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Channellock, Inc. Announces Cowan Retirement and McLaud Promotion

MEADVILLE, PA (April 4, 2018) – Today Channellock, Inc. announced the retirement of Kathy Cowan, Director of Customer Service, after 42 years of service. Her role has been filled through the internal promotion of Therese McLaud, an 11-year Channellock veteran who previously served as EDI and Compliance Specialist.

“We’d like to thank Kathy for her many years of service. She has been an invaluable member of our team and surely will be missed by our customers, staff and outside sales representatives,” said Ryan DeArment, Vice President - Sales & Marketing. “We are fortunate that we could promote from within and we are confident that Therese will continue our tradition of quality service to our customers. Therese brings many years of experience, as well as a strong problem-solving perspective that will enable her to champion continuous improvement and lean enterprise practices in our administrative operations.”

McLaud has 33 years of combined sales and customer service experience. She began her career at Channellock as a customer service representative and was promoted to EDI and Compliance Specialist in 2008. In her new role, she will be responsible for managing customer service personnel, as well as distribution processes within the company’s enterprise resource planning system. McLaud will also serve as a liaison between production and shipping to expedite delivery of customer orders.

About Channellock, Inc.

Channellock, Inc., is a worldwide leader in the manufacture of high-quality pliers and assorted hand tools, including the iconic, American-made CHANNELLOCK® tongue-and-groove plier, which can be found in quality retailers around the world. Founded by George B. DeArment in 1886, the Meadville, Pennsylvania-based company is now in its fifth generation of family ownership and operation. For more information on CHANNELLOCK® products, the company’s rich history, sales contacts and current news, visit www.channellock.com. To stay connected with Channellock, Inc., like us on [Facebook](#) or follow CHANNELLOCK® on [Twitter](#) and [Instagram](#).