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

January 2009

Volume 2, Issue 1

A message from our President & Chief Operating Officer

Structure is not Organization

The recent financial events in our economy have caused many businesses, including our own, to focus on improving their strategic fit. Accu-tec's annual meeting of its Executive Committee is scheduled in January, 2009. This year I will be sharing our Business Plan for 2009, which will have operating strategies which must take into account multiple scenarios as the economy contracts to the consumer level of confidence. As this occurs, the Business Plan takes inventory of our Structure (job descriptions) and diversifies the individual to meet the goals of the Organization (company). These multi-tasking assignments will expand each employee's skill set and create more versatility to the Organization.

The following have been deemed Accu-tec's Seven Laws of its Strategic Organization:

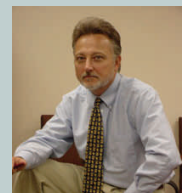
1. **Strategy.** A coherent set of actions aimed at gaining a sustainable advantage over circumstances.
2. **Structure.** The organization of all personnel to commit the integration of ideas openly, without threats of criticism.
3. **Systems.** The processes and flows that show how each action item will get accomplished on a day-day basis (i.e. information, budgeting, customer fulfillment, quality control, and performance measurement.)
4. **Style.** Tangible evidence of what management considers important by the way it collectively spends time and attention and uses symbolic behavior. It is not what management says is important; it is the way management behaves.
5. **Staff.** To stretch each individual to meet his/her potential of commitment and excellence.
6. **Shared Values.** To recognize that our company will be judged by the final recipient of our work, not just the immediate customer.
7. **Skills.** The capabilities that our organization possesses as a whole as opposed to the individual. The opportunity to perform extraordinary feats with ordinary people.

We know that all of us will be tested in ways undiscovered in business practices heretofore. It will take a unified effort to succeed based on the whole rather than the part. Quality and value that is measured has never gone out of style, however it is often misplaced by short term thinking.

I look forward to 2009, not through optimism, rather than the reality that our people are up to the challenges ahead. After all, that is what you expect, is it not?

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

Stephen J. Homola
President/Chief Operating Officer
shomola@accu-tec.com



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My New Years Resolution Personality

Over the last twelve years, I have become fascinated with personality. Not mine, as it tends to be overly analytical for my health in my job, but the causes and effects that different personalities have on individuals and the progress of businesses life.

Accu-tec has been using the Predictive Index for more than ten years now to help us match up the personality of an individual with the personality of a job. It makes sense to most that if you have a job that requires long hours at the computer, with little communication with others, you do not want a highly social person (Hi B) in that job. They will either be on the phone or talking to others around them all day, and not focusing on their job.

For the most part there are no good or bad personalities. It depends on the circumstances you are in as to if your personality is helping you or hurting you. (Hi B) is highly important in sales.

I have read several books on business personalities, and the importance of defining the personality of you business; some famous examples being: Wal-Mart's operational excellence; becoming so good at something that you become the low cost leader. Nordstrom's customer intimacy, becoming so effective at relating with the customer and solving their problems that the cost of the product is secondary to the other benefits the customer gains by using you. IBM and Apple today, and their technological superiority, by constantly developing technological advances so that you lead the pack and can charge a premium. Each of these has excelled by focusing on one key personality while maintaining a solid bench level on the other two skill sets. I recently heard a speaker who added a fourth personality to the mix, represented easily by Starbucks, one that evokes a feeling of personal growth. Starbucks announcement of returning to its roots last year is indicative of the affect they saw when straying to far from their personality.

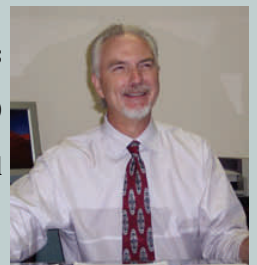
The longer I am in business the more I have come to realize how relevant personality is in business, and what is most interesting is how important it is to have a broad mix of Individual and Business personalities working to achieve the personality goal you set out for your business. That is where the challenge comes in. But, we will save that for next month.

