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A message from our President & Chief Operating Officer **Sustaining a Competitive Advantage**

Accu-tec International has been made stronger, wiser, and more focused than ever in its twenty-one year old history during the economic challenges that all businesses have faced these past 15 months. We have been blessed with excellent people and resources to not only survive, but succeed in 2009. We are strengthening our cash position and through quality initiatives continue to improve our contribution margins in all of our facilities. We have reduced costs in those areas of subjective waste and followed **Six Sigma** governance of lean manufacturing concepts, to this date, never before been achieved.

Our strategy taps our key strengths from the past and makes them relevant to a new era in how we operate our business units. We have three key tactical factors that are the basis of our focus:

- Build Relationships** We are a *Customer Intimate* company. This continues to drive the essence of understanding the customer's need and requirements to succeed in their business. We know that in every case we are critical to our customers accomplishing their goals. This is driven into the work ethic of every Accu-tec employee.
- Drive Innovation** Our engineering and manufacturing expertise continue to be strong assets. We have encountered just about every possible scenario of customer requirement. This data base of intellectual knowledge is invaluable in providing solutions that adds calculated value of efficiency and performance. That value of streamline performance serves our customers with results of high expectation and accomplishment.
- Leverage Strengths** Our core processes are centered on operating excellence and leadership development. Despite the challenges of the economy, we continue to invest in our people through certifications to advanced graduate degrees. Our strength has always been in our people. We believe that our strength will be in how we transform a customer's challenge into our customer's solution.

This is an opportunity to reset our position of strength and experience to a higher level. We have improved our ability to build relationships, drive innovation, and leverage our strengths. This is how we will meet the inimitable challenges of these times and assist each customer to their desire of success and prosperity.

We continue to make great strides and avoid timidity in our far reaching efforts to be the very best. I look forward to anyone's input and make myself readily available to listen to your suggestions and/or comments. Please do not hesitate to contact me. Our commitment is to transform our promises into a customer's reality! My e-mail address is shomola@accu-tec.com . Or, call me. My direct access line is 502/371-5306.

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

Stephen J. Homola
President/Chief Operating Officer
Accu-tec International
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A word about Roy Kraemer

November 1, 1989 does not seem like a very important date in history; there were only two significant news worthy events, on that day. The first was that tens of thousands of refugees fled to the West when East Germany reopened its border with Czechoslovakia. The second was that Nicaraguan President Daniel Ortega announced the end of a cease-fire with the Contra rebels (and you should research on how that worked out).

What makes this day unique to us at Accu-tec is that this was the day Roy Kraemer was hired as one of the original full time employees. Jeff Davis had launched Accu-tec about a year earlier and found that this thing may work, after all.

I have researched the archives and found the notes of Roy's interview. Some of the key necessities included; purchasing, quality control, be in the office, answer the phone, make up some forms for specifications/cost sheets/quotations, typing and filing. And oh yes, no need to dress "flashy".

Roy has seen it all over the course of two decades. It would be an understatement to say how invaluable he was in the beginning of this company's success and how a valuable asset he is to all of us in his current position as Vice President and General Manager.

I am sure that there are individuals that have a longer working experience than me with Roy. However in my near three years of working with Roy, I can attest it is an honor to face the confrontations of the day next to him. I have found his insight and experience a necessity. I have over 40 years of experience in business and can share this as a statement of fact: Through all the challenges that can beset a "perfect" plan, Roy has tirelessly been up for the test without complaint and perseverance unlike any I have worked with. He also displays an honest sincerity that you know that his word is his bond.

Congratulations Roy on a remarkable contribution!

From a grateful co-worker,

Steve Homola



Roy Kraemer

Bio-plastics – A Step in the Right Direction!

With one third of our landfills filled with packaging, its little surprise the packaging industry receives a lot of pressure to do something to protect the environment. One area the industry is focusing to reduce its impact on the environment is bio-plastics. In its current form, plastic does not fully decompose. It degrades over time into miniscule particles, leaving behind toxic matter that can enter our food supply. Bio-plastics, however, offer a more eco-friendly alternative.

