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

November 2008

Volume 1, Issue 11

A message from our President & Chief Operating Officer
Customer Business Allegiance

We're on the web
<http://www.accu-tec.com>

Accu-tec International is introducing its Customer Business Allegiance Program. The purpose of this agenda is to offer our talents, expertise, and assistance at no cost to our base of clients. This will include, but not limited to, the following key services:

In this issue:

Message from our President	1
Message from our CEO	2-3
CPA Ambassador Program	3-4
Something Old, Something New!	5
Who's Who—Rusty	6
Who's Who—Patty	6-7
Facility Updates for November	7
Protecting Personal Information	8-9
Welcome, BGR!	9
Personal Notes	
Questions, Comments & Feedback	10

- Productivity analysis of your operation whether manufacturing, assembly, warehousing, packaging, or distribution.
- Variant cost estimates against high yield productivity improvements.
- Excess capacity absorption to reduce overhead, direct-indirect cost.
- Short production solutions to eliminate long term investment.
- EDI (Electronic Data Interchange) to cross structured transmission of data between organizations, divisions, or business units by electronic means.
- Inventory control against demand and seasonal performance requirements.
- Start-up cost for budgets with guaranteed terms.
- Overhead, liability, and Pro Forma open book policies.

As businesses are challenged, we recognize that what we do is provision of service. Although our output may be measured incrementally in cubic inventory, shipments, and production, we know the reason why customers are attracted to Accu-tec. We provide solutions to their productivity challenges.

We have just finished our Quality Audit for 3rd Quarter 2008. The results are based on our performance for the top five customers with a total of 12, 925,181 consumer units produced:

- | | |
|---------------------------------------|--------|
| ● Rejected Production Consumer Units: | .0008% |
| ● Production Quality 0 defects: | 99.99% |
| ● Shipping Quality Rating: | 99.54% |
| ● Customer/End-User Quality Rating: | 99.98% |

Our performance has consistently improved each quarter since measurements began in January 2007. To some of you this sounds remarkable? To the people of Accu-tec, this is our job. It is what should be expected rather than applauded. And yet, we still have room to improve.

Look for more news on our Customer Allegiance Program. Or better still, call me personally. My direct number is 502/371- 5306. I look forward to solving your challenge.

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

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



Leadership

Unless you are in an ongoing coma it is obvious whether you are talking about politics or the economy or business we are in a state of change. During these times leaders develop or falter, and the deciding factor revolves around their ability to deal with and lead change. *"Management is about coping with complexity; leadership is about coping with change"* John P. Kotter

I had the unique pleasure last month of listening to Eric Kaufmann of Insight Consulting www.insightcoach.com. Mr. Kaufmann stated that *"The call to leadership sounds when familiarity, order and rationality evaporate."*

He quotes Darwin when he says: *"It is not the strongest or the most intelligent but those that are the most adaptive to change that survive"*. During his talk he set out to define the characteristics of true leaders and broke that down into four key areas which I will attempt to paraphrase.

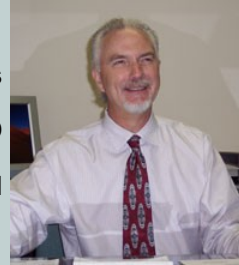
- **Knowledge.**
 - ° Knowledge of your purpose and the reason behind it
 - ° Knowledge of who you truly are
 - ° Knowledge of the situation
- **Courage** *"In the absence of fear there is no courage."* states Kaufmann
 - ° Courage to not be in control
 - ° Courage to be willing to fail
 - ° Courage to be rejected by others
- **Persistence**
 - ° Persistence for purpose
 - ° Persistence thru pain
- **Pause**
 - ° Pause to allow for clear knowledge and understanding
 - ° Pause to define relevant data in a meaningful way
 - ° Pause to find a clear head and balance

Leadership requires an understanding of who you are, where you are, and where you need to get to. It requires making yourself uncomfortable on an ongoing basis while you tackle external and more importantly internal fears. It requires persistence in all things of value and reflection on each of these things as you go. In a civilized world it requires morals and integrity.

True leaders are hiding in communities, associations, businesses, and schools. You can not tell from their title, or their clothing, or their rhetoric. You can tell by how they live their lives and the results that occur around them.

Jeff Davis
CEO

Accu-tec International



CPA Ambassador Program

On Tuesday, October 7, I had the opportunity to participate in the CPA Ambassador Program sponsored by the American Institute of CPA's (AICPA). The program was designed to offer participants training on media and speaking points related to student recruitment, small business, financial literacy, and public interest topics.

During the day-long training, a variety of methods were introduced to enable participants to enhance presentations, speeches, and media interviews with a goal of communicating effectively and persuasively. There were three inter-related key points of persuasive communications discussed: your message, your audience, and finally you. When delivering your message, it is important to limit your message to a couple of key points, especially since your audience will only retain about 10% of what you communicate. Research indicates that people need to hear the message at least 5-7 times in order for them to retain the information, so you will need to repeat your message numerous times. So what else can you do to communicate and ensure your audience remembers your message? You can do the following:

- 1.) Use verbal flags, such as "If you remember only 1 thing..." or "Write this down, it will be on the test...". You will need to pause before you actually deliver the message to ensure you have their attention.
- 2.) Use Sound bites
- 3.) Use Anecdotes and examples, analogies, and third party endorsements.

