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

May 2009

Volume 2, Issue 5

*A message from our President & Chief Operating Officer  
Clean Air and being part of the solution!*

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Accu-tec is part of a strategic alliance to create the seamless manufactured packaging design and worldwide distribution for the **World Clean Air Forest Initiative (WCAFI)**. A consortium has been developed under the charter of WCAFI to provide a worldwide effort to meet the challenge of being a part of the solution to reduce the carbon footprint on our precious planet. In essence, the WCAFI consortium shall provide core seed, indigenous tree, and product on our awaiting planet. Their, and our, aim is to avert damaging and economically debilitating climate change. Our desire is to be part of a very affordable solution, and counter the cost of inaction. I am pleased to report that we have been in production since March 30<sup>th</sup> at our Canadian facility in Mississauga.

**The consortium is:**

World Clean Air Forest Initiative  
Jiffy International-Co-founding Patron  
Bluewater Technologies-Corporate Patron  
Safety Seal  
CM Plastics International  
TPS - The Promotional Specialists  
Accu-tec International

[www.wcafi.org](http://www.wcafi.org)  
[www.jiffypot.com](http://www.jiffypot.com)  
[www.bluewatertechnologies.ca](http://www.bluewatertechnologies.ca)  
[www.safetyseal.ca](http://www.safetyseal.ca)  
[www.cmpplastics.com](http://www.cmpplastics.com)  
[www.tpscan.com](http://www.tpscan.com)  
[www.accu-tec.com](http://www.accu-tec.com)

All of the parts and products used to create the Clean Air Tree kits are **100% environment & humanity friendly.**

**World Clean Air Forest Initiative**

The World Clean Air Forest Initiative is an NGO based in the United Kingdom. They have adopted a venture philanthropy business model and created their first Clean Air product to fund our own mission to "Clean the Air". The idea was born early 2007 in a great co-operation between very concerned and creative minds in Europe and Canada. Later that year the WCAFI was launched as an NGO in the United Kingdom whilst developing its bond with the United Nations Environment Programme's Plant for the Planet Campaign.

*Andrew Potheary*

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#### **Jiffy International-Co-Founding Patron**

Jiffy takes the lead role in the coordination and production of the Clean Air Tree kit, and working with Accu-tec International in packaging and production. Jiffy provides immense support for the WCAFI mission, and by being a partner in the creation of the Clean Air Tree kits, they are setting an example to companies around the globe to make the change and seek out new products and alternatives to benefit our environment.

#### **Bluewater Technologies Corporation-Corporate Patron**

Specialists in the recovery of lost submerged tropical forests through its specialized skills in design manufacture and operation of a remotely operated vehicle called ROSCO™. Bluewater's long-term success is anchored in the three tenets of sustainability, the environment, the culture and the fiscal. The pursuit of the perfect balance of those three tenets is Bluewater's challenge and its goal. And Bluewater is proud to become a corporate patron of the World Clean Air Forest Initiative in support of the Plant for the Planet Campaign.

#### **Safety Seal**

Formed in 1989, the company quickly grew to become one of North America's premiere shrink-sleeve manufacturers. By using PLA, cornstarch, Solanyl, and their special shrinking process, they are able to provide the Clean Air Tree kit with its environmentally friendly sleeve.

#### **CM Plastics International, Inc.**

CMP Plastics International Inc. has extensive experience in biodegradable plastic resins has allowed us to develop and produce the unique biodegradable "Globe" that will house the WCAFI "Clean Air Tree Kit". This Globe can be composted thereby returning carbon back to soil to be used again as an energy source for plants. This efficient and bio-friendly alternative to petroleum-based plastics will contribute to the goal of the WCAFI toward sustaining a healthy environment and quality of life.

#### **TPS - The Promotional Specialists**

The Promotional Specialists (TPS) is the exclusive North American distributor for WCAFI's Clean Air Tree Kit for the Promotional and Fund raising markets. TPS is a leading Promotional Marketing company with a focus on eco-friendly premiums and incentive programs. TPS assists progressive brand oriented companies accomplish their strategic Marketing, Sales and Human Resource oriented objectives. TPS leverages the WCAFI Clean Air Tree Kit program to engage consumers in our clients' corporate social responsibility initiatives and branding in a meaningful way.