There are currently two types of bio-plastics: *oxo-biodegradable* and *hydro-biodegradable*. *Oxo-biodegradable* plastics are made fully bio-degradable by including a Totally Degradable Plastic Additive (TDPA) in the manufacturing of plastic products. TDPA allows the modified plastic to degrade at a controlled rate, usually within 20 -36 months of manufacture, when disposed of in an appropriate manner. Degradation occurs in a two step process: (1) oxidation and (2) bio-degradation. During the bio-degradation process, water, carbon dioxide, and biomass are produced and returned to nature by way of the bio-cycle. Therefore, products that are made from oxo-biodegradable plastics are fully biodegradable.

Hydro-biodegradable plastics are made from renewable resources, primarily starch. Examples include PLA and PHA materials. Hydro-biodegradable plastics are designed to be composted as opposed to recycled. If they do enter the recycling stream, hydro-biodegradable plastics will contaminate it, rendering it useless. There are many disadvantages to using hydro-biodegradable plastics, though. The degradation process can be harmful since they emit methane, a greenhouse gas. Also, hydro-biodegradable plastics includes the use of plant based inputs whose alternative uses include foods and bio-fuels (ethanol). This could lead to long-term supply and pricing issues. Also, use for bio-plastic and bio-fuels rather than food will cause price of food to increase. Another drawback is that the growth of the inputs of hydro-biodegradable plastics requires fertilizers, pesticides, and water in its production of materials. Increased use of nitrogen based fertilizers increase nitrogen dioxide, a greenhouse gas.

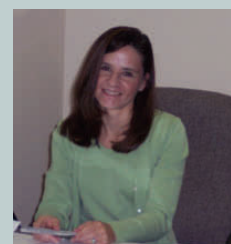
See below for an in-depth comparison of the two types of bio-plastics.

Characteristic	Oxo-biodegradable	Hydro-biodegradable
Composition	Same as conventional plastics; includes additive so plastic will bio-degrade	Renewable resources, usually corn or sugar
Recyclability	Can be recycled as part of a normal plastic waste-stream	Contaminates recycling stream
Reuse Ability	Can be made from recycled materials	Cannot be made from recycled materials
By-products of degradation	Emits CO2 slowly (becomes a food source), H2O, and bio-mass	Emits CO2 rapidly (harmful), methane (a greenhouse gas)
Flexibility	Can use same machinery and workforce as for conventional plastic	Needs special machinery and workforce
Cost	Few percentage points higher than conventional plastics	2 – 5 times more expensive than conventional plastics
Performance	Same strength and weight as conventional plastics	Weaker than conventional plastics; thicker and heavier

Currently there are products on the market that contain both types of bio-plastics. These products range from shrink film, grocery bags, garbage bags, and food containers. While the use of bio-plastics, particularly oxo-biodegradable plastics, is not the solution to the problem of packaging waste, they are a step in the right direction.

Tina Mann

Controller/Human Resource Manager
Accu-tec International



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THE IMPORTANCE OF YOU

Most of us would like to believe that we are important to the cause, and of course we are, or we would not be here. Most of us would also like to believe that we are contributing more than our fair share, and for a lot of us, it is our nature to believe that our contribution is critical. It is natural to want to stand out, as an individual, and be recognized for our efforts, and for a lot of people, that is what drives us.

On any winning team, there are many, and different, individual talents and personalities. There are people who have what seem to be natural abilities to do what they do with little effort, and there are others who must use added drive and willpower to extend themselves to that same level. It is not very often that an individual is noticed for an exemplary performance when the team is playing poorly, so it is imperative that each member of the team is firing on all cylinders, at all times. When each individual is performing at his or her peak, the team is unstoppable. When you have a winning team, other notice. When a team is performing brilliantly, human nature forces people to look for the stars within that team, and that's when YOU get noticed.

Very few people are satisfied with blending into the background, and remaining un-noticed for their contribution, so individual recognition is important. Each of us is different, but it is these differences that combine to give us a total ability as a team. When each of us contributes as individuals, the team excels. This makes EVERY member of the team, just as important as the others. This is when YOU are important.



