Written by Robert J. Pagano Jr., President, ITT Industrial Process
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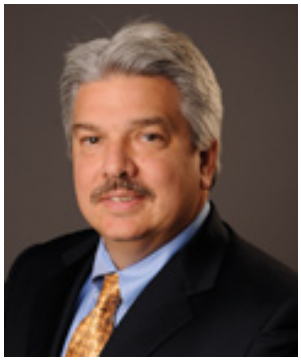

The lingering recession has been especially hard on process industries around the globe. No sector has gone unscathed. Even what we have traditionally thought of as our most robust, critical markets have been affected. ITT remains committed to these industries and will continue to invest in product development and support services.

To that end, there are a number of initiatives that ITT Industrial Process (manufacturers of Goulds® pumps, Fabri-Valve® and Pure-Flo® valves, ProCast® parts, ProSmart™ monitoring, PumpSmart® controls and PRO Services® aftermarket services) has undertaken to help our customers succeed in this difficult business cycle and build toward a sustainable future.

Solutions for today and tomorrow

First, we are focused on improving the reliability of our customer's systems by reducing operator error and unplanned downtime.

- Our PumpSmart variable frequency drive (VFD) technology protects against system upset conditions and can dramatically improve the mean-time-between-repair (MTBR) of both centrifugal and positive displacement (PD) pumps.
- Our i-Alert and ProSmart condition monitoring devices notify users in advance of failure so that a costly catastrophic incident can be avoided.

We are also working to help customers optimize their systems and eliminate the pain associated with "bad actor" equipment, excessive energy usage and other such undesirable costs.

- Our newly established Plant Performance Services (PPS) business provides customers a broad menu of services targeted at addressing these issues, and can save up to 25% annually.

- From pump system assessments to on-site training to energy audits to front end design assistance, PPS helps users get the most out their rotating equipment systems.

Taking a long-term view

Indications are that our industry is bottoming out—*and that we can expect to see some positive trends in 2010* . In the interim, we must stay close to our customers and listen to their needs. We must continue to invest wisely in developing products and services, like the ones mentioned in this article, that exceed their requirements and solve problems that have an impact on their businesses.

Furthermore, now more than ever, we must remain focused on our own journey to becoming a lean enterprise. Through our Value Based Lean Six Sigma program, we are driving out waste in all of our processes—*from the front end to the shipping floor*—to ensure that our customers get the right products at the right time. As a result, I am confident that Industrial Process will be an even stronger company at the end of this recession.

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For more info, enter 9 at www.MT-freeinfo.com

Our Thought Leaders

- **Gary Marchuk** , *Business Development Team Leader, AutomationDirect*
- **Randy Colip** , *Executive Vice President/Sales, Baldor Electric Company*
- **Brian O'Donnell** , *President & CEO, A. W. Chesterton Company*
- **Steve Sonnenberg** , *President, Emerson Process Management*
- **Ian Davidson** , *Global Industrial Lubricants Manager, ExxonMobil Lubricants & Specialties*
- **Michael A. Pulick** , *President, Grainger U.S.*
- **David C. Orlowski** , *President & CEO, Inpro/Seal Company*
- **Robert J. Pagano, Jr.** , President, *ITT Industrial Process*
- **Tony Martell** , *Vice President and General Manager, Aftermarket Business Unit, NSK*
- **John McDermott** , *Senior Vice President, Global Sales and Marketing, Rockwell Automation*
- **George Dettloff** , *President and CEO, SKF USA Inc.*
- **Nicholas T. Pinchuk** , *Chairman, President and CEO, Snap-on Inc.*