



ACCU-FAB, INC.

ISO 9001-2000 Certified
February 2005

801 Beacon Lake Drive / Raleigh, NC 27610 / 919-212-6400 / fax: 919-212-2333 / accufabnc.com



ISO 9001-2000 Audit Successful!

Accu-Fab is always working to improve its ISO Systems and Procedures. We have just completed our semi-annual certification audit with excellent results. Our commitment to ISO ensures that our procedures and processes address continuous improvement and produce consistent quality products for our customers.

Accu-Fab Raises the Bar For Complete Customer Service

Support Team Improvement

Our customer surveys tell us that Accu-Fab is known for providing excellent customer service. We regularly use Customer Support Teams to assure that Customer Service and Engineering work directly with the customer in providing that "little extra" that customers have come to appreciate. We have now raised the bar and expanded this concept. Now customers will have a direct manufacturing management contact dedicated to their account to insure that all unique needs are met from a manufacturing perspective.

responsibility for each account has been assigned to either Sonya, Roosevelt, or Eric. These professionals will get to know your specific manufacturing needs and will "keep an eye" on your orders as they proceed through our shop. We believe that adding a customer link to manufacturing management will provide an increased level of customer service and support beyond that to which you have become accustomed.

Three New Support Team Members

Sonya Walsh and Roosevelt Mitchell are two experienced fabrication manufacturing managers that have been added to our Customer Support Teams. Our machining customers will have Eric McKown to support them. The Accu-Fab customer base has been realigned and primary re-

How To Contact

Just as it has been in the past, the first line of contact with Accu-Fab is always your Customer Service Representative. If you have not been notified directly regarding the specific manufacturing contact managing your portfolio, please feel free to contact Dee Dee Cockrell (919)212-6400 ext 148, or Tony Sanchez, (919-212-6400 ext 132, who will assist in coordinating an introduction.



Eric McKown

Eric joined Accu-Fab in 2003 and has 25 years machining industry experience supporting the Nuclear, Aerospace, Medical, and Automotive industries. His expertise includes CadCam Programming, Machining Process Engineering, Design Engineering and Plant Management. He is married with 3 sons ages 15, 17, and 22. Eric lives in Smithfield and his interests include coaching youth soccer and building computers.



Sonya Walsh

Sonya started with Accu-Fab in November 2000 as Finishing Team Lead. Due to excellent performance, she was subsequently promoted to Manager of Finishing and Assembly which included full responsibility for our paint process, silk screen, electromechanical assembly and kitting operations. Sonya has a degree in business administration as well as a criminal law degree. Sonya has also completed a 4 year apprentice program in Tool & Die Making. When not on the shop floor, Sonya likes to spend time on her boat and swimming. She is married and has two boys, 12 and 16. Sonya derives great pleasure from watching the boy's sporting activities.



Roosevelt Mitchell

Roosevelt has been with Accu-Fab since 1988. He has held a variety of positions within Accu-Fab and possesses extensive manufacturing and management experience. He has first-hand experience in the majority of fabrication processes performed at our facility and was Production Manager for 2nd shift operations for a considerable length of time. Roosevelt was recognized in 2000 as the Employee of the Year for his many contributions to Accu-Fab's success. When not directing the fabrication team, Rosy likes to spend time jet skiing and flying radio controlled helicopters.