

MARCH 2014

Arizona Seminar - Feb. 1st, 2014

The participants of our chapters' annual event started the day with coffee and pastry as they gathered at Piano Gallery in North Scottsdale. With the group assembled, Nick Gravagne gave greetings and did the honor of introducing the guest speaker and technical presenter for the day, Mr. Yoshi Suzuki.



Serving as Director of Yamaha Piano Service since 2011, Mr. Suzuki shared some of his background and professional history, from his training after joining Yamaha in 1983 up to the present,

citing some of the most memorable experiences of his varied service from Japan to Hamburg, New York and California. The first part of his presentation covered some historical information regarding the evolution of earlier Yamaha piano models into what is currently in production. A chart of all new models was shown with comparisons of features from the handmade CFX series to the consumer grade GB and GC series and everything in between. There was discussion on some of the improvements in case and soundboard design as well as hammers and other technical specifications.

Yoshi gave some facts and figures about Yamaha's various factories and we were treated to slide shows and video clips of some of the production that takes place; for example, the manufacturing of plates using the vacuum process at the 30-acre Iwata facility. They can make up to 1,000 per day! The traditional wet sand cast method is still used for concert grands and some



handmade models. Also, there was reference to some of the technology used in final action assembly; a laser measures key level and prints a chart for the worker to insert the correct punchings, and key dip is also mapped by use of a solenoid-driven measuring apparatus. With much robotic equipment and the most modern machinery, the Yamaha factories are highly mechanized and efficient. Yoshi stated also that the facilities are very clean and environmentally friendly and stressed that all finish work of every component is done by human hands. Before breaking for lunch, Yoshi took us through a series of procedures for bedding the keyframe based on Yamaha standards and explained the cause and effect of some relevant scenarios.



Coming Up-

Next meeting is Monday Mar. 3rd @ Az Piano -7PM

Scott Helms will discuss

Doing Appraisals

Congrats Lucas Hathcock RPT- he has been selected for the 'Leadership Challenge' & going to Atlanta for Nat'l Convention

Atlanta-July 16-20 Convention
Registration is open now!

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The afternoon session began with a study of hammers; comparisons of felt types, materials and manufacture, but the main point of discussion was about the physics and theory of how they transfer energy to produce sound. This led to a demonstration of some voicing techniques that Yoshi employs and some unique tools he uses. Among his many accomplishments, he mentioned that he had translated Andre Oorebeek's book on voicing into Japanese. The next part of his presentation covered some of the electronic tuning devices that Yamaha has developed and offers for sale. The latest is a software version for PDAs. He described a machine used in the factory-a tuning 'robot' that is held in the workers hands and placed on groups of tuning pins in sequence. A transducer-generated signal loops through computer control software and turns the servos. Pitch raises are accomplished in about 16 minutes! Some murmurs went around the room about identifying with the feeling of being a 'tuning robot', but joking aside, it's not likely that the need for our human talents will be obsolete any time in the distant future (but wouldn't that be nice to have in the toolbox?). Yoshi also talked a bit about Disklavier and some of the advanced technologies associated with that genre of product. The final subject of the seminar covered customer relations and setting up scheduled maintenance. He suggests using a planning sheet based on the '37 steps' (LaRoy Edwards/PTG Academy) and all the business tools and documents pertinent to the task, but most important is good communication. "it's goooooood" as Yoshi would say. It was a pleasure to have Yoshi Suzuki spend the day with us, especially after just finishing up the NAMM show the previous week where he and his team prepped 40 pianos! We do appreciate his valuable time and expertise. Suffice it to say he is a stellar technician and a fine gentleman as well! Thank you! Also, thanks to Tom Miller and everyone at Piano Gallery for hosting this successful event. *Good job Peg and Nick!*

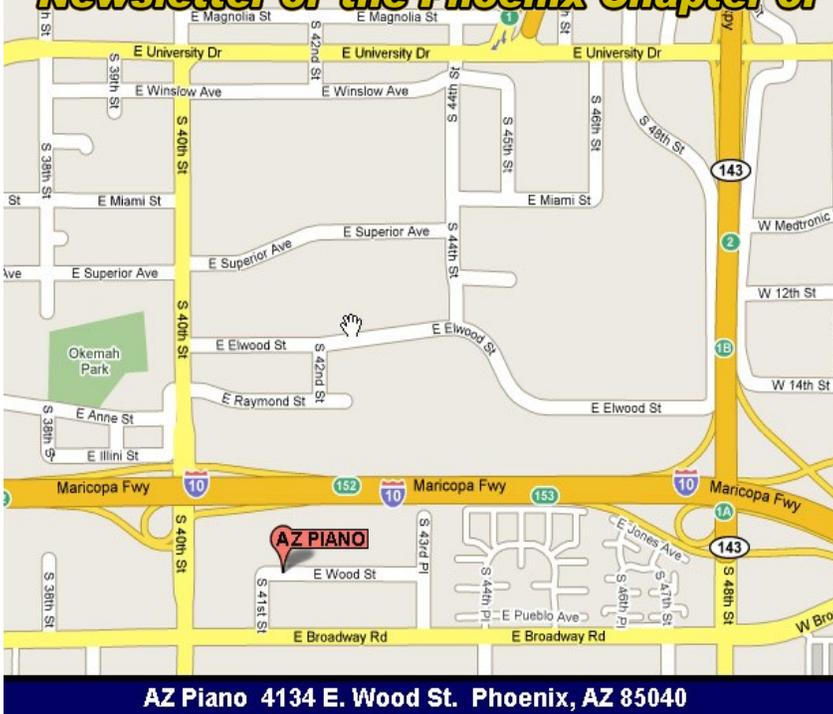


Prior to the final afternoon break, a special surprise presentation was given by Wes Flinn to Jim Coleman Sr. on behalf of the Phoenix chapter. The idea developed several months ago that it would be fitting for the collective membership to honor the man who founded this chapter and has had a positive influence on every single one of us without denial. Surely, Jim is a valuable resource throughout the entire PTG family and has made many contributions to the industry, but we can proudly claim him as our own with a standing ovation! Congratulations, Jim, and Thank you!



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Newsletter of the Phoenix Chapter of the Piano Technicians Guild



Map to our next meeting:

March 3rd @ 7PM

Az Piano

4134 E. Wood St.

Phoenix, Az 85040

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