

ISO/TS 16949
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SPECIAL
POINTS OF
INTEREST:

- Sun works together as a Company to create more opportunity and an empowered work force.
- Sun beats Q1 Budget in sales and profit!
- Meet Sun's new Director of Quality

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sun microstamping technologies

DEPENDABLE AND VALUE-ADDING

ISSUE 9

APRIL 2010

What's New at Sun Microstamping

April has been a great month at Sun Microstamping Technologies. We have been looking at the way we do business and determining some ways we could capitalize on Sun's strengths of adding value to our customers businesses through our engineering and technical experience and expertise. Also, Sun's ability to offer design solutions and work with our customers to create new technologies and processes to meet their specialize needs. This month, Sun launched a new customer program that utilizes a new "proprietary process" created in house. This demonstrates Sun's ability to

grow with our customers and we are also working towards forming stronger partnerships with our suppliers. This month we have also been taking a closer look at how Sun will become a stronger Company. We have identified certain areas that could be more efficient. We have done some brainstorming as a Company and have outlined some action plans to help us meet our 2010 goals. Also, this month Sun has a booth at the Design 2 Part Tradeshow in Schaumburg, IL on April 27th – 28th. Read the rest of the attached Newsletter to find out more on these stories and also meet our new Director of Quality, Greg Fish.

A Letter from the CEO

It's hard to believe that the first quarter of 2010 has come and gone! Sun beat its first quarter Budget in both sales and profit and we celebrated with a Pizza Party. Business continues to be strong although there are significant challenges with raw material supply and extended lead-time. Sun is working closely with our supplier partners to minimize the impact on our customers.

50 members of Sun's "A Team" attended a Think Tank exercise at the Collaborative labs of St. Petersburg College a couple of weeks ago. We were split into two teams of 25 and spent a day brainstorming on how to improve our service to our customers. It was very informative and a new experience for many of us.

Team" has been working on developing a "proprietary process" for a new customer program. The goal of the new process was to create the part using less precious metal than the prior processes. In mid April we launched, the customer and his customer signed off on the processes and we are now ramping up to full production of over 10,000,000 units a month!

With Sales continuing to strengthen in the second quarter, Sun has stepped up it's in-house training in every department. With the increased training and all the "brainstorming" it is certainly an exciting time to be working at Sun.

Kind Regards,
Bryan Clarke
CEO

For the last two years Sun's "A

*2010 the year
Sun becomes
a stronger
Company !*

Working Towards Company Improvement Together

April is off to a busy start and Sun's "A Team" is coming out of their comfort zone to realize the importance of this reconstruction year. We are coming up with ideas Company wide to improve our Company from the manufacturing floor up. Sun has sounded the horn for all employees from every department of our business to rise to the challenge of making Sun a stronger Company together. The weaknesses and problem areas of the Company have been identified by our employees and every Sun employee has been given the opportunity to have their voice heard. The Goals for 2010 have been set by the management team based on employee's feedback as well as the customer survey feedback.

This month the Sun staff attended the first of a series of all employee meetings focused on aligning our Company. Then we took it one step further and formed a team of 50 people from different areas of the Company. Every department was included from Machine Operators (day & night shift) to the CEO. Then we broke into two groups of 25 and went to a "Think Tank" at the Collaborative labs of St. Petersburg College. We spent two days brainstorming and generating ideas on how to make Sun Microstamping a stronger Company, give better customer service and accomplish our Goals for 2010.

The Collaborative Labs of St Petersburg College have an excellent facility and great facilitators that know how to get the desired results and everyone participating. Sun's team did six different activities focused on our goals. We were randomly broken into small groups and given specific action sheets to work on for a certain period of time. In some of the activities we typed our responses on a computer screen that every team could see, so we could build on each others ideas or steal the information and drop

into a separate file called the "best ideas bucket". Then we would get back together as a group we were given voting devices. We would have an anonymous vote on the top three ideas we had all generated out of the "best ideas buckets". In another activity we were using post it notes to map out some of our processes then when the music sounded we would move onto a process another team had been working on and critique and add ideas to their process and so on. This allowed us all to learn more about different areas of the company and build teamwork by realizing what other departments did and how our actions in our department affect others work.

At one point there were as many as six staff members from the Collaborative Lab in the room all doing different tasks; one staff member was drawing a caricature of the ideas we were brain storming about. There was another staff member typing what everyone was saying like a court reporter to enable us to keep notes on all the good conversations that were transpiring and another employee was making digital spread sheets, Gant charts and linking all our ideas together digitally. At the end of the process we were given real time records of everything that had transpired at both days including our action plans on how to move forward and utilize the ideas that the entire Company generated.

Way to go Sun's "A Team."
Thanks for stepping up to the challenge and offering your skills, experience, knowledge and advice. Now the work really begins working together as a team to create positive change Company wide!

Sun's Featured Personality of the Month

Greg Fish **Director of Quality**

Hello! My name is Greg Fish and I am the new Director of Quality for Sun Microstamping Technologies. I was born and raised in Colorado and am a big Denver Bronco fan. Unfortunately it's been quite a while since I have had anything to be happy about but I still watch every game and cheer them on!

I have been married for seventeen years this month to the woman of my life – Brenna. We have two beautiful daughters, Breanna who is 16 and Keagan who is 10 (pictures are in my office). Both of them are typically on the Principal's list at school and are awesome in their own way. While Breanna loves photography, Keagan loves soccer.

I started out in the quality field in the Army. I was a mechanic who figured out quickly that I didn't like being head to toe in grease every day. Very quickly I moved up and inspected vehicles that others would fix and later audited maintenance management systems. When I got out of the Army it was logical for me to continue in quality in manufacturing. I have now worked in quality management for over 22 years – most of which has been in injection molding and stamping industries. I have been a member of the American Society for Quality since 1990 and over the years achieved several certifications (Engineer, Auditor & Manager/

Organizational Excellence). I have also had the opportunity to be an examiner for the highest level quality award in the US – the Malcolm Baldrige National Quality Award for 4 years (2002, 2003, 2005 & 2008). Only 400 examiners are selected nationwide each year and through my experience I learned how quality can and is used not only in manufacturing companies but also in service, education, healthcare and not-for-profit companies.

I love the quality field and couldn't see myself doing anything else. I have a passion for quality and enjoy making my company better through improving our processes and focusing on customer satisfaction. I am confident that my associates and customers will quickly see that I am committed to making Sun Microstamping Technologies more dependable and value adding in everything we do!



Sun Microstamping Technologies is globally recognized as a Metal Stamping and Insert Molding company that produces components featuring a high degree of difficulty. We use our innovative methods of manufacturing, advanced processes and experience to produce your most complex products to the highest standards. Sun Microstamping Technologies provides precision components and value added services to leading companies throughout the world. Sun Microstamping Technologies produces Precision Metal Stamping, Custom Plastic Molding and Insert Molding to a wide variety of Industries specializing in the Automotive, Medical, Telecommunications and Electronics.

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Dependable and Value Adding



Sun's Future is Bright



Once again we look back, and reflect on the month of April and the first quarter of 2010 and we know the future looks bright at Sun. We have reached out to our dedicated and talented workforce to brainstorm ideas together and are in the process of creating a more unified company through teamwork, accountability and employee empowerment. The air of change has started at Sun, change for the better. Sun beat its first quarter Budget in both sales and profit. We look forward to doing the same the rest of 2010!

We invite you to read our monthly newsletter to follow Sun and the Indus-

try's success, struggles and innovations. Thank you to all our customers for your support and giving us the opportunity to serve you as we work together to survive and flourish in this recession. **Here's to the future of our Industry, may we grow together.**