#### **Accu-tec International**

Accu-tec is a global contract packaging, manufacturing, warehousing, and distribution company. After 21 years, Accu-tec has grown to meet the needs of numerous Fortune 500 Companies and continues to use its small business advantages to meet the needs of big business. Accu-tec will handle Clean Air Tree kits receivership, inventory, packaged manufacturing, and worldwide distribution. Accu-tec will begin production and distribution out of its Mississauga, Canada facility.

Want to know more? Just ask me!

#### **Did You Grow Your Clean Air Today?**

*Stephen J. Homola*

President/Chief Operating Officer  
Accu-tec International  
[shomola@accu-tec.com](mailto:shomola@accu-tec.com)



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## The Current Economic Trends & Favoring Accu-tec International

Traditionally, companies turned to manufacturing-contract packagers like Accu-tec International for eliminating risk when introducing new products. Industry sources note that 90 percent of new product introductions fail, so rather than making capital investments that may differ from the machinery and equipment already used, manufacturers turn to a company, like ours, until the product has achieved success. As more and more Consumers introduce increased numbers of product varieties, it will continue to favor contract packaging for these reasons.

- Outsourcing not only eliminates the need for capital investment, which is increasingly difficult in tough economic times, but outsourcing can shorten time to market, this is a critical element in new product introductions.
- Shorter runs and more varieties of products, the number of these specialized products is increasing. Moreover, this trend toward fragmentation of brands is likely to continue and grow. New, small item runs do not effectively utilize the manufacturing equipment, so it makes sense to outsource to smaller, slower equipment. In today's market.
- There's a corporate downsizing in personnel, facilities or both.
- There's a warehouse full of a product that needs re-working to make it saleable.
- A product may more economically be shipped in bulk to a distant market, then unit packed locally
- Promoting your product with non-standard packaging or promotional inserts requiring special machinery or labor intensive work is specified

In general, contract packaging has weathered the economic storm a little better than most and appears to have a future for several years to come.

Roy Kraemer  
Vice President / General Manager  
Accu-Tec International



## Thank You Receiving Team!

I wanted to devote this month's article to our receiving team. Our inventory control process begins when the items first arrive and so it is very important to check each pallet of merchandise, as it is unloaded. They unload the truck and create a separate "unload" sheet and then match it to the driver's paperwork.

This process has been very effective in catching any discrepancies that occur, especially with the variety of materials that we receive. If there are shortages or overages for one of our customer's items, we notify them as soon as possible. For one of our customers, Reynolds Packaging, if there is a shipping discrepancy, an additional shipment or return must be performed in their "Oracle" accounting system in order to keep it balanced.

Thank you Receiving Team! It all starts with you.

Gary Klass  
Purchasing Manager  
Accu-Tec International



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# Industrial Engineering

Combine – Simplify – Eliminate, an adage from the tome of Industrial Engineering, may be the type of thing many companies are pursuing these days to balance the ledgers.

As an Industrial Engineer, I discover these opportunities, like being on a treasure hunt, when detailing process flows and operations methods. However, when rushing to make ends meet, what do I discover?

Do not get caught up in seeking improved results or efficiencies that could well backfire at a much higher cost i.e. productivity, errors, quality, customer satisfaction, and moral. One must be certain that the desired changes are/or will be effective in the implementation process. The changes should challenge the way “we” think about our work, assumptions, priorities, behavior, and ultimately the culture. Long term changes not just short-term fixes. You want better employees, managers, and leaders, not just to solve some problem, but to generate problem solvers.

Some things to prepare or be on the watch for happening might include.

- Clarify the overall goals, objectives and results being sought.
- Is there proper documentation and knowledge on the tasks being reassigned?
- Find common denominators for where to combine tasks together with one person.
- Review and restructure of task lists, priorities, and time management.
- All work being done is customer value-added or business required? Eliminate the stuff just filling up an individual's day.
- Spend time on simplifying old routines, working smarter not harder.
- Engage people at every opportunity.

At Accu-tec we have been watchful, mindful, and prepared in our reformulating efforts. You continue to see the highest quality of customer service and product delivery at value pricing. We enjoy the challenges of remaining your preferred partner.