Have a Happy New Year (if your personality allows such a thing)

Jeff Davis

CEO

Accu-tec International



The Promise of a New Year

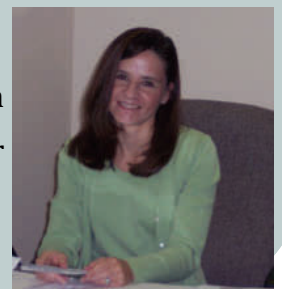
It's that time of year again. You know what I am talking about. You've seen the ads on TV, the brochures in the mail, the Internet articles headlining on your home page. You can get organized with all those neat storage containers. You can lose weight and get fit with that gym membership, exercise video, equipment, diet, etc. You can improve your finances and eliminate your debt, not consolidate it. You can get a new job making more money by going to school for new training – night classes or on-line courses are even available for your convenience. You can tackle that home improvement project you have been delaying – Home Depot has paint on sale!

Millions of people are usually energized by the promise of a new beginning, the opportunity of a fresh start with the hope for something better that a new year brings. Which explains why whatever the goal, there are a myriad of products and services on the market to help you succeed. Unfortunately, the enthusiasm and anticipation that is so motivating on January 1st is usually gone by January 31st, along with the goal you hoped to attain in the New Year. However, there are some things you can do to help you succeed in attaining your goals. Below are some guidelines you can follow when setting goals for the New Year that will help you experience true success.

- First, when setting a goal for change or improvement, make sure you use the SMART system – (the goal needs to be Specific, Measurable, Attainable, Realistic, and Timely).
- Second, make sure you create small steps to get there. Little wins are encouraging while too big a step can set you up for defeat.
- Third, give yourself rewards or incentives as encouragement along the way.
- Fourth, tell someone about your goal so that they may hold you accountable.
- Fifth, when setting a goal for growth, change, or transformation, make sure it has true meaning for you. If you are being motivated by guilt, shame, or someone else's expectations, that drive will burn out quickly and it will leave you worn out by the effort.
- Finally, whatever goal or goals you set, ensure it has either a quality of balance to it or provides balance to your life. Most extreme goals fail and the extreme quality often is something we cannot sustain.

While we are all familiar with goal setting and these guidelines may seem simple, if you apply these guidelines to your goals for the New Year, you will enjoy a much greater level of success.

Tina Mann
Controller/HR Manager



Saying No to No

On this last day of work before a much-anticipated 5 day Christmas break customers are anxious, last minute orders must ship or they won't meet deadlines. My first impulse is to say no, sorry, can't do it. But that is not what I really want to say; I want to make it happen so I get to work to see if it can be done.

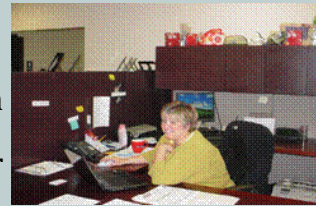
How many times do we go with our first impulse and just say no, when in truth if we put forth a little effort the job can be done? And if the request absolutely cannot be accommodated surely we can come up with an alternative solution instead of just saying no.

Who hasn't heard the term "think outside the box?" Probably so much so that you would rather just stay in the box, But the reason the phrase is so overused is because it stimulates people to use their creative juices to make things happen that previously everyone thought couldn't.

I challenge everyone to think outside the box, brainstorm, and come up with solutions. When the first impulse is to say no, step back and think about how it could be done and if it can't be done what alternative is available. In this New Year let's all say no to no.

Jeana Hillerich

Customer Service Manager



Accu-tec International Flexibility to meet the needs of our customers

Accu-tec has met the flexibility needs of our customers in several ways in the past and present:

- *) We have packaged chips, cheese, and salsa in a clean room environment.
- *) We have staffed plants with large number of temps (100 to 300) within days of request.
- *) We have designed, cut, and assembled wood products.
- *) We have die cut and assembled foams, films and corrugated.
- *) We have reworked and assembled wooden spools.
- *) We have set-up and manned a test kitchen.
- *) We are able to produce custom label artwork.
- *) We have gone for hand assembly to fully automated assembly as the customer needs have changed.
- *) We have hand cut large quantities of food items for our customer to test new equipment.
- *) We have located plants near customer locations to meet their needs.
- *) We are able to staff the warehouse shipping from 5 to 10 trucks a day to shipping 40 plus overnight.
- *) We have overnight set-up of our sorting lines for customer that have had quality issues.