Warren Ellis
Plant Manager, Canada
Accu-tec International

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Multi-Tasking

There is a lot of controversy about multi-tasking and whether it increases or decreases productivity. The truth of the matter is that there are pros and cons to multi-tasking. On the one hand, it allows us to approach more projects and it keeps our days diverse. On the other hand, multi-tasking can make us feel overwhelmed and may result in a poor quality of work. To make the most of multi-tasking, it is important to learn to multi-task in a way that emphasizes the benefits of it while minimizing its drawbacks

There are many benefits to multi-tasking. We are able to include many different types of activities in our lives in one day because of multi-tasking. This can make our lives feel more well-rounded and richer in experience. Additionally, the ability to move back and forth between projects can prevent boredom and keep us inspired and creative in our work. Furthermore, multi-tasking lets us use our downtime productively (such as when we are waiting in line to do one thing but on our laptops or phones taking care of another). In today's world, multi-tasking is often the only way to get everything done.

Unfortunately, these benefits do not come without drawbacks. Multi-tasking divides our attention which often means that the quality of work on any given task is lower when multi-tasking than if we had approached the task one at a time. Additionally, we may waste time moving back and forth between tasks because we need to remind ourselves of where we were when we left off. In many cases, tasks simply don't get finished at all because we've already moved on to something else which means a decrease in overall productivity as a result of multi-tasking.

The key to making the most of multi-tasking is to understand these pros and cons from the inside out. What we can learn is to prioritize our tasks and projects in terms of both their importance and the time required to complete them. Tasks that are very important and which should be of high quality should be given our full attention. Tasks that are of short to complete should be completed quickly so that we don't waste time breaking them up and coming back to them. In contrast, tasks that are of lesser importance or ones that are prolonged and may get boring if focused on intently are good candidates for multi-tasking. Organizing our multi-tasking in this way allows it to work for us instead of against us.

Susan Browning
Plant Manager
Louisville Facility
Accu-Tec International



The Decision Maker!

People make decisions everyday, from parents teaching their children the difference from right and wrong to the President of the United States deciding what's right for the future of the Country.

In the Sunday Newspaper President Obama has declared H1N1 swine flu a national emergency. This action will provide greater flexibility for hospitals to handle the surge of new patients as the virus sweeps through their communities.

The Recession has hit hard forcing women who have not worked in years to look for employment due to husbands losing their jobs or taking pay cuts. They made the decision to help support their family's income in today's hard economy.

Metro United Way organized 1,000 volunteers to paint walls, hand out water at charity events and prepare angel trees for the holidays for National Make a Difference Day. These people make a decision to help other people.

A Young man permanently injured in an automobile accident due to the driver using a cell phone for text messaging talks to students of this danger and possible outcomes. He decided to tell his story to save others.

Couples get married, have kids and purchase a home.

Young adults going to college are planning their careers and future.

People make **decisions!**

Decisions in the workplace can be very important and stressful for you and your company. When a new project comes around it's like a puzzle. What does it take to put all the pieces in the right place and complete the puzzle? First I think about what the customer wants and the materials and equipment necessary. Then how is the best way to produce the product with quality and performance, finally will the customer be satisfied when completed.

This is not an easy process. Often, the first day starts as trail and error followed by organized chaos to a slow running mediocre job. By the third day it looks like we do this all the time and all is well.

All processes are the same but different. It's up to us to decide to make it work. Once, I make it work in my mind I can make it work in others. You can rest assure that by the time it gets to me, your project is in good hands!

Patty Bentley,
Production Manager
Accu-Tec Production Manager

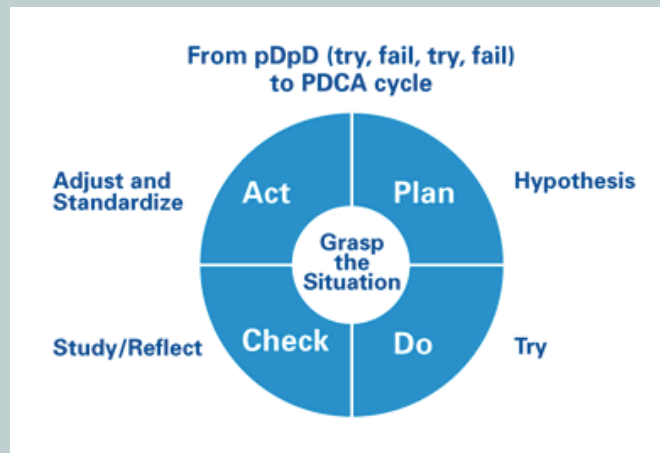


Notable Quotes

Last month I talked about – Results. This month I present a selection of citations from various newsletters. Perhaps you can find some new results in these nuggets?

