other Founding Director. They may have stepped down from day to day management at SIGMA but their legacy is a big part of everything we do on a daily basis. Thank you both for the incredible job you did in building this Company.

401K Plans Increasing at SIGMA

SIGMA is delighted to announce that February 2012 saw a 10% increase in 401K contributions over the previous month. Says SIGMA CEO Jim McGivern: "We are really pleased with this trend. Since SIGMA has a 401K matching program, it indicates a financial health and strength for our Company as a whole as well as for our individual employees." Good news indeed.



Strong Showing at NPCA Convention

SIGMA was well represented at the National Precast Concrete Association Convention in Orlando last month.



According to the organizers, the March 2012 event was the most widely attended show in the past three years. This was considered to be a sign of economic recovery, so the atmosphere at the convention was positive, productive, and upbeat.

The SIGMA contingent made a strong showing, and generated some excellent contacts for future business development.

Thanks to the NPCA for their great work, and we look forward to next year's convention in Indianapolis. <http://precast.org/convention/>

ABCD Award Goes To...



Becky Matthews from the Accounts Department. Becky has gone out of her way to help research and address issues that have arisen with the DO Log and Freight data entries. She also provided useful feedback and insight for the program SIGMA developed last year for invoices and freight bills.

In addition to managing her significant workload in the Accounts Department, Becky is a willing volunteer for virtually every SIGMA team, holiday party, and social activity. She has also used her gifts as a photographer to capture wonderful memories for the SIGMA family at all of our recent events, many of which have been featured here in E-news.

We thank Becky for her outstanding effort, congratulate her on a job well done, and wish her continued success.

The ABCD Award, which stands for “Above and Beyond the Call of Duty,” is SIGMA’s way of acknowledging employees’ outstanding achievement. Each quarter, an ABCD award will be given to an individual or group who has demonstrated the values that represent SIGMA as a company. SIGMA employees may nominate coworkers, and customers may recommend SIGMA employees who have provided them with excellent service. Anyone who submits a nominee for ABCD will receive a SIGMA golf shirt as a token of our thanks. Please email your ABCD nominations to Iona Shenoy at ishenoy@sigmaco.com.

Traci Anderson named CSR Superstar

SIGMA prides itself on superior customer service, so E-News always features a standout from our CSR Team. This is someone who spends days and sometimes nights making sure that we embody the Company’s slogan: Quality - Service - Commitment - Delivered.



This quarter’s CSR Superstar is Traci Anderson from the Chicago Office. When asked about her approach to customer service, Traci is clear: “It’s all about the relationship. I have a great rapport with all of my customers because I truly like them. I consider my customers my friends. Even though we interact solely on the phone or via email, I take the time to get to know them. I double and triple check what their needs are and I double and triple check that their needs are being met. And if there is a hitch, which can happen even when we do everything possible to prevent it, I go straight back to the customers to keep them informed.”

Traci has been a CSR at SIGMA for seven years, but before that she worked in retail and restaurants. “Service is service. Of course, when I arrived here I had to learn the SIGMA product line, but it all comes back to communication. You have to connect with the customers and pay attention to what they need. And you have to be able to multi-task. I routinely have four or five things going on at once.

I feel really lucky; my customers are the nicest people in the world so I genuinely want to help them. And the great thing about SIGMA is that we all work together to address issues and solve problems.”

When asked for an example, Traci gave one. “Last week we had a customer who required a highly specialized gasket. He really needed the item by the next morning and we were all set to ship it out when we discovered that the item we needed was not available in our warehouse in Chicago. We got on the phone, worked with our colleagues in the Alabama office to source the special gasket immediately and they were able to overnight it from their facility. The customer had it first thing in the morning as promised.”

When she’s not making her customers’ lives easier with her competence and diligence, Traci enjoys shopping and Yoga. Must be all that deep breathing that keeps her calm under pressure.

Congratulations, Traci, and keep up the good work!

Giving Back



SIGMA has recently taken an active interest in the group water.org (<http://water.org/>). Water.org’s mission is to provide clean water and sanitation to people in developing countries.

Given the fact that SIGMA has been producing equipment for the water and wastewater industry for a quarter of a century, water.org seemed a natural fit for our charitable goals. SIGMA is currently exploring ways to support water.org and will take an active role in the charity in the future.