Accu-tec International Flexibility to meet the needs of our customers

(continued from page 4)

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- *) We have packed glass tubes from bulk to cases.
- *) We have shrink-wrapped and packaged 200 to 300 pallets of product a day customer promotional needs.
- *) We have designed, contracted, and fabricated specialty retail displays which are consumer specific.

These are a few things we have done to meet the customer needs by being flexible for them.

Roy Kraemer
Vice President / General Manager



Who's Who at Accu-tec International

Our production employee this month is Josh Coddington. Josh started working for me thru a temp agency when I was still a line leader back in 2003. As I moved up the ladder in the company so has Josh. He was hired as a machine operator in March of 2004. As business needs changed this gave us the opportunity to build the company and move employees into better positions.

Josh is now a Floor Supervisor. He is extremely knowledgeable on the Reynolds side of the production. He can direct and coach any size production team working hands-on to achieve above satisfactory performance. Duties include training employees, planning, assigning and directing work on the line to meet customer, quality and production goals of 110 %. Josh is in charge of the Reynolds reject reporting and posting daily activities in Axapta.

As a bonus Josh also is certified in material handling.

He is CPR certified and part of our emergency response team and now is one of the members on Steve Homola's Quality Performance Team.

If that's not enough guess what? He is also the artist for my Who's, Who's letter. Not only can he draw on paper he can draw on you, as in tattoos, which adorn several of our employees.



(continued on page 6)

Who's Who at Accu-tec International

(continued from page 5)

Josh is committed to meet the industry demands and overcome the challenges. Our belief and his is the pursuit of excellence as a standard in all that we do.

Thanks Josh, you're the greatest.

Patty Bentley,
Production Manager.



Note: To the whole Accu-tec team. Great year! Love working with all of you. You are fantastic! Best team ever and I am proud to be a part of.

Watch out 2009!

Accu-tec is resilient

The economy is tough. The market is tough. The consumer is tough. Companies are making cutbacks, and financial futures may be at stake. Don't let that stop your efforts to rebound in 2009. There are lots of opportunities out there.

A few years ago in the *Harvard Business Review*, a company called Adaptive Learning Systems did a pretty comprehensive study of the qualities it takes to be successful in life. They concluded that resiliency, the ability to bounce back from disappointment, deserved to be on top of the list.

We at Accu-tec have shown that resiliency, and have shared it as well. Accu-tec is here with the resources to shore up your efforts, to fill those gaps you may be experiencing, and to help ensure your products-to-market are achievable.

Lest we say, "[Accu-tec shall be an integral part of each customer's success.](#)"

Last month's newsletter included an article "[What Accu-tec Does Fills the "unmet" Needs of our Customers](#)", citing specific examples of Accu-tec's customers needing to get to market. And of course, getting there, through our combined efforts.

The November Newsletter contained an article, "[Customer Business Allegiance](#)", citing our "*purpose of this agenda is to offer our talents, expertise, and assistance at no cost to our base of clients.*" And, we are always thrilled to tackle the latest and greatest challenge of getting you what you want, when you want it, at the price you need. Once you get to know us, you will quickly see how far we are willing and capable to go for you.

Now scroll on down to the end of this newsletter and enter your name into the "Questions, Comments and Feedback" form. Don't be shy to move ahead. That is precisely what we are here for.

We look forward to hearing from you!

Larry Leopold
Production/Quality Engineer



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**ACCU-TEC PERSONNEL
NOTES**

January Birthdays

Shyvonne Bennett	January 18
Brian Bourland	January 4
Jeet Brar	January 21
Andrew Mahabir	January 24
Mandeep Sidhu	January 1
Earl Crawford	January 18
Brenda Hale	January 8
Roy Kraemer	January 22
Kathleen Lee	January 8

**January
Anniversaries**

Barry Epstein	11 years
Steve Homola	2 years
Ronnie Burton	2 years

HP Online Learning

Always wanting to enhance your knowledge on specific programs, utilities, operating systems, etc. but can never seem to get your schedule to allow for it? ******Solution****** **HP offers** a well rounded set of online classes from beginner to advanced that are rotated on a monthly basis. Classes cover a wide range of subjects like MS Office, Operating Systems, Business Skills,