Knowing your audience is also important when delivering the message. As the speaker, you need to be able to gauge their interest, why they are there, and their "WIIFM" (what's in it for me?). Once you understand your audience and their motivations, then how YOU deliver your message will determine if you are able to educate and persuade them. What your audience remembers depends upon you! There are three key communication factors a person uses to deliver their message:

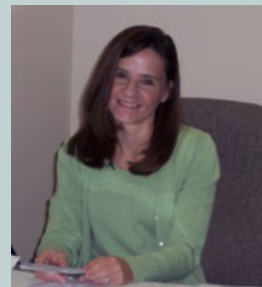
- 1.) Verbal, or word choice;
- 2.) Vocal, or voice tone; and
- 3.) Visual, or body language.

Often, when preparing speeches or presentations, people will focus on the words they use to deliver the message. However, research indicates only 7% of what you say (the words you use) actually resonates with your audience. Your tone of voice accounts for 38% of your message's retention by your audience. This means your body language conveys your meaning and messages the most, accounting for 55% of what your audience remembers about your speech or presentation.

With 93% of your communication dependent upon voice tone and body language, it is easy to understand the saying "it's not what you say, it's how you say it". That's not to say that your word choice is not important; it is. People won't care about your message if they are not interested in what you have to say. However, if you do not use good voice tone and body language, then even the best chosen words will fail to deliver your message effectively. Therefore, it is necessary to use all three factors to effectively communicate your message.

There were several other topics we covered during the training, including tips to improve power point presentations, writing a speech/presentation quickly, how to handle Q and A sessions and the media, and how to prepare for interviews. We also were videotaped giving a speech and were then critiqued on our performance, receiving tips to improve our presentation. Overall, the program was very informative, providing meaningful and useful content. It was a lot of fun, too!

Tina Mann
Controller/HR Manager





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SOMETHING OLD, SOMETHING NEW!

Accu-Tec has a history of over 20 years of finding ways to serve our business partners with the results from a never say no attitude. Something new is our venture into providing authentic Austrian Crystals from the world's foremost supplier, SWAROVSKI. We have just completed a first run of Crystal enhanced 1.5 Liter bottles of Hypnotiq for Heaven Hill Distilleries. Just take a look at our handy-work.



We now have the ability to add sparkle to the products of our business partners. So we ask, ***“What can ACCU-TEC do for you?”***

Barry Epstein
Vice President of Business Development



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Who's Who at Accu-tec International?

This month's feature employee is Darryl Roberts.

Darryl has been with Accu-tec for 16 years and has been responsible for several different job duties throughout that time. Currently, Darryl is performing in the role of shipping and receiving supervisor.

Darryl's primary job duties include receiving inbound loads from our many different business partners and ensuring that our outbound loads leave accurately and with integrity.

In addition to that, Darryl is on the Quality Control Committee that meets once a month with our President/Chief Operating Officer, Steve Homola, to discuss ways for making Accu-tec a better place for our partners and employee's.

In sixteen years of employment, Darryl has gained vast knowledge and is looked to frequently by newer employee's for direction and guidance to ensure every business partner receives that extra personal touch.

Darryl is one of the many team members that makes Accu-tec an integral part of each customers success.



Charles (Rusty) Green
Warehouse Manager



Who's Who at Accu-tec International

Our production employee this month is Louis Hall. He became an Accu-tec employee in February of 2006 after working several months for us as a temporary line leader on our core lines that package Reynolds Wrap 2 pack rolls of foil.



Louis still runs these lines and has an average PPMH of 103 % for this year.

Let me describe to you a normal days activity for Louis. First off he walks to work so he can get loosened up. Once his line starts up he has 10 hours of dumping approximately 1250 cases of raw material weighting 26 pounds each onto a dump table which is then feed onto the conveyor running to the Arpac for wrapping at a rate of 31 pieces per minute. After this product is wrapped and packed out in HSC's it is placed on skids to be shipped out for customers at our club stores.

(continued on page 6)



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That's 32,500 pounds of Quality Product.

Louis takes pride in the work he performs for our company and is just one of many important members of the team. Our actions will speak louder than our words. Louis shows this in all he does for our customers.

By the way Louis is much happier than he appears in this picture.



Thanks Louis for all your hard work.

Patty Bentley
Production Manager



Facility Updates for November 08

Canada Facility – The Canadian operation has completed the first stage of the Oracle implantation, we are now inputting receiving, production, and shipping through the Oracle system at the Dixie location for Canadian location. We are currently doing data entry at the Dixie facility until the 1st of the year then we will move the data entry operation to Canada.

Dixie Facility – The Dixie Facility is in full swing for the 4th quarter build-up. They have been shipping 35 to 40 trucks a day for the last two weeks in October for Reynolds. We have added 4 more Sams DC's to the RFID program on full skids, which brings the total to 5 DC's at this time.

