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A message from our President & Chief Operating Officer

The art of unconventional thinking?

A reason I often hear for the need for innovation training is to get "our team to think outside the box."

This may come from the person, as an interested advisor, who feels that the quality of solutions or ideas is not great. This stems from frustration. It also comes from people working in teams who feel that the contribution of others is not helping find new and original solutions to the challenges they face.

If you have ever been in this situation, you will know how hard it is to deal with. Perhaps it is best to start with what this term actually means.

I don't know of an official definition for "out of the box" thinking, but here is my perspective starting with "in the box" thinking.

INSIDE THE BOX

Thinking inside the box means accepting the status quo. For example, Charles H. Duell, Director of the US Patent Office, said, "Everything that can be invented has been invented." That was in 1899: clearly he was in the box!

In-the-box thinkers find it difficult to recognize the quality of an idea. An idea is an idea. A solution is a solution. In fact, they can be quite bull-headed when it comes to valuing an idea. They rarely invest time to turn a mediocre solution into a great solution.

More importantly, in-the-box thinkers are skillful at killing ideas. They are masters of the creativity killer attitude such as "that'll never work" or "it's too risky." The best in-the-box thinkers are unaware that they drain the enthusiasm and passion of innovative thinkers while they kill their innovative ideas.

They also believe that every problem needs only one solution; therefore, finding more than one possible solution is a waste of time. They often say, "There is no time for creative solutions. We just need THE solution."

Even great creative people can become in-the-box thinkers when they stop trying. Apathy and indifference can turn an innovator into an in-the-box thinker.

In only one case is in-the-box thinking necessary. This comes from a cartoon: a man talks to his cat and points to the kitty litter box. He says, "Never ever think outside the box!"

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OUTSIDE THE BOX

Thinking outside the box requires different attributes that include:

- Willingness to take new perspectives to day-to-day work.
- Openness to do different things and to do things differently.
- Focusing on the value of finding new ideas and acting on them.
- Striving to create value in new ways.
- Listening to others; while supporting and respecting others when they come up with new ideas.

Out-of-the box thinking requires openness to new ways of seeing the world and a willingness to explore. Out-of-the box thinkers know that new ideas need nurturing and support. They also know that having an idea is good but acting on it is more important.

Results are what count!

Stephen J. Homola
PRESIDENT/CHIEF OPERATING OFFICER
ACCU-TEC INTERNATIONAL
shomola@accu-tec.com



Accu-tec shall be an integral part of each customer's success!



Rechargeable Mower Debuts

Driven by Solar and Accu-tec Marketing Alliance

Allan Hechtman of Driven by Solar and Steve Homola of Accu-tec announce distribution alliance!

By: Allan Hechtman

The Environmentally Friendly **RECHARGE MOWER™**

(Continued on page 3)



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A greener lawn for a greener planet. That's what the revolutionary new riding **Recharge Mower™** is all about. With up to 3 hours of continuous operating power between charges, you can beautify your property while doing your part to protect the environment.

Unlike a majority of push and riding mowers, the **Recharge Mower™** uses NO GAS- NO OIL – NO SPARK PLUGS – NO TUNE UPS and operates Extremely Quietly. That means you can care for your lawn without adding to Air or Noise Pollution.

According to the U.S. Environmental Protection Agency (EPA), a traditional gas powered lawn mower produces as much air pollution as 43 new cars each being driven 12,000 miles. The EPA states that 17 million gallons of fuel, mostly gasoline, are spilled each year while refuelling lawn equipment. That's more than all the oil spilled by the Exxon Valdez. In addition to groundwater contamination, spilled fuel that evaporates into the air and the volatile organic compounds spit out by small engines, make smog-forming ozone when cooked by heat and sunlight. Also, according to the Noise Pollution Clearinghouse (NPC), the 85 to 90 decibels of noise produced by a typical gas-powered mower can be heard a quarter mile away or more. In other words, mowing a quarter-acre lot with a gas-powered mower pollutes 100 acres of the surrounding neighborhood with noise.