Networking, and Graphic Arts just to name a few. Oh did I mention these are **FREE ONLINE CLASSES**, yes that's right free. The only requirement is to register yourself for an account; this also facilitates the tracking of your progress which you can review and share at any point. The next great feature, they are available 24/7. Now you have the option to take your class at your leisure but beware they are usually only available for a couple of weeks from the time you sign up for them. This helps in the rotation of new classes but do not worry, if you need to take a break for a bit you will receive notifications through email as your class get close to its expiration. You can also sign up for classes that are not currently available, by doing this you will receive a notification as they come available.

I know what you are thinking, it's free so how good can it be. From a technical view I have to say the classes are more in-depth than I expected. Hats off to HP, they really are trying to enhance the skill sets of anyone interested. Since I have learned about their offerings I have made a point to introduce this to anyone and everyone, those that have pursued it gave nothing but positive feedback.

- » **Microsoft Office and Adobe**
- » Adobe Photoshop CS2: introduction
 - » Microsoft® ASP.NET 2.0: building applications
 - » Microsoft® Excel 2007, advanced part 1: analyzing data
 - » Microsoft® Excel 2007, advanced part 2: charts and graphics
 - » Microsoft® Excel 2007: create a PivotTable (3:07) 📄
 - » Microsoft® Excel 2007: filter data (2:10) 📄
 - » Microsoft® Excel 2007: intermediate
 - » Microsoft® Excel 2007: introduction
 - » Microsoft® Excel 2007: link and unlink content between two workbooks (3:59) 📄
 - » Microsoft® Excel 2007: record a simple macro and edit it in VBA (3:28) 📄
 - » Microsoft® Excel 2007: take a tour of the interface and learn basic skills (5:42) 📄
 - » Microsoft® OneNote: creating and using notebooks (5:27) 📄
 - » Microsoft® OneNote: getting started (7:17) 📄
 - » Microsoft® PowerPoint 2007: create a new slide master (2:43) 📄
 - » Microsoft® PowerPoint 2007: customize the PowerPoint interface (4:44) 📄
 - » Microsoft® PowerPoint 2007: introduction
 - » Microsoft® Word 2007: intermediate
 - » Microsoft® Word 2007: introduction
 - » Microsoft® Word 2007: take a tour of special features (6:18) 📄
 - » Microsoft® Word 2007: take a tour of the Ribbon (3:37) 📄
 - » Microsoft® Word 2007: use the Track Changes feature (4:40) 📄

To give you an idea of their classes below is a partial list of what is currently available.

As I mentioned earlier **HP's class** progress tracking ability is a great tool to share progress with other people. From a company standpoint this is an exceptional tool to help develop skill sets for promising individuals that want to enhance their professional and personal skill sets.

HP Learning Center

- » **Business skills**
- » Build your business identity with a new logo
 - » Color your business: develop a marketing color scheme (3:23) 📄
 - » Create marketing materials that align with your goals (quick lesson)
 - » Create your own marketing materials with free templates
 - » Funding a new small business
 - » Improve your personal networking skills
 - » Marketing writing tips: five mistakes to avoid (quick lesson)
 - » Meet the HP Smartphone: get connected, get more done (quick lesson)
 - » Promote your business with social networking **NEW!**
 - » Save money, be energy efficient
 - » Ten tips for printing better marketing materials in-house (quick lesson)
- » **Computing and networking**
- » HP Backup and Recovery Manager: restore files (8:13) 📄
 - » HP Backup and Recovery Manager: schedule backups (13:34) 📄
 - » IT infrastructure and its challenges: outsource or hire? (quick lesson)
 - » Laptop PCs: basic troubleshooting and repair (quick lesson)
 - » Laptop PCs: troubleshooting wireless problems (quick lesson)
 - » Network administration best practices
 - » Networking 101
 - » Servers 101
 - » Simple backup strategies with HP Backup and Recovery Manager (quick lesson with podcast)
 - UPDATED!**
 - » Six steps to computer security (quick lesson)

Danny Williams
IT Manager
Accu-Tec International





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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.