

ISO/TS 16949  
CERTIFIED

**SPECIAL  
POINTS OF  
INTEREST:**

- Improved operating procedures on the floor and new management goals in 2011
- Our whole team has been keeping busy with customer visits; we have had 10 customer visits in February and March so far.
- Presently Q1 looks to be 14% up on Q1 of 2010!

**INSIDE  
THIS ISSUE:**

Letter from the CEO	2
Update from Marketing Department	2
Lots of Customer Visiting Sun!	3
Sun's Featured Personality of the Month	3
Brooke's talks about Tier I visit	4
Motherhood	4



**sun microstamping technologies**

DEPENDABLE AND VALUE-ADDING

ISSUE 16

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## What's New at Sun Microstamping

You may have noticed this is the first Newsletter of 2011. As many of you know our Product Manager, Sam Adams welcomed her first child in January, congratulations Sam! I have been busy covering Sam's position while she was out on Maternity leave. I enjoyed this opportunity to meet many of our customers and work closely with our manufacturing team. Covering this position offered an excellent cross training experience. Thank you all for your support, sharing your knowledge and patience as I adapted into my new short term position. Moving forward we will be back on our monthly Newsletter mailing schedule as I settle back into the Marketing Manager Position.

So here is a brief overview of what has been happening at Sun since the beginning of the year. On the 3<sup>rd</sup> of January Sun employees quickly sprang back into action after the December shut down. All well rested and ready for another year to work on our partnerships with our valued customers and suppliers as we enter 2011 together. With improvements around the plant from a new coat of paint in the warehouse, to improved operating

procedures on the floor and new management goals; the air of change and improvement is still upon us as we move into the New Year.

January was busy and February did not slow down, it seems the Automotive Giants have awoken and as an industry we have been trying to stay ahead of their constantly increasing demand. This is bitter sweet. It is great for our industry, sales are booming but, it also adds a great deal of pressure all the way down the supply chain and we must expedite everything. This is where the partnerships we form with our customers and suppliers play a vital role in working together to meet this growth as smoothly as possible and to benefit from this growth as well.

Our whole team has been keeping busy with customer visits we have had 10 customer visits in February and March so far. This also includes potential customers visiting to learn about Sun's capabilities. On another note Sun started our 2011 Tradeshow series at the beginning of the Month, this year we are exhibiting at a handful of Trade-shows in Mexico. Please read the rest of the Newsletter for more on these stories and to find out what else is going on at Sun Microstamping Technologies.

The first  
quarter of  
2011 business  
is picking up!

## Letter from the CEO

Would you believe we are closing in on the first quarter of 2011, it doesn't seem two minutes since I was writing Christmas cards!

The first quarter has been very strong not only for our Automotive customers but, also for the Electronic and Telecommunication customers. Presently Q1 looks to be 14% up on Q1 of 2010 this leaves me wondering can or will this continue that is the question? Sun's view is that we should take every opportunity that comes our way providing it is a project that we believe we can do successfully and that we can Add Value and be a Dependable partner for our customers.

On a more heart rendering note, we at Sun would like to pass on our prayers and best wishes to all our suppliers and customers in Japan after the Earthquake and subsequent Tsunami. The shocking reality of the strength of Mother Nature was a terrifying sight on the television so one can only imagine the horror in real life. We wish our partners in Japan the strength to move forward and rebuild after this tragedy.

Sincerely,  
Bryan Clarke

## An Update from the Marketing Department

As you are probably noticing the Marketing Department has created a new and improved Sun Newsletter template and email distribution system to reach our many readers all over the globe. Also, we kicked off the 2011 Mexico Tradeshow series. This kicked off at the beginning of March in Monterrey. Sun's Matamoros Team Application / Quality Engineers Diego and Sergio ran Sun's exhibition booth at the Expo Manufactura 2011 on March 1<sup>st</sup>-3<sup>rd</sup>.

*Here is what Diego had to say about the show.*

*Hello Everyone,  
I am proud to inform you that Sun's participation in the Expo Manufactura 2011 was a total success. There were over 300 other expositors, but Sun Microstamping was only 1 out of 2 expositors that offered the products and services we provide. This brought a lot of attention to our stand and presented us with many possible leads for future business. I am glad to say we were able to expose Sun Microstamping as a competitive and value*

*adding supplier for the Mexico market.  
Regards,  
Diego*



Our next Tradeshow is **Expo Proveedor Industrial, May 25<sup>th</sup> -26<sup>th</sup>** in Matamoros. Check our website for more Tradeshow information for 2011.