Over 3 years of engineering, design, and development combine in the release of the **Recharge Mower™**. The unit features a proprietary electronically controlled 36v38Ah power system. This system can be fully reenergized overnight by simply plugging in the included Smart Charger into a standard wall outlet. For an average cost of only 55 cents, the **Recharge Mower™** will be fully repowered and ready to provide dependable service.

The **Recharge Mower™** features a 27-inch wide cutting deck and has 5 selectable cutting heights for precision lawn care. Unlike other riding mowers, the **Recharge Mower™** has been specifically designed to pass through standard fence gates for convenient access to front and rear yards. Even the included rear mounted grass catcher is easily emptied and installed without tools or special skills. This ideal width combines with smooth, nimble handling to make maneuvering around trees and shrubs effortless.

The resilient moulded body is fitted over a coated and welded metal frame providing long dependable life. The three sealed batteries are positioned both low and center, improving balance and weight distribution. The Twin long life and powerful 900 watt cutting blades are housed within the metal shrouded deck. Additionally, the powerful rear wheel drive electric motor provides abundant forward and reverse momentum. The entire system is operated through uncomplicated hand controls which are easily accessible from the driver's seat. Ultimately, this makes the **Recharge Mower™** perfect for both physically fit and mobility challenged adults.

Having undergone exhaustive testing, the **Recharge Mower™** meets or exceeds ULI447 and ANSI B71.1 safety standards. Safe operation of any machine is paramount and the **Recharge Mower™** includes many safety features including a Operator presence switch, blade activation safety control, an audible reverse warning indicator and many more.

The **Recharge Mower™** is covered by a 2 Year Limited Residential Use Warranty.

For more details, a collection of custom accessories and to watch the full length video,

to go the website:

www.RechargeMower.com

or contact Dealer/Media Relations at: 1.647.884.3300

We at Driven by Solar, global distributor for the Recharge Mower, are proud to partner with Accu-tec in both Canada and the USA to warehouse, pick and pack and co-ordinate the shipping of the Recharge Mower and related accessories. We look forward to a long and lasting relationship.

What Box?

There are tons of articles available on the topic of creative thinking skills. I am sure many of you have read your fair share of articles and participated in workshops or seminars designed to help you “Think outside the box”. Recently, I read yet another article on the topic and thought it was worthy to recommend. In the article, the author states that people create their own imaginary boxes by simply living life and accepting concepts and ideas as real. This type of unquestioning consensus stifles an individual’s creative thinking skills.

The author provides a list of mental blocks he refers to whenever he has a mental block; helping him realize the barriers to a good idea are only in his head. I thought the list was helpful and have provided it below.

1. Trying to Find the “Right” Answer

One of the worst aspects of formal education is the focus on the *correct answer* to a particular question or problem. While this approach helps us function in society, it hurts creative thinking because real-life issues are ambiguous. There’s often more than one “correct” answer, and the second one you come up with might be better than the first.

Many of the following mental blocks can be turned around to reveal ways to find more than one answer to any given problem. Try reframing the issue in several different ways in order to prompt different answers, and embrace answering inherently ambiguous questions in several different ways.

2. Logical Thinking

Not only is real life ambiguous, it’s often illogical to the point of madness. While critical thinking skills based on logic are one of our main strengths in evaluating the feasibility of a creative idea, it’s often the enemy of truly innovative thoughts in the first place.

One of the best ways to escape the constraints of your own logical mind is to think metaphorically. One of the reasons why metaphors work so well in communications is that we accept them as true without thinking about it. When you realize that “truth” is often symbolic, you’ll often find that you are actually free to come up with alternatives.

3. Following Rules

One way to view creative thinking is to look at it as a *destructive* force. You’re tearing away the often-arbitrary rules that others have set for you, and asking either “why” or “why not” whenever confronted with the way “everyone” does things.

This is easier said than done, since people will often defend the rules they follow even in the face of evidence that the rule doesn’t work. People love to celebrate rebels like Richard Branson, but few seem brave enough to emulate him. Quit worshipping rule breakers and start breaking some rules.

4. Being Practical

Like logic, practicality is hugely important when it comes to execution, but often stifles innovative ideas before they can properly blossom. Don’t allow the editor into the same room with your inner artist.

