



Accu-tec November 2007 Newsletter

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

November 2007

Web Volume 1, Issue 2

A message from our President & Chief Operating Officer

Accu-tec is committed to packaged manufacturing excellence. Part of our strategy for 2008 is to evoke a zero tolerance to any process deficiencies throughout the breadth of our customer delivery. Therefore, we are initiating process encompassment that assures our commitment to exceed each customer's expectations. We will be embarking on a **Six Sigma** program of certification.

What is **Six Sigma**?

6σ

Six Sigma simply means a measure of quality that strives for near perfection. Six Sigma is a disciplined, data-driven approach and methodology for eliminating defects (driving towards six standard deviations between the mean and the nearest specification limit) in any process -- from manufacturing to transactional and from product to service.

The statistical representation of Six Sigma describes quantitatively how a process is performing. To achieve Six Sigma, a process must not produce more than 3.4 defects per million opportunities. A Six Sigma defect is defined as anything outside of customer specifications. A Six Sigma opportunity is then the total quantity of chances for a defect. Process sigma can easily be calculated using a Six Sigma calculator.

The fundamental objective of the Six Sigma methodologies are the implementation of a measurement-based strategy that focuses on process improvement and variation reduction through the application of Six Sigma improvement projects. This is accomplished through the use of two Six Sigma sub-methodologies: DMAIC and DMADV. The Six Sigma DMAIC (define, measure, analyze, improve, control) process is an improvement system for existing processes falling below specification and looking for incremental improvement. The Six Sigma DMADV process (define, measure, analyze, design, verify) is an improvement system used to develop new processes or products at Six Sigma quality levels. It can also be employed if a current process requires more than just incremental improvement. Both Six Sigma processes are executed by Six Sigma Green Belts and Six Sigma Black Belts, and are overseen by Six Sigma Master Black Belts.

ACCU-TEC IS MAKING THIS INVESTMENT TO BE THE VERY BEST IT CAN BE. 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.

Steve Homola



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

In this issue:

Message from our President 1

Advisory Committee Announcement 2

A word from our Engineer 3

Doing Buisness in Mexico 4

Leave Workday Stress

Improving Communication and Accountability with your People 5

Vendor/Supplier Spotlight

Personnel Notes



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Advisory Committee Announcement

I am pleased to announce the formulation of **Accu-tec Advisory Committee**. The following individuals will have a seat on this member panel:

Paul Willett-Beam Global Spirits and Wine

Noami Gillespie-Avon Products

Gerard Cantwell-Alcoa

Otis Robinson-Reynolds Consumer Products

Robert Philpott-Pacific Packaging Products

Paul J. Holsen II-Holsen Company of Latin America

Accu-tec Advisory Committee: A panel of outside experts convened (a minimum of) once/year to advise the President/Chief Operating Officer on issues, recommendations, and standards of efficiency to promote added value and performance benefit to all customers it has the privilege of serving.

Purpose: To focus on the attributes of the company's Mission Statement so that its qualities are equitably guaranteed to each customer it serves and any potential customer it pursues to do business.

Mission Statement

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

Mission 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!

Stephen J. Homola

President/Chief Operating Officer
Accu-tec, Inc.





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A word from our Engineer

Welcome. The name is Larry, Larry Leopold, to be exact. However, you may know me as, the guy who asks so many questions. I'm just smitten for detail.

MY FUNCTIONAL ROLE HERE AT ACCU-TEC IS AS YOUR ENGINEER FOR COSTING, PRODUCTIVITY & QUALITY.

As the **Costing** guy, I attempt to articulate your specifications into requirements for; materials, labor, handling, and overhead - in order to provide the most fair cost of superior workmanship.

As the **Productivity** guy, I look at how everything is touched, handled, moved and assembled – to provide maximum flexibility and quick response without wasting a precious moment.

As the **Quality** guy, I see that excellence is built-in to the system - to serve you in a responsible manner with 100% delivery.

I seek to achieve these goals with some 20+ years education and experience in Operations management, Industrial engineering, Quality engineering, and the Toyota Production System.

When your project is ready to go, how does this translate into the production system? Glad you asked. This is the fun part.

A specific Line Layout is developed for each and every project. This magical construction shows the details of the production line, operations and methods, line balancing, where each piece and part is used, equipment and tools where they are needed, line and machine rates, and finally the production and productivity goals.

This map is available for all essential personnel in production, material handling, maintenance, and quality to best assure a coordinated and seamless effort of standardized processes and procedures. This will get your project up and running on time and completed with accuracy and efficiency.

Then of course, I do my follow-ups (yes, more questions) to ensure that all things are to specification and without variance to yours or our expectations.

I very much enjoy my role here at Accu-tec and count it a privilege to associate with a great team of individuals inside and outside of this facility.

I hope you are pleased with my role and my part of the mission to deliver you Total Customer Satisfaction and in being an integral part of your success.

Call me anytime. I am always interested in hearing from you.