*To give real service you must add something, which cannot be bought or measured with money, and that is sincerity and integrity.*

*--Donald A. Adams*

*Larry Leopold  
Production/Costing Engineer  
Accu-Tec International*



## Employee Achievement:

### Spotlight on Stacy Spencer

Stacy has been an employee of Accu-tec since December 3, 2007. Stacy works in the Accounting Department as my assistant. She has been a valuable asset both to me and the company.

Stacy received her Bachelor of Science in Business degree, with a dual concentration in Finance and Business Economics and Public Policy, from Indiana University Southeast in May 2005. During this time, Stacy was the recipient of the 2005 Outstanding Baccalaureate Graduate of Economics award and the 2004 Business Alumni Scholarship.

In 2007, Stacy began her pursuit of her Accounting degree at IU Southeast. Due to her academic success, Stacy was selected by Monroe Shine & Company, a regional public accounting firm, to be the recipient of their annual scholarship. Stacy will use the scholarship to complete her degree work over the summer and the fall, and is expected to graduate in December 2009. Stacy plans to pursue her CPA credentials upon graduation.



Way to go Stacy! Congratulations on a job well done!

**Tina Mann**  
Controller/Human Resource Manager  
Accu-Tec International



### People Pleaser – Blessing or Curse

I am about to celebrate my 1 yr anniversary with Accu-tec. Unbelievable! Sometimes it seems like I've been here forever and other times it feels like I haven't been here long at all.

When I first started here a couple people told me I was a people pleaser and trust me, when they were telling me this, they didn't mean it as a compliment. I admit I am a people pleaser and I now wear this title with pride. As a customer service manager it is necessary to keep the customer happy. The old saying you can't please all the people all the time of course holds true, but I find that I can please most of the people most of the time.

If more people in this country had been worried about keeping people happy instead of keeping themselves happy we might not be in the economic crisis we have found ourselves in. Yes, we have to set reasonable boundaries and sometimes there is no way to make a customer happy but I can feel comfortable in knowing that I have done everything in my power to do so because I am a "People Pleaser"!

Jeana Hillerich  
Customer Service Manager



# A TIME FOR GROWTH ?

While some would insist that contraction would be the prudent form of operations in these troubled times, an argument can be made for the opposite.

In tough financial times, such as we are all experiencing, we will face challenges daily. Our customer demands will be ever increasing, with more for less, is the norm. It is now, that we must excel, and demonstrate to our customers, that we are the solution. Our experience is available to them, and will allow them to focus on their in line production. Offline operations, is what we do well. As our customers focus their efforts to cost reductions, Accu-tec International, will need to offer bold new ideas that will make us an integral part of each customers success. As we become more "customer intimate", our value becomes more evident.

In these challenging times, we must trim any inefficiency that is found. Focus on cost reductions needs to be ever present, and vigilant tactics must control any, and all, financial decisions. In doing so, we are better prepared to take on the challenges that will be in front of us. We must remain, a value to our customers, and as they look to us to assume more of their challenges, we must be ready to meet these new opportunities.



Operations in the Canada Plant have grown over the last year. An increase in customer base, as well as increased demands from existing partners, has allowed for steady, sustainable growth. Increases in productivity, have improved substantially, and that has freed up resources, to focus on our growth. Our footprint has increased only slightly, as we manage our growth cautiously, but when the need arises, we will be ready to optimize the opportunities

**The Canada Plant has recently installed two additional ARPAC, large format form, fill, and seal machines that will have us ready to handle increased demand for large over wrap operations.**

**Warren Ellis**  
**Plant Manager, Canada**



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# Order Tracking

This month I'm happy and at the same time saddened by our recent 1<sup>st</sup> quarter business review meeting.

Over the past several months I began the challenge of tracking all of our present customers and business partners outbound shipping accuracy rating. This encompasses everything the customer may have a question about their order and how it shipped. From order accuracy, proper pallets, dirty pallets, number of orders per month, number of trailers per day, year etc...you get the idea, I'm tracking it all. You as a customer deserve that. If there is a question about a load that left our docks, I can pull it up on our DVR system and take a detailed look at how your order left here. Matching video footage along with detailed loading diagrams has enabled us to give our customers the best possible level of service. We can save these videos, take loading screen shots and answer our customers' questions more accurately than ever before. This is the reason for the happiness.