# Lot's of Customers Visiting Sun

*Greg Fish Sun's Director of Quality Assurance gives a quick recap of the visits over the last few months.*

Over the last 2 months we have had the opportunity to host ten customer visits. A handful of these visits were from our current customers but, the majority of the visits were from potential customers, which is very exciting. However, we do seem to be very popular when it's snowing up North.

Our Current customers that have visited recently came for a variety of reasons; to experience being on-site to launch new programs, assist with changes to programs and one customer visited to perform a Quality Survey as most of the product we produce for them previously went to another division and now we are shipping to a new location.

The majority of the visits have been from potential customers this group has included several well recognized manufacturing companies with a large global presence. In all of these cases, the primary

reasons for the visit were to understand our capabilities and assess our quality system. After their visits, many of our current customers gave very positive comments regarding the success of our 5S initiative. New and adapted program launches went off very well, with very few problems resulting in additional praise.

Potential customer quality assessment audits can be both challenging and rewarding. The challenge is that they audit us when there is no time to prepare like most companies do in preparation for their TS or ISO surveillance audits. These customers see 1<sup>st</sup> hand how we really are every day and we always do very well. Of course opportunities for improvement are identified. However, that is one of the things that we find rewarding about customers audits – you have a new set of eyes looking at your system with the intention of making us better. We always welcome audits with open minds and ears! Through numerous quality system audits, we have passed every one and several have already led to new business with programs that we have already kicked off or are planned to start soon. It's truly an exciting time to be at Sun.

## Sun's Featured Personality of the Month

**Lorraine Doty**

**Accounting Specialist**

Hello everyone, it's nice to finally meet all of you!

Although I have predominately worked in the accounting field for nearly 30 years, I have been fortunate to obtain skills and knowledge in customer service and sales as well. I have held various positions to include, Accounting and Collections Coordinator for Value Retail News, a publishing company, for several years and Accounting and Operations Coordinator for T3 Technologies, an IBM Business partner in Tampa. I also was part owner and business manager for PM Marketing. We owned and operated three travel agencies as well as a furniture discount warehouse and a marketing firm.

When my daughter was in 2<sup>nd</sup> grade, I was in a position to stay home with her for a few years. I home schooled her while I developed and operated a Mary Kay Cosmetics business. My diverse background served me well as I built my customer base and enjoyed the freedom that comes from creating your own schedule.

I was born and raised in Florida and have lived here most of my life. I'm told that's pretty rare. I love the Florida climate that enables me to be outside most of the year. I especially look forward to this time of year. The weather is perfect for the outdoor activities, such as going to the beach, walking, and gardening, attending art festivals and farmer and flea markets. When I'm not outside, I like to cook, read or meet a friend or two for dinner or coffee at Starbucks. Now that my daughter is grown and I am experiencing the "empty nest" I hope to find the time to travel out of state to visit my family and many friends scattered across the country.

I can't believe it's almost been a year since I came to SUN, but time flies when you're having fun. I'm proud to be part of a team of talented professionals that are committed to excellence and doing whatever it takes to get the job done. We work hard and laugh a lot. I look forward to continued growth, not only personally, but for Sun Microstamping as a whole.

*Here is what Program Manager Brooke Clark had to say about one Customer Visit*

*I'm very pleased to report that the visit with our Tier 1 Customer this month went very well! While we have performed with outstanding results to date on this program we have still been pursuing some improvement efforts. Prior to the customer's visit we had completed some key internal projects in an effort to reduce cycle time which in turn helped to improve material flow through the mold machine barrel reducing concerns over potential of extended material residence time but also helped to ensure flatness is maintained by allowing the part to be placed in the cooling fixture before various stresses are fully set in the plastic which can cause bowing. The customer was here to watch our first run with these changes in place and not only did we cut our molding cycle time in half but the flatness improvement seems to have been achieved as well! Great job to all involved!*

*Thanks,  
Brooke Clark*

## Motherhood



I am very grateful to all of the Sun Microstamping team, especially to Charlotte Clarke for immediately stepping in as my back up contact for our customers, with very little training because my newborn baby girl, Jade Laoanne Flohre, decided to come 6 weeks early. Jade beat all of the odds as a premature baby and even came home a day earlier than scheduled.

I could probably write 3 pages about motherhood for the 1<sup>st</sup> time, so before I start sounding like a Hallmark card all I will say is I am glowing more now than when I was pregnant.

I am back at work full time and since I was able to work from home during my leave the transition back should be smooth.

Sincerely,  
Sam Adams