

HAVILAND Products Company

421 Ann Street NW
Grand Rapids, MI 49504-2075

James M. Knapé is a Technical Account Manager inside the Industrial Products Division of Haviland Enterprises, Inc. located in Grand Rapids, Michigan.

His 14 years as a sales & engineering professional in the metal finishing and heat treat industries has provided him with the expertise and experience to develop and implement chemical solutions for customer processes

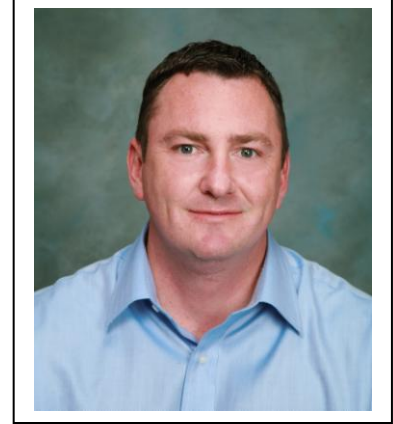
Prior to joining Haviland Products Company in May of 2007, Jim excelled as a Technical Sales Representative for Heatbath Park Metallurgical beginning in 2001. Before seeking a technical sales career, Jim worked in manufacturing at CompX Precision Slides as Plating Manager in addition to Knapé & Vogt Manufacturing as a Chemical Process Engineer. This technical background in both sales and manufacturing has provided Jim with a solid working knowledge of chemical process and controls, waste treatment applications, problem solving abilities, and project management skills. "Asking questions and listening to customers is essential to determining root causes to issues, overall customer wants, expectations, and needs."

Jim is a graduate of Western Michigan University with a B.S. in Chemistry. He is also a member of the NASF (National Association of Surface Finishing), AICC (Association International Chemical Coaters), and WAI (Wire Association International). In addition, he regularly seeks continuing educational opportunities in chemical processes and has certifications in both Supervision & Management.

Jim's personal pledge, as Technical Account Manager, is:

To utilize his detailed and organized work ethic on every customer project and offer the equivalent high level of technical knowledge and effort that he expected from his suppliers back in his manufacturing days.

James M. Knapé
Technical Sales / Account Mgr.



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