It has also at times humbled us. We have made mistakes. This is a cause of concern for me as well as everyone at Accu-tec. We take mistakes very seriously here. As a company so far in the first quarter of 2009, we have shipped a total of 16,156,399 units spread out over 941 customer orders originating out of four separate shipping locations. Those 941 orders went on 731 different trailers. Of the 941 orders we found that 4 of them had verifiable mistakes. Out of 16,156,399 units we had a shipping accuracy rating of 99.728%. The 99.728% sounds pretty good to most people. Not us, or those customers that had a mistake on their order. We want to be, and you as a customer deserve to be, 100% correct every time. You don't remember the ones we got right but I bet you remember the one we messed up. In the end, we did make those orders right, at our expense, because it was the right thing to do.

Going forward, we must learn to pay closer attention to the smaller details and be ever vigilant in our quest for 100% shipping accuracy for every order that leaves our dock.

Rest assured, that this tracking system is in place, it is working, and we are all striving for that 100% mark.

Charles (Rusty) Green  
Warehouse Manager  
Accu-Tec International



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# Hot Times In The Summertime

Summer heat is quickly approaching and we all need to be aware of heat stress and the inherent dangers.

## Take Precautions to Avoid Heat Stress

- Gradually build up hours spent working in heat
- Wear light, loose clothing
- Wear a hat and sunscreen when working outdoors
- Drink water steadily before and during working in heat
- Avoid hot foods and drinks that contain alcohol or caffeine
- Don't overexert yourself; work at a steady pace
- Take regular breaks in cool places

## Take Action to Respond to Heat Stress

### Heat Cramps:

- Drink water

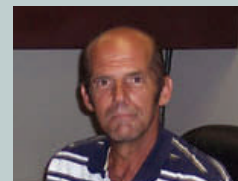
### Heat Exhaustion (weakness; dizziness; sweating; moist, pale, or flushed skin):

- Move to a cool place
- Loosen clothes and apply cool compresses
- Drink water slowly
- Elevate feet 8-12 inches

### Heat Stroke (lack of sweating; high body temperature; dry and hot skin; chills; strong rapid pulse; confusion):

- Treat as a medical emergency
- Call for a doctor immediately
- Move to a cool area immediately
- Use cool water to soak persons clothes and body
- Fan the body
- Don't give fluids if victim is unconscious

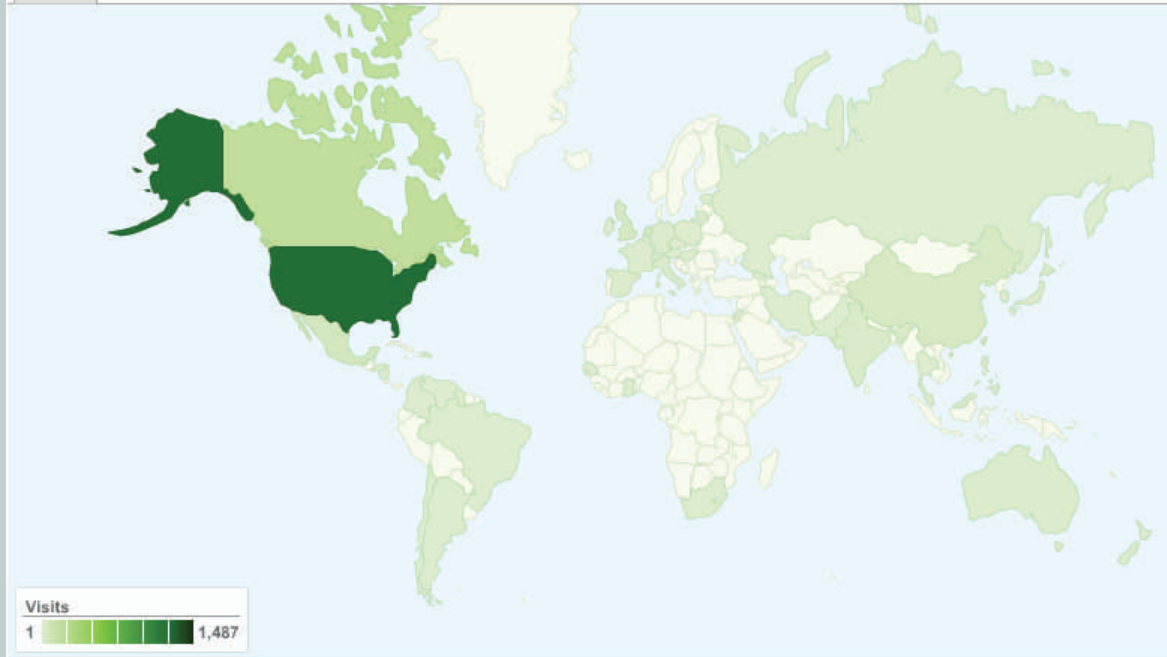
Charlie Cox  
Facility Manager  
Accu-Tec International