Try not to evaluate the actual feasibility of an approach until you’ve allowed it to exist on its own for a bit. Spend time asking “what if” as often as possible, and simply allow your imagination to go where it wants. You might just find yourself discovering a crazy idea that’s so insanely practical that no one’s thought of it before.

5. Play is Not Work

Allowing your mind to be at play is perhaps the most effective way to stimulate creative thinking, and yet many people disassociate play from work. These days, the people who can come up with great ideas and solutions are the most economically rewarded, while worker bees are often employed for the benefit of the creative thinkers.

You've heard the expression "work hard and play hard." All you have to realize is that they're the same thing to a creative thinker.

6. That's Not My Job

In an era of hyper-specialization, it's those who happily explore completely unrelated areas of life and knowledge who best see that everything is related. This goes back to what ad man Carl Ally said about creative persons—they want to be "know-it-alls".

Sure, you've got to know the specialized stuff in your field, but if you view yourself as an *explorer* rather than a highly specialized cog in the machine, you'll run circles around the technical master in the success department.

7. Being a "Serious" Person

Most of what keeps us civilized boils down to conformity, consistency, shared values, and yes, thinking about things the same way everyone else does. There's nothing wrong with that necessarily, but if you can mentally accept that it's actually nothing more than groupthink that helps a society function, you can then give yourself permission to turn everything that's accepted upside down and shake out the illusions.

Leaders from Egyptian pharaohs to Chinese emperors and European royalty have consulted with *fools*, or court jesters, when faced with tough problems. The persona of the fool allowed the truth to be told, without the usual ramifications that might come with speaking blasphemy or challenging ingrained social conventions. Give yourself permission to be a fool and see things for what they really are.

8. Avoiding Ambiguity

We rationally realize that most every situation is ambiguous to some degree. And although dividing complex situations into black and white boxes can lead to disaster, we still do it. It's an innate characteristic of human psychology to desire certainty, but it's the creative thinker who rejects the false comfort of clarity when it's not really appropriate.

Ambiguity is your friend if you're looking to innovate. The fact that most people are uncomfortable exploring uncertainty gives you an advantage, as long as you can embrace ambiguity rather than run from it.

9. Being Wrong is Bad

We hate being wrong, and yet mistakes often teach us the most. Thomas Edison was wrong 1,800 times before getting the light bulb right. Edison's greatest strength was that he was not afraid to be wrong.

The best thing we do is learning from our mistakes, but we have to free ourselves to make mistakes in the first place. Just try out your ideas and see what happens, take what you learn, and try something else. Ask yourself, what's the worst that can happen if I'm wrong? You'll often find the benefits of being wrong greatly outweigh the ramifications.

10. I'm Not Creative

Denying your own creativity is like denying you're a human being. We're all limitlessly creative, but only to the extent that we realize that we create our own limits with the way we think. If you tell yourself you're not creative, it becomes true. Stop that.

In that sense, awakening your own creativity is similar to the path reported by those who seek spiritual enlightenment. You're already enlightened, just like you're already creative, but you have to strip away all of your delusions before you can see it. Acknowledge that you're inherently creative and then start tearing down the other barriers you've allowed to be created in your mind.

Tina Mann

*Controller/Human Resource Manager
Accu-Tec International*



Tips for choosing Shrink-wrap film for your application

Shrink-wrap is one of the most popular forms of packaging, and usually one of the most inexpensive forms of packaging. Shrink-wrap protects the product. Shrink-wrap is used for making multi-packs such as commonly found in Sam's, Costco, and most major retailers. Shrink wrap increases the shelf appeal of the product. Shrink-wrap helps in reducing pilferage, especially if you use heavy gauge film. Shrink-wrapping is a very simple process where a closed bag is formed around the product the product, typically using a sealer, and then the enclosed product is subjected to heat, typically using a heat tunnel, which shrinks the plastic shrink film around the product.

There are many questions one asks when researching shrink-wrap for a new application. Should I buy PVC or Polyolefin film the most common for my shrink-wrap? What is the difference between the two? Is one better than the other?

The first thing to consider when looking for shrink-wrap film is to analyze what you will be packaging. With regards to the type of shrink-wrap film you use, one must determine whether or not the product is edible, will multiple products be packaged together, if there are any sharp corners.