Louisville Underground Facility- The Louisville Underground Facility continues to prove its value and productive net worth. The unlimited capacity with high security features and no requirements for space heating/cooling has created a great asset management tool for our customers.

Frankfort Facility – The pre-selection of Japan glass in the Frankfort facility has been going very well. With the glass lines and the regular VAP (Value Added Product) lines the facility has been running at full capacity the entire month of October and should continue into November.

Mexico – The first quote for Mexico has been submitted and we are waiting to hear back from the customer. If accepted this would have us receiving products from Mexico, warehousing it in the Dixie Facility and then doing distributed to the customers US locations as requested.

Roy Kraemer
Vice President / General Manager





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Protecting Personal Information

A friend of mine recently had their identity stolen; I say recently it was actually about a year ago. And to this day he is still dealing with the issues caused by it. There are several things that you can do to help protect your personal information and depending on the situation and what you are trying to accomplish they can vary widely. Some people will go to great lengths and spend a great deal of money to have peace of mind that their information is secure and some of us do not really think about it considering it is a secure website we are entering our information in. But there are things you can do yourself to enhance your protection. Below are a couple of articles I recently came across and thought it would be beneficial/informative to pass along.

What was the name of your first pet?

You wouldn't post your credit card number on your blog.
You wouldn't post your bank account number on your Facebook page.
You wouldn't respond to a stranger's e-mail request with your current address.

But, have you considered how you protect that information?

In a recent Scientific American article, [How I Stole Someone's Identity](#), Herbert H. Thompson describes how a casual acquaintance gave him permission to try to break into her bank account using only few facts that he knew about her, plus the information that was freely available on her blog and an online resume.

Using "forgotten password" questions, he broke in easily.

You know, those questions that you need to answer when you forget your password—your mother's maiden name, the street you grew up on, name of your first pet.

According to several news reports, last week a hacker broke into the personal e-mail account of Republican vice presidential candidate Sarah Palin using [the same technique](#). According to the [Wired Threat Level blog](#), Palin's password question was "Where did you meet your husband?" The hacker did some research and some guessing and came up with the answer – "Wasilla High."

What I learned from these two articles is that we should be very careful when we choose those password recovery questions.

The questions are usually pretty random, but sometimes we provide the answers to the world at large on our blogs and social networking sites.

After I read this article, I checked my accounts and changed my questions.

For more, read about how to [choose strong passwords](#) and [keep them secret](#).
Posted: Tuesday, September 23, 2008 7:30 PM by [Marcelle Amelia](#)
Filed under: [fraud](#), [id theft](#), [privacy](#), [Palin](#)

Microsoft calls for an Information Card approach to help end identity theft

The way that online identities are managed today cannot withstand the increasing assaults from expert criminals.

With financial losses from offline and online identity theft totaling \$45 billion in the United States alone in 2007, and with e-commerce suffering the consequences of consumer fear of phishing and fraud, it's clear that the Internet needs a fresh approach to protecting personal information.

A new Microsoft white paper argues that this approach should center on the creation of a technology called an "Information Card," which makes it possible to create more powerfully secure identities.



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ACCU-TEC PERSONNEL NOTES

November Birthdays

Eddie Vest	11/10
Patty Bentley	11/14
Joe Young	1/1 9
Gloria Botchway	11/28

November Anniversaries

Roy Kraemer	19 years
Susan Browning	12 years
Charlie Cox	9 years
Shams Rashid	3 years
Jasvir Gill	3 years

Information Cards would rely on a third-party ID provider that would act as a buffer in two-party transactions.

The ID provider could use real-world data and sources to verify that individuals and sellers are who they say they are. This way, online buyers could remain anonymous to online sellers (or vice versa), but still have a trustworthy, authenticated ID.

Minimal personal information would need to change hands between buyer and seller.

Microsoft notes that the Information Card approach would have to be supported by individuals, companies, and governments, and would have to be bolstered by:

- Consumer education
- New technology tools
- Responsible business practices
- A strong legislative framework
- Law enforcement engagement
- Expanded victim assistance

For more information on this new approach, download the [Online Identity Theft: Changing the Game](#) white paper.

Posted: Wednesday, September 17, 2008 7:13 PM by [Marcelle Amelia](#)
Filed under: [fraud](#), [id theft](#), [phishing](#), [privacy](#)

Danny Williams
IT Manager
Accu-Tec International



Welcome, BGR, Inc!

IN AN EFFORT TO KEEP OUR COSTS DOWN DURING THESE TIMES OF CONSTANT PRICE INCREASES, WE HAVE SELECTED BGR, INC. TO MANAGE OUR PRODUCTION MATERIALS INVENTORY.

BGR has been one of the Midwest's premiere providers of packaging systems and supplies since 1972. They own a 200,000 square foot warehouse outside of Cincinnati, OH, stocking over 6,000 items. They will be able to weekly inventory and deliver all of the production materials that we need. Their buying power, service, extensive delivery network, and consignment program will help us remain an integral part of our customers' success.

Gary Klass
Inventory and Purchasing Manager





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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.