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# Accu-tec March 2008 Newsletter

*Celebrating 20 Years of Service*

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

March 2008

Web Volume 1, Issue 6

## *A message from our President & Chief Operating Officer* **Accu-tec International!**

Get use to hearing this. Accu-tec, Incorporated will be going through a name change in the next sixty days. We have been blessed to grow our business into a company with global outreach. We have import/export distribution responsibilities in the following countries:

United States-Canada-Mexico-China-United Kingdom-Japan-Australia-Philippines-Spain-France-Switzerland - Austria-Germany.

Our relationship with WCAFI (World Clean Air Forest Initiative) will expand our horizons to 84 countries, which shall include the continents of Americas, Europe, Africa, Asia, and Oceania.

In 2007, Accu-tec put together a five-year initiative business plan that will take our business globally. We have spent the past twelve months in an aggressive engagement of achieving those attributes which will serve any Accu-tec customer's needs on the global playing field. Our commitment to quality service, value, and beyond expectation performance has proven our competitive credentials against anyone... anywhere!

We will be changing our letterhead and corporate information to reflect our corporate identity as Accu-tec International on May 5th, 2008. This amended name change is only that. We will constantly strive to be the very best business partner in your business plan. Accu-tec International will never be distracted from its business execution:

*We shall chart our goals with integrity.*

*Our actions will speak louder than our words.*

*Our words shall speak clearly and strongly of our intentions.*

*We shall not sacrifice quality for price, or promises for excuses.*

*We consider our purpose is problem solving, not problem handling.*

*Our commitment is to transform our promises into a customer's reality.*

*Our goal is not to just provide service to our clients, rather to provide total customer satisfaction.*

*We shall take the time when there is none and come through with the highest quality products and services available in the market time after time, year after year.*

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

*Accu-tec will bring forth into the marketplace the ideals of excellence, state of the art technology, the honest reputation of true customer value and long life performance.*

Please stay tuned for further updates! Our aspirations are to be a significant global player within the next five years. This is one of the many steps we shall walk toward making us the best in our industry. Contact me and I can tell you more.

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

*Stephen J. Homola*

President/Chief Operating Officer

[shomola@accu-tec.com](mailto:shomola@accu-tec.com)





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With this month's announcement of our name change to **Accu-tec International** I have been focused on what it takes to excel at an international level, and then I found it.

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

Oren Harari teaches at the Graduate School of Business, University of San Francisco and consults with clients worldwide. He is working on his eighth book and tells leaders what it takes to succeed in a global marketplace.

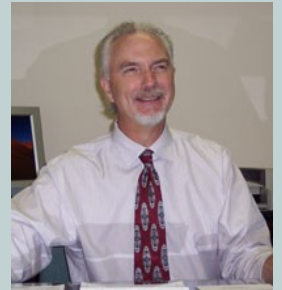
Professor Harari, [www.harari.com/blog/](http://www.harari.com/blog/), defines what he calls "the twin foundations of sustained competitive advantage"-**change the rules of engagement, and master the art of great execution.**

FedEx, Dell, Southwest Air Lines, Amazon, and Starbucks are all sighted as organizations that have changed the game by changing the conventional wisdom of their industries on how they relate with their customers, and they "had a fanatic discipline about the details of how they executed the plan".

To truly meet our mission, one of being an integral part of our customer's success, everything, starting with how we relate with our customers, must be different, and the pursuit of excellence in its execution is imperative.

Accu-tec is expanding geographically but its mission remains the same.

**Jeffrey E. Davis**  
**CEO**  
**Accu-tec International**



## **Accu-tec's Unique Customer Service**

Accu-tec Customer Service is the key to our success. We specialize in giving your customer the very best service and highest value possible. Accu-tec's Customer Service includes production scheduling for the plant and scheduling of shipments. This facilitates the CSR (Customer Service Representative) to make specific commitments to your customer and be able to follow through with the authority needed to fulfill the promise.

We use the CSR position as a SPC (Single Point of Contact) for each customer and have the CSR relay and schedule to all the departments in a superior fashion and remedy any challenge prior to becoming an issue.

The size of the order is never an issue at Accu-tec. We tailor the CSR's task against the need and have back-up responsibility for customers and areas of production. This eliminates overlap of equipment usage and gives the CSR the ability to schedule with flexibility and confidence.