Advantages of PVC Shrink Film

PVC Shrink Film provides for higher clarity. Low heat is required to shrink PVC film (200-275°F) vs. Polyolefin shrink film (300-375°F). PVC Shrink Film can easily use heat gun or a small, less expensive tunnel, to shrink. The PVC film is available in smaller shrink force and variable shrink. PVC film is still very popular for use with CD and DVD packaging. You will also find PVC film being used to package boxes, software and other non-edible products. PVC film is more brittle than Polyolefin film and is not good for use with bundling multiple products.



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Advantages of Polyolefin Shrink Film

Polyolefin Shrink Film has a slightly lower cost per foot than PVC. Polyolefin Shrink Film is a food grade film. Polyolefin Shrink Film does not require cool storage as does PVC Shrink Film. The Polyolefin Shrink Film has no smell, and no smoke when sealing. Polyolefin film is very popular for use with food products, gift baskets, bundling multiple products and more. Poly film is more pliable than PVC film and does not tear easily. As mentioned before, polyolefin is perfectly safe to use with food.

Most shrink wrap machines are capable of using both PVC and Polyolefin film. Polyolefin and PVC film can be shrunk using a heat tunnel or a heat gun.

Roy Kraemer
Vice President/General Manager
Accu-Tec International



It was time to call the pros...

It's always an anxious time for me when I have a car problem. The inconvenience of not being able to drive the car plus the expense is frustrating. Since my current bank account cannot cover a major repair, I try to fix it myself, or make the attempt.

Last week my oil light came on and my oil pressure gauge was going crazy. Since there was a possibility that I might have an oil pump problem, I turned the engine off and considered my options. Should I just call the car repair pros now and have them tow the car to their shop and hope and pray I could pay them, or seek advice from my friends and relatives and try to repair the car myself?

I decided to go the cheap way first. I did research on the Internet and luckily found a forum that had discussed my exact problem. It seems that the oil pressure sensor on my make and model has a history of being faulty. The part was going to cost around \$40 and a special socket to unscrew it was another \$10.

I first had to see if I could get to it before I purchased the parts. I tried every angle I could twist my body and there was no way I could get to it. It was time to call the pros.

It turns out the car pros were able to fix my car in about 30 minutes. I had to pay about \$100, but it was worth it.

You may have some business problems that we can help solve. You may even be trying to solve them yourself first, but when you discover that you just can't quite do it all, call the Accu-tec pros. Chances are in your favor that we already have dealt with your issue in the past twenty-one years and already have a remedy. The beauty of it all is that we can prospect your solution at no cost to you!

Gary Klass
Purchasing/Materials Manager
Accu-Tec International



Living Lean

Managing a company's operations during difficult financial times is a challenge, but indiscriminate cost cutting can be a huge risk—especially when it threatens lean programs that help the business significantly in the long run.

This is the wisdom shared by Hiroshi Kimura, the president and chief executive officer of JT Inc., one of Japan's biggest and most successful businesses. An interview with this leader ran in the *Wall Street Journal*. Despite several challenges, JT Inc. reported record sales of \$72.83 billion for its fiscal year, which ended in March. Those numbers were up 6.6 percent from the previous year.

Kimura listed three key points at his company: "fulfilling the expectations of our customers and behaving responsibly, striving for quality in everything we do through continuous improvement, and leveraging diversity across the organization."

He added, "Given today's economic turmoil, many companies are adopting cost-cutting measures. Even in this environment, we continue to invest in the mid- and long-term future of the business and employees."

So, as Kimura aims for his employees to internalize continuous improvement, it reinforces that workers must live lean, not just do lean. In order to be effective, lean has to be nurtured across an organization—not just in one department, on one product line, or in one office.

Improvement through Lean

APICS research division team members and investigators from the University of Arkansas administered a survey to determine the prevalence of lean practices in the U.S. manufacturing industry. In the survey, respondents were questioned about the following 10 management practices commonly associated with lean production: supplier feedback, supplier Just-in-Time, supplier development, customer involvement, pull versus push systems, production flow, setup time reduction, statistical process control, employee involvement, and total productive maintenance.