SIGMA Announces Restrained Joint Recommendations for AWWA C909

We are pleased to announce our restrained joint recommendations for AWWA C909 PVC pressure pipes following extensive and successful testing. As manufactured by two PVC pipe producers in North America, this molecular-oriented process increases the strength and pressure performance of PVC pipe using thinner wall classifications.



Steve McDonald, SIGMA’s Restrained Joint Product Manager, is excited about the future opportunities with this growing PVC pipe acceptance. “We seem to be fielding more product application requests across the United States and Canada for AWWA C909, a true indicator that this piping design is gaining municipal and engineering acceptance.”

SIGMA will be updating its website (www.sigmaco.com) soon with the specific product recommendations for the proper restraint when joining AWWA C909 PVC pipe to a ductile iron water main fitting or bell x spigot PVC pipe joints. Please contact your Territorial Sales Manager or SIGMA regional office for any assistance or required information in advance of our website update.

SIGMA's Holiday Party a Big Hit



A good time was had by all at SIGMA's holiday party. The casino night theme brought an element of luck and chance to the fete; chips were entered in a raffle, and winners went home with prizes such as a Kindle and an Ipod. SIGMA is above all a family company, so invitations were extended to the both parents and children. The younger generation enjoyed games, balloons, dancing, and plenty of sweets.



SIGMA's Bakers Go National and Spread Holiday Cheer



During the holidays, SIGMA staged a nationwide Company “cookie swap”. Bakers from all of SIGMA’s offices pulled out their cookbooks and churned out signature specialties. Then they boxed up their wares and sent them to other SIGMA locations throughout the country.

This was a great way to share holiday wishes and bring a festive, convivial spirit to the SIGMA family all across the country. We hear they may bring a competitive element to next year’s cookie swap. Better start testing recipes!

Spotlight on SIGMA

We at SIGMA place tremendous value on the people in our Company, our SIGMA family. With that in mind, we celebrate the joy and success of our employees and share their good news...

From the North:

- CFO Jeff Marcus became a grandfather again. Brynn Fara was born on February 15 at 8:51 am, weighing in at 4 lbs, 15 oz and measuring 18.5 inches. Congratulations and best wishes to Jeff and his family!



- Best wishes to Renee Cohen, OEM-USA Customer Service Representative, who gave birth to Scott Michael Cohen on February 15. Scott weighed 7lbs 1 oz and measured 19 ½ inches. Mother and son are both doing well.



- Nona Chamberlin (PIP) has become a grandparent for the 7th time! Nona's daughter Heather welcomed her first child, Walter Harry Merrill, on February 19. Congratulations to Nona and

- Congratulations to Lauren Osborne (Accounting), who received her Masters Degree in Accounting from DeVry University. She is currently working on her CPA exams. One down, only three to go, good luck Lauren!!

- Congratulations to Joia McGivern, daughter of CEO Jim McGivern, on her success on the squash courts. Joia, pictured here after her 3rd place finish in last year's National Tournament, is looking to continue her winning streak at this year's Tournament later this month. In addition to individual competitions, Joia plays for her school team. In January, the team competed in the Middle School Nationals and placed third. So far this season, Joia has won two bronze tournaments and placed second in two U15 silvers. Congratulations, and best wishes for continued victory!



- Best wishes to Vinayak Bhandary (IT) and his wife Mega, who celebrated their 3rd wedding anniversary on March 1.
- James Funck (Sales) celebrated his 10th year with SIGMA on February 1. Thank you, James, and keep up the good work!
- Congratulations to Karen Barone (Accounting) and her son Mario, who was accepted to Stockton College of NJ. Mario will start at Stockton in the fall and will study Physics and Engineering to obtain a dual Bachelor's degree. Mario also recently finished 8th out of 1000 students in the Future Business Leaders of America test and will compete nationally in March. We wish him the best of luck!
- Special thanks to Accounts Payable File Clerk Melissa Perrine, who filled in for her vacationing colleague, Domestic Inventory Accounts Payable Bookkeeper Cynthia Pais. For three weeks, Melissa took on full time work covering for Cynthia, and did a wonderful job. We applaud her for taking on the added responsibility in our time of need and thank her for her efforts.

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- Special recognition to Srinivas Rao for his role as a largely unsung hero, maintaining consistent quality in the SIGMA supply chain.
 - Special recognition to Sean Salins for his tireless, steady work in the supply chain division.