Larry Leopold

Production Engineer





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Accu-tec: **Doing Business in Mexico**

On 9-10-07 Paul Holsen Director-Latin American Sales and I went to Mexico City for a week to explore new business opportunities. We were looking for any contract packaging, warehousing, distribution, or manufacturing opportunities. We started our explorations in the areas of Mexico City, Guadalajara, and Tampico.

With the appointments that Paul had setup we were able to leave Mexico City with several possibilities to provide bottling, warehousing, and distribution of products for several large companies in Mexico, Puerto Rico, and Latin America locations. We have several possibilities to become a distributor of several Mexican products to be imported to the US and Canada and be distributed by Accu-tec.

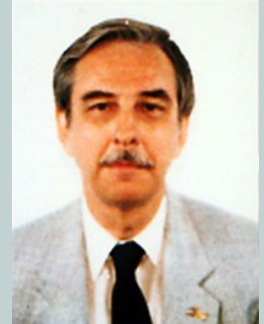
Paul also arranged several appointments with people who would be willing to help Accu-tec setup and get started in Mexico.

I will keep you updated as there will be more to come.

Roy Kraemer
Vice President / General Manager



Roy Kraemer



Paul Holsen

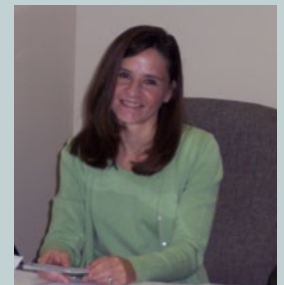
Leave Workday Stress Behind

How does your day end? Do work worries and problems accompany you home and distract you from your family or peace of mind? Would you like to find a way to let go of the aftereffects of your job so you can better appreciate and enjoy life beyond 9 to 5?

Here are instructions for taking five minutes to ease your transition from work to home:

1. **Wind down.** Try to reorganize your end-of-the-day workload to reflect a slower pace and help you slow down before quitting time. Saving simple and pleasurable tasks for the end of the day can help.
2. **Write it out.** If you arrive home stung by the events of the day, take five minutes to jot down your thoughts or feelings distressing you.
3. **Feel gratitude.** Restful sleep is promoted by feelings of well-being and ease. Unfortunately, your mind may habitually dwell on negative or worrisome topics just when it's time to go to bed. A simple practice of gratitude can shift your experience from worry to ease. Begin by taking a few deep breaths. Then recall and reflect on one good thing that happened or came your way that day.
4. **Take a mental holiday.** On nights when stress and worries creep into bed with you, take five minutes to visualize a perfect vacation. Imagine a getaway that brings you limitless serenity and calm, such as spending time on a beach or in a forest. Carry this calming imagery with you as you drift off to sleep.

This article is from Issue 10, Volume VIII of the Baptist Hospital Northeast *Health You!* Publication.



Tina Mann



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ACCU-TEC PERSONNEL NOTES

November Birthdays

Eddie Vest November 10

Patty Bentley November 14

Joe Young November 19

November Anniversaries:

Roy Kraemer 18 Years

Susan Browning 11 Years

Charlie Cox 8 Years

Kevin Brown 4 Years

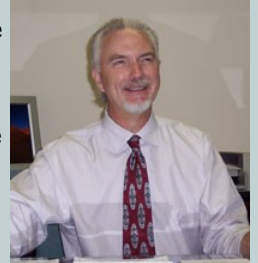
Improving Communication and Accountability With Your People

Mike Scott www.TotallyAccountable spoke to my CEO's group recently on Leadership, Communication and Accountability. His system affects all three. Here are some highlights to increase productivity and reduce your stress.

- Bring a Master to Do List to all meetings and give one to all meeting attendees. List all activities you have to do, or delegate.
- Have all projects planned out into their tasks.
- Prioritize projects and tasks in their level of importance.
- Give and get specific dates & times for completion of projects and tasks.
- Consistently monitor projects & tasks in weekly one to one interactions.
- Keep track of your delegated tasks and projects. (Who is responsible to you for what, when?)
- Hold your team members accountable.
- Instruct your team member to come to you **before** the deadline expires, if the task is not going to be completed on time with a solution to the delay.
- Stop asking why & when you get nonperformance, instead say
 - ◇ What is the next step to get it done?
 - ◇ When are you going to do that?
 - ◇ Can I count on you for that?
- Stop accepting I'll try... Say I know you're going to try, what I want to know is, can I count on you for the results?
- Operate in an Adult-Adult mode not Parent-Child. Act like the parent and they will act like the child.

Personal accountability will change your life. Teaching your people how to be accountable will change the lives of many.

Jeff Davis



Jeff Davis

Vendor/Supplier Spotlight

Where we focus on the partnerships that help us succeed.

A word about our consignment program.



We use a variety of packaging materials to achieve the production results expected by our customers, so making sure we always have them is very important. With the use of a consignment program offered by a local packaging materials supplier, **Shippers Supply Co.**, we always have what we need.

We have staging areas for the various tapes, films, angle boards, and labels that we use regularly. These items are delivered and inventoried weekly, and invoiced monthly. We only pay for what we use!

In addition to eliminating out-of-stocks, we benefit from Shippers Supply's buying power and let them deal with the various vendors that provide these items, including any defective material issues.