While the concept of continuous improvement is an integral part of lean manufacturing, lean initiatives are to take waste out of the system. If you are working with your suppliers to reduce waste in the supply chain, one of the benefits should be reduced costs that both your business and the supplier share. Yet, it appears many companies are restricting lean initiatives to within their four walls and not going after the waste-cutting opportunities throughout the supply chain.

Consider the definition of kaizen; the Japanese term for improvement, "kaizen is continuing improvement involving everyone—both managers and workers. In manufacturing, kaizen is finding and eliminating waste in machinery, labor, or production methods."

"Involving everyone" should mean suppliers and employees alike. Business leaders must nurture and promote lean throughout their supply chains. Becoming more efficient can be a company's single-most-important competitive edge.

How Operations Management Now Relates to You

Operations management is everywhere. Consider these questions and how today's edition of *APICS Operations Management Now* relates to you and your career:

- The transition to lean depends upon everyone in the organization adopting continuous improvement to reach company goals. As such, what types of incremental improvements have you put in place to help reduce waste, improve shop floor processes, enhance customer service, or create better product performance?
- Continuous improvement ideas coming from an enthusiastic workforce can result in surprising business improvements. What types of suggestions have you or your fellow employees made to help make your organization lean? How do you inspire the people who report to you?
- Lean production has a lot to do with learning from past mistakes—and not making the same mistakes in the future, thus eliminating waste. What are some mistakes that you've learned from, and how have you improved business processes?

How does this Relates to Accu-tec?

- ◇ Our daily production planning and scheduling is also our time together to recognize our mistakes, to do some problem solving, and to eliminate waste.
- ◇ Our desire to earn an internal and external six-sigma metric.
- ◇ Our Quality/communications team of associates from all areas of the shop-floor providing input for new initiatives and feedback on implemented improvements.
- ◇ Employees taking advantage of and committing to advancing their education.
- ◇ Pursuit of product and price gains through enhancing supplier relations.

We will be here for the future. We can be here for your future.

ENGINEERING THE FUTURE

**Larry F. Leopold
Quality Engineer
Accu-Tec International**



Breast Cancer!

A month ago I was diagnosed with breast cancer. I had 3 mammograms, 2 ultra sounds, 1 MRI, 1 biopsy and 3 Doctors and the conclusion was that there were 2 lumps on my left breast that were cancer and had to be removed.

I cannot begin to explain how terrified I was. When my surgeon, Dr. Stephen Kelty started explaining the options and survival rate I just wanted it to go away. The stress caused my blood pressure to go up to stroke level, I couldn't think of anything else. I decided to have a radical mastectomy and sentinel node biopsy. My surgery was on the 21st of July. They removed my left breast and 2 lymph nodes. I went home from the hospital the next day.

Now, I DO NOT HAVE CANCER. I am overwhelmed with feelings that are hard to explain and I want to thank the people in my life that were there when I needed them the most. My family is the greatest and I cannot thank Steve, Susan, Yolanda and everyone at Accu-tec enough for everything you have done for me. You have been caring and understanding when I needed you most. I was like a deer in the headlights but I'll be back in a couple of weeks hopefully going full force as always. Look forward to seeing everyone. Be good.

God Bless you all for everything you do!

**Patty Bentley
Production Manager
Accu-Tec International**



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Keeping it light



Keeping it light with this month's newsletter installment, I thought I'd post a picture I took this week at our Frankfort facility. Taking a break from a physical inventory, I saw this little guy hunting for bugs in the bushes. "Praying Mantis", because of the "prayer-like" stance, the term is often mis-spelled as "preying mantis" since mantises are predatory. The word mantis is Greek for "prophet" or "fortune teller".

I would like to extend heartfelt thanks as well as shine a spotlight on some of our Frankfort employee's. Kevin Parsons, Viola Fultz and Tommy Fink and let's not forget Larry Leopold for holding it all together out there. Off the beaten path, yet an integral part of what we do to service our business partner, Jim Beam, these folks are appreciated for all of their hard work and dedication they extend in order to make it all work without a hitch. These guys and (gal) helped pull off another great inventory! Thank You!

