



# ACCU-FAB, INC.

ISO 9001-2000 Certified  
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801 Beacon Lake Drive / Raleigh, NC 27610 / 919-212-6400 / fax: 919-212-2333 / www.accufabnc.com

## Lisa Componeschi A NEW FACE AT ACCU-FAB

Accu-Fab has expanded its Customer Support Team in order to provide improved service to our customers. Lisa is our newest addition and joins veterans Tony Sanchez and Terry Holt on the team. Lisa has 6 years experience with Wrobel Engineering, a precision sheet metal fabricator in Massachusetts. She excelled in many positions including Customer Service, Production Control, Network Administration, and as an Engineering Assistant. Lisa lives in Raleigh with her husband, John and son David. Their daughter, Kasey, is a freshman at Boston University. John and Lisa are members of a PT Cruiser Club. Her other interests include gardening, dancing, and traveling. Lisa can be reached by calling 919-212-6400, ext. 134.



## ACCU-FAB ROLLS Into New Markets

### Americor Hydraulic Roll Former

As part of its ongoing capital expansion program, Accu-Fab recently purchased an Americor Hydraulic Roll Former. This equipment enables us to more effectively serve those existing and new customers that have roll forming requirements. We are now able to roll product five feet wide and in sheet thickness up to 12 gauge (.105”).

### New Order Discount

Now that we have these roll forming capabilities, we want to encourage you to give us an opportunity to serve you. Therefore, for the next 60 days, Accu-Fab will offer a 20% discount on all new, first time, orders for roll formed product—Just mention this newsletter offer. If you have needs for roll formed product, why not give us call (919-212-6400) — you won't be disappointed.



## Survey Says: ACCU-FAB Excels in Quality and Customer Service!

### Customer Survey

Accu-Fab periodically conducts customer surveys to ensure that we are providing our customers with continuous improvement in Quality and Customer Service. A simple email survey, that takes less than 3 minutes to complete, is sent out regularly to a sampling of our current customer base. Our survey asks people to rate Accu-Fab compared to our competitors in 5 key areas; Ease of Doing Business, Quote Responsiveness, Price, Delivery, and Quality. The survey choices are 1) Significantly Worse than, 2) Somewhat Worse than, 3) Equal to, 4) Somewhat Better than, and 5) Significantly Better than. The results are then charted so that a mean score, “equal to”, receives a rating of 60%.

### Results

Accu-Fab is very pleased that we scored better than our competitors (over 60%) in literally all

categories. It is certainly no surprise that Quality is our strongest attribute reported by our customers (scoring 74.7%). Accu-Fab's customer returns are consistently less than .2% of sales resulting in consistent delivery of 99.8%+ good product. Our second strongest attribute is Ease of Doing Business (scoring 71.4%). On the chart shown, you will note that the majority of the categories continue to trend upward and are at all time highs. This is evidence that our continued efforts at becoming a consistent supplier of excellence are paying off.

### Your Part

If you are a current Accu-Fab customer and receive a survey, we ask that you complete it promptly and return it to us for inclusion in the next report. If you are not a current customer, why not send us a purchase order and let us show you why we rank better than our competition!