**OUR GOAL IN CUSTOMER SERVICE IS TO BE A SEAMLESS EXTENSION OF YOUR BUSINESS. THIS ASSURES YOU THAT ACCU-TEC WILL BE AN INTEGRAL PART OF YOUR SUCCESS!**

**Roy Kraemer**  
**Vice President/General Manager**





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## NORTHERN NEWS

OVER THE PAST TEN MONTHS, ACCU-TEC'S CANADA PLANT HAS BEEN GOING THROUGH A TRANSFORMATION. NOW IN OUR EIGHTH YEAR OF OPERATIONS IN THE TORONTO AREA, WE HAVE MOVED TO NEW FACILITIES. THIS HAS ALLOWED US TO INCREASE OUR SCOPE OF OPERATIONS, AND OFFER NEW SERVICES TO OUR INCREASING CUSTOMER BASE. OUR NEW HOME IS CURRENTLY OCCUPYING 54,000 SQ. FT., AND WE HAVE AN OPTION TO EXPAND TO ABOUT DOUBLE OUR PRESENT SIZE.



### NEW MISSISSAUGA PLANT

Recently, we have aligned ourselves with Pacific Packaging Products, which has launched us into warehousing and distribution. This has also led to new customer relationships in which we are both “vendors to”, and “customers of” some new and exciting “partners”.

WITH THE ADDITION OF NEW EQUIPMENT LINES, WE ARE NOW POSITIONED TO HANDLE LARGE FORMAT “FORM, FILL, SEAL”, OPERATIONS.



### NEW ARPAC HCF 37-3 FORM, FILL, SEAL, EQUIPMENT

Being involved with organizations such as Alcoa, WCAFI, Kruger International, Pacific Packaging, and others, has encouraged us to expand our horizons, and we welcome these opportunities. We have demonstrated to our new “partners” that Accu-tec International is committed to be the solution, not just handle the problem.

Warren Ellis  
Plant Manager, Canada





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Congratulations are in order for the Accu-tec Louisville, KY Facility on their annual audit conducted 7 FEB 2008 of the AIB Consolidated Standards for Non Food-Contact Packaging Manufacturing Facilities. Through a lot of hard work and perseverance we have increased from an Excellent rating with a score of 870 to a Superior rating with a score of 920 out of a possible 1000. We are proud to be able to display the AIB Superior Rating logo.

THE AIB CONSOLIDATED STANDARDS FOR NON FOOD-CONTACT PACKAGING MANUFACTURING FACILITIES WERE PUBLISHED AS A TOOL TO PERMIT NON FOOD-CONTACT PACKAGING MANUFACTURING OPERATIONS TO EVALUATE THE PRODUCT SAFETY RISKS WITHIN THEIR OPERATIONS TO DETERMINE LEVELS OF COMPLIANCE WITH THE CRITERIA IN THE STANDARDS. THESE STANDARDS CONTAIN THE CRITERIA AND RATING METHOD USED TO ASSIGN A NUMERICAL SCORE (RATING) TO THE PLANT.

The comprehensive GMP audit evaluates the adequacy of our:

- Food safety programs
- Management systems
- Pest control programs
- Operational methods and personnel practices
- Maintenance for food safety
- Cleaning practices

Accu-tec became an AIB audit customer because we are committed to doing all we can to provide clean safe products. For us scoring well on the AIB audit is something that warrants a press release and provides us with a competitive advantage. We hope that sharing our AIB audit results with our existing and potential customers demonstrates our dedication to providing safe, superior products.

**Charlie Cox**  
Facility Manager





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### ACCU-TEC PERSONNEL NOTES

#### March Birthdays

Larry Bond 3/06

Louis Hall 3/11

Ron Burton 3/14

Tom Clodfelter 3/22

#### March Anniversaries:

Mavis Addei 7 years

Josh Coddington 4 years

## INVENTORY CONTROL: CYCLE COUNTING AND MORE

We use cycle counting to verify the on-hand quantity of a specific number of items each week, but for one of our customers, Alcoa Consumer Products, we also verify that all of the transactions that affect their inventory are accurate.

For example, there are over 180 active items in Alcoa's "Oracle" software system that we either receive, ship, or produce for them. In addition to auditing each receipt, bill of lading and reported production, we create a daily "Oracle" on-hand report and compare it to one created with our "Axapta" inventory software system. We compare the quantities listed for each item and if there are differences, we check the transactions again that have affected the item or items since the last report or cycle count.

If a transaction error has occurred, we are able to correct either Oracle or Axapta immediately to keep both systems accurate. This is a service we have initiated in striving to be an integral part of each customer's success.

**Gary Klass**  
**Purchasing and Materials Manager**