Charles (Rusty) Green
Warehouse Manager
Accu-Tec International



New Housekeeping Program

We have instituted a new housekeeping program at our Louisville Facility with an end-of-day Cleaning Inspection conducted on all major areas of our facility. I thoroughly inspect the way production and material handling areas are left at the end of the day and post the results in the Break Area for Employee review the following morning.

At first, the results were not as I would of expected and met with some objections to it. As the past several days have gone by the plant has been getting left in a cleaner state than it was the day before and employees are starting to take pride in getting very good reports on their lines and areas. Attention to detail is what it takes to maintain Good Manufacturing Practices and it must start with a clean environment that employees are proud to be associated with. I feel that daily feedback and honest reporting is all that it takes to get a positive attitude and honest effort from most employees.

Charlie Cox
Facility Manager
Accu-Tec International



ARE YOU A CONTROL FREAK? MAYBE YOU SHOULD BE!

I'm sure you have heard the old saying that goes "The Devil Is In The Details"



Warren Ellis - Plant Manager, Canada

The Details, is exactly where we should be focused these days. In good times, and in bad, maintaining a profitable posture is key to any successful business, but maintaining that requires constant control.

It is sometimes hard to believe, but our customers really do want us to be profitable. Building a supplier and customer partnership, requires that both parties remain strong and supportive of each other. This, of course, does not mean that you can expect price increases, just so you can throw more money down to your bottom line. But what it does mean is, if you have diligent control of your cost, you are actually allowing the positive effects to benefit both your company, and your customers, and that is what "partners" do.

Control is more than just monitoring your cost to ensure they don't increase. Control, is knowing EXACTLY what your costs are to the finest detail. Knowing ALL the details will allow for positive adjustments throughout the process. When you know where every single penny of your cost is going, you have the ability to alter your bottom line. When you control ALL the information at your disposal, you are afforded the opportunity to make positive decisions that can show benefit to your bottom line, without negative impact on quality and service. Control of fractions of a penny per unit, is of course multiplied by volume, so you get the idea. Control of the costs however, requires that you have COMPLETE knowledge of ALL the details related to your cost. This is where the "FREAK" part comes into play. CONSTANT information flow is mandatory to monitor the ever-changing production process. The smallest of problems that effect cost per unit, are also multiplied by volume, so vigilance is key. You can't fix a problem, until you know exactly what your problem is, and you also can't CONTROL your cost, until you know EXACTLY what your costs are.

Leading by example, instills the same ethic in those around you, so your team will also want to maintain a watchful eye to streamlining, and when your partners see evidence of this, it can only enhance their confidence that they have chosen the right partner.

Warren Ellis
Plant Manager, Canada
Accu-Tec International

Manage Everything IT... for Free!



With the ever growing demand to maintain your network for less the IT professionals of today are forced to look at alternative tools, utilities, ideas, and anything else that may result in better performance, or streamline the daily processes. One of the tools that I came across a few years back that has made great strides in offering several of those must have utilities is known as Spiceworks. Spiceworks is GUI based which is extremely user friendly while also allowing for users to customize to better fit their network environment. Below are just a few of the fully functional features that may raise some interest.

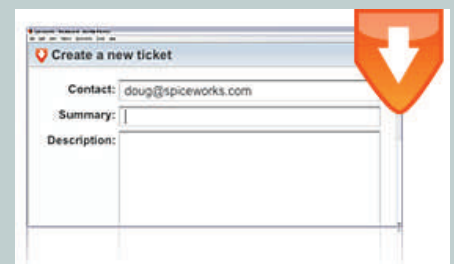
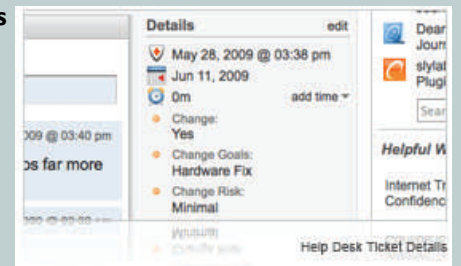
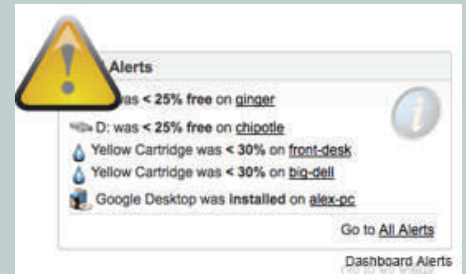
Spiceworks is the complete network management & monitoring, helpdesk, PC inventory & software reporting solution to manage Everything IT in small and medium businesses. Powered by 700,000 IT Pros Like You. The Spiceworks IT Community is available to answer questions while you work directly in the application.