- ◇ According to a new study by Leadership IQ, 66 percent of employees say that they have too little interaction with their boss.
- ◇ Your role as an operations manager, your most important job, is *improving every day the processes* that leads to the 4Ms being at the right place at the right time, being right the first time and every time.
- ◇ If the process is right, the results will be right.
- ◇ The best investment you can make is in **quality**: quality of workers and quality of processes, leads to quality products and services that will delight your customers.
- ◇ A (lean) manager has two main jobs: (1) get the people who work for you to take initiative solving (i.e. eliminate, resolve for the final time) problems and improving their work, (2) align the work they do so it delivers value for customers and prosperity for the company.
- ◇ In order to achieve your maximum impact, manage 80% of your time, engaged in 20% of your tasks that you are the best at, to create 80% of your best results.
- ◇ Learning is not compulsory... neither is survival.
- ◇ Lean vernacular - “Gemba walk”. Go to the place where real work takes place. Get out of your office, step away from your monitor, and go observe what is really going on.

Read more here - [gemba-based-leadership](#)



Larry F. Leopold
Industrial Engineer
Accu-tec International





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ACCU-TEC PERSONNEL NOTES

November Birthdays

Eddie Vest	November 10
Patty Bentley	November 14
Joe Young	November 19
Gloria Botchway	November 28

November Anniversaries

Roy Kraemer	20 years
Susan Browning	13 years
Charlie Cox	10 years
Shams Rashid	4 years
Jasvir Gill	4 years
Louis Hall	2 years
Jhurry Bhoojrajchandra	1 year

Need a little magic?

I was recently given theater tickets to the production of the Shakespeare play, "A Midsummer Night's Dream". It is one of his comedies that has the real world coming in contact with the "fairy" world. The king of the fairies, Oberon, overhears a young maiden, Helena, proclaiming her love for Demetrius, who is not in love with her. Oberon asks his merry servant, Puck, to administer a love potion to bring the pair together. Oberon's intentions were noble, but he didn't quite give Puck all of the details he needed to find the pair in the woods. That's right, Puck administers the potion to the wrong man and then he falls in love with the wrong maiden. A lot of chaos results with the young couples as they try to figure out the truth. Puck eventually intercedes, removes the spell, and the couples find their true love. It is indeed a happy ending with Puck reminding us at the end that we should realize that what we just witnessed was maybe all a dream.

Perhaps there are times in your business when things start to get a little chaotic and you may even wonder if outside forces are limiting your productivity. Maybe the details are not being handled adequately and you are not dreaming. You need help, but don't know where to turn. Perhaps our expert "magic" can help end the chaos give all your projects a happy ending.

Gary Klass
Purchasing/Materials Manager
Accu-tec International



The End

This past weekend was a pretty sad weekend for me. I finally had to admit to myself that summer was over and it was time to get out the sweatshirts. Holy smoke, that's frost! The leaves seem to be past their peak color and the water level is rapidly dropping in the lake in preparation for winter. Maybe I can find my sunglasses when it finishes dropping.

To make matters worse and add a little insult to injury, we had to take the boat out of the water to be winterized. The last fish was caught so, the fishing poles had to be put up too. The water is shut off at the cabin and all the lines are drained and one more good cleaning and it will be ready to go for next spring.

So, one more look and one more walk by the water and it was time for the last bon fire of the year.

We just had to have the last say so....

On a business note, I would like to personally thank the local Management staff, dispatchers and all of the drivers of UPS as well as Federal Express Freight and National for meeting and exceeding our very high volume holiday shipping needs. These guys handled and are still handling some very time sensitive and customer critical freight all with a smile and a genuine desire to pull this off without a hitch.

Thanks, guys and gals.

Charles (Rusty) Green
Warehouse 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.