



ACCU-FAB, INC.

ISO 9001-2000 Certified
June 2005

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Wes Privette

So you need a quote in a hurry?



If you have requested a quote from Accu-Fab, you have most likely heard or seen the name Wes Privette. Wes has been working at Accu-Fab since 1993; and has been working on bid proposal projects since 2001. Wes began his career at Accu-Fab as an incoming and final quality inspector. After a year in quality, he moved into manufacturing working in a broad range of processes. Wes then moved into our Engineering department where he now leads our estimating function. Wes graduated from Wake Technical College in 1992 and is a resident of Wendell. His interests include sports (Redskins and Wolfpack), and bible study fellowship class. You can rest assured your quote requests are being handled by an experienced and skilled member of our staff.

ACCU-FAB Gets Delivery Right On-Time!

2005 Looked Good

The Accu-Fab management began 2005 feeling very optimistic about the company's performance. Sales revenue was at an all time high. Quality performance was at 99.85%. Customer surveys indicated our customers viewed us as better than competition in literally all categories measured. The sales forecast reflected a steady increase with industry indicators improving.

One Glitch

There was one fly in the ointment. Although customer surveys told us on-time delivery was judged by our customers to be slightly better than competition, it was not up to a level that the management team could feel proud of. Gregg Page, our president, called the management team together and revised on-time delivery targets for the year to insure we had bragging rights when it came to deliveries.

Teams Work

The management team went to work. A root cause analysis was completed to better understand the delivery situation. Cross-functional teams were brought together, several meetings were held, and brain storming sessions were conducted to bring improved tracking and visibility to the issue.

The results have been both swift and noteworthy. Deliveries are now averaging 99% on-time to customer requirement dates.

How Did We Do It?

We started by making everyone aware of our on-time delivery status by creating a new tracking and reporting system that sends an e-mail to every associate daily. The daily e-mail reports the on-time delivery performance on a month-to-date basis and highlights critical areas for attention. If there is a late order on the floor—and they are rare now—an e-mail is sent to every associate outlining the order details and the location in the shop. In addition to the increased visibility, we modified our scheduling process to better coordinate production to customer required dates. The last piece of the puzzle was to change the way we handled expedite orders to minimize their impact on other orders going through the shop.

Bragging Rights Achieved!

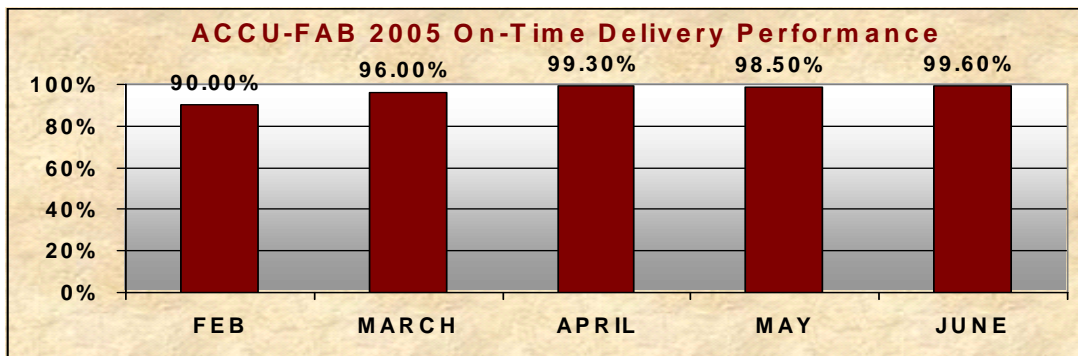
February performance for on-time deliveries to all customers was 90% with improvement in March to 96%. The past three months have now averaged better than 99.0%.

99% in consistent on-time delivery...Now that's worth bragging about!

ISO Semi-annual Audit Results:

"0" Non-Conformances!

Accu-Fab completed its semi-annual certification audit for ISO 9001-2000 on June 15, 2005. The audit was conducted by Intertek and was a great success. We received NO non-conformances and only one minor suggestion for improvement. Way to go Team!!!!



European Craftsmanship:

Accu-Fab is pleased to have Tibor Tuza as its machine shop team leader and CNC programmer. Tibor is a true European craftsman with international machining expertise. Tibor started his career in Hungary as a student at the University in Miskolc. It was there he received an engineering degree in Machine Design. After completing his degree he worked for two different companies in Budapest as a manufacturing engineer and a CNC machinist. In search of better opportunities for himself and his family, Tibor came to the US in 1997 and began working as a CNC machinist and programmer. Tibor joined the Accu-Fab team in 2003. With Tibor's hard work, machining skills, and education, it is no surprise that he has quickly been promoted to Team Lead. Tibor and his wife, Erika, live in Raleigh with their baby son Tamas. When not working Tibor likes to cook and travel.