- **Monitor Everything on Your Network**
- **Create Custom Monitors in Seconds**
- **The Alerts You Want When & Where You Want Them**
- **Monitor Your Exchange Server**
- **Analyze Bandwidth Usage**

- **Snapshot your hardware & software configurations**
- **Track changes with the help desk**
- **Monitor key assets for changes**
- **Report on network changes**

- **See Windows Alerts Across Your Network**
- **Compare What's Working with What's Not**
- **Access Devices Remotely – Right from Your Desk**
- **Ping, Traceroute & NS Lookup**
- **Get Answers from the IT Pros Who Know!**

- **Create a Help Desk Portal**
- **Respond to Tickets Via Email**
- **Run a Fully Functioning Help Desk – from your Pocket**
- **Assign Tickets to Staff**
- **Generate Help Desk Reports**
- **Automatically Create Tickets from Alerts**
- **Choose from 18 Languages**
- **Import Tickets from Another Help Desk**



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ACCU-TEC PERSONNEL NOTES

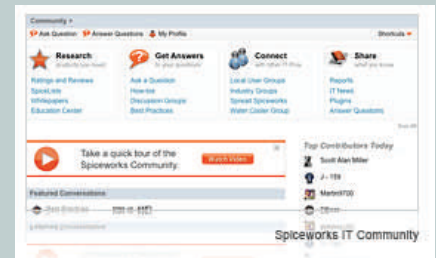
August Birthdays

Tommy Fink	August 1
Josh Coddington	August 3
Rosa Glenn	August 17
Tina Mann	August 19
Sarah Fisher	August 25
Larry Leopold	August 29
Jeff Davis	August 30

August Anniversaries

Earl Crawford	2 Years
Sarah Fisher	5 Years
Rusty Green	5 Years
Ron Kepley	6 Years
Larry Leopold	7 Years
Kathleen Lee	11 Years

- **Get Answers from IT Experts**
- **Connect With IT Pros Like You**
- **Research IT Products & Services**
- **Share Tools to Improve Your IT Operations**



The great thing about Spiceworks is that is free “always has been always will be” that’s their motto. What’s even greater is that new features/enhancements are always in the works, whether it’s an exchange feature this month or the network mapping feature next month.

Oh, almost forgot no puzzle this month but here are the answers to July’s puzzle:

Across Answers

2. MAGNETS
4. KEYBOARD
5. SCANNER
7. HEADPHONES
11. TOWER
13. NETWORK

Down Answers

1. HARDDRIVE
3. EMAIL
6. JOYSTICK
8. PRINTER
9. SHUTDOWN
10. MODEM
12. VIRUS
14. WWW

Danny Williams
IT Manager
Accu-Tec International



NECESSITY OF CHANGE

Change is a necessity for growth. As our customers needs change, Accu-tec must also change to accommodate them.

For a lot of people change does not come easily. Fear of stepping out from our comfort zone and into the unknown can make us resistant to change, but it is going to happen and it will happen much more smoothly if we embrace it rather than fight it.

There will be pitfalls and mistakes made, that is to be expected. It is also expected that the mistakes be immediately acknowledged, corrected, and learned from.

Communication is crucial to seamless transitions. Keep the lines open. Let everyone know what is needed, what is expected, and what realistically can be done.

I look forward to the growth that changes are bringing our customers and Accu-tec; and plan to play a supportive role in making these changes happen.

Jeana Hillerich
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Questions, Comments, or Feedback

We at Accu-Tec International take great pride in our work, customers, friends, associates, and business partners. For that reason we are incorporating this section as another enhancement in the opportunity to contact us regarding general questions, comments, or feedback. This will be reviewed by our management staff as they come in. The option to fill out the Request for Quote (RFQ) on our web site is still available at <http://www.accu-tec.com> or call us directly for one on one assistance. We look forward to hearing from you.