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Recently we have been monitoring the traffic through our web site and we have come to realize one thing. All the effort we put into the design and newsletter publications has a much farther reach than we ever hoped to accomplish. We have several repeat visitors as well as new visitors. The map above indicates visitors from several countries; the darker the shade the more visitors' i.e. United States had 1487 visitors while Canada had 758. I will not go into all the different countries but as you can see from above it is a good-sized list. And the greatest thing of all, we can serve them no matter where in the world they may be whether it is a full production environment, warehousing, distribution, etc. Don't forget if there is anything we can answer or help you, do not hesitate to contact us via the last page of this article, or the [RFQ page](#) on the web site, or simply give us a call.

*Danny Williams*

IT Manager  
Accu-Tec International



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## ACCU-TEC PERSONNEL NOTES

### May Birthdays

Mavis Addei	May 1
Stacy Spencer	May 9
Warren Ellis	May 16
Darryl Roberts	May 19
Baljinder Dhaliwal	May 27

### May Anniversaries

Darryl Roberts	17 Years
Danny Williams	5 Years
Andrew Mahabir	2 Years

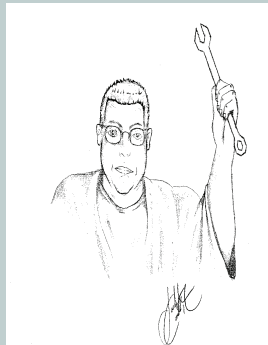
## Who's Who at Accu-tec International

Steve Homola calls my article the animated art section of the newsletter.

Well check this out! My people love it and as a added attraction this month we have Art Frye. Normally, Art is our go-to man servicing all the equipment we have within our Dixie facility.

Due to our lean manufacturing (**Six Sigma**) initiatives and productivity improvements, I was lucky enough to have Art moved to production as a line leader. What a surprise to find out that not only can he run a 110% PPMH (pieces per man hour) production line, he works well with the all the employees, does beautiful paperwork and has a wonderful attitude.

Wait! Are we talking about a technical service man? Those rude, self- centered individuals that like to say things like "don't touch the equipment, stay away from my tools, there's nothing wrong with the machine, it's operator error" and my favorite is; "I have to order a part so your down until tomorrow." Amazingly this often means 30 minutes.



Let's go back in time to 2004 when I started as a line leader on the Kyoto line running Sony/Electronic Arts Play-Station games. Art was one of the maintenance people on 2<sup>nd</sup> shift. Everyone called him Harry Potter because he looked like the picture on a game we were running. I'm not sure there's a resemblance in looks but he sure can work some magic in maintenance.

I found out quickly that when there was an equipment problem he was the one you wanted to show up even if you had to put up with the technical attitude sometimes. Back then my own manners could have stood improvement so a verbal debate was often possible.

Since that time, after changing shifts and buildings and people and procedures we finally learned to work together as a team and for the team. All it took was including him in our team, not maintenance verses production verses material handling verses management.

We are all one team at Accu-tec with one goal to provide our customers with absolute quality performance and satisfaction excellence.

Art also is part of Steve's Quality Performance Team, Our Emergency Response Team, and is CPR trained and Material Handling Certified.

The best part is that he's a valuable asset to our company and a really nice guy. I overheard him telling one of his employees that they did a good job the other day, which I believe is an enormous tool to achieve top performance.

**Thanks, we all appreciate what you do!**

Patty Bentley  
Production 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.*