

ISO/TS 16949
CERTIFIED

SPECIAL
POINTS OF
INTEREST:

- No Customer Complaints for 4 straight weeks in Stamping!
- Sun's Working to reduce "Carbon Footprint"
- Meet Ed one of Sun's Field Sales Reps

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sun microstamping technologies

DEPENDABLE AND VALUE-ADDING

ISSUE 21

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What's New at Sun Microstamping

This Edition marks two full years of Sun's monthly Newsletter. This is quite an achievement. Over the last two years we have utilized our Newsletter as a way to communicate with our employees, customers, suppliers, potential customers and others in our Industry. What is an even greater achievement is the fact we have a group of loyal readers that follow our Newsletter and give feedback to the Editor monthly. We appreciate your support and I would like to thank everyone at Sun Microstamping Technologies. Both the Clearwater and Matamoros Divisions have written articles, taken pictures, edited or had article ideas for the company newsletter. It has taken great team work to generate a monthly newsletter.

In July we hosted an all employee meeting and lunch to celebrate the

successes of the 1st half of 2011. Some of the highlights were; the advancement in overall quality, waste reduction which we are constantly working to improve, the amount of RFQ's (Request for Quotes) that are being generate by our Field Sales Representatives, existing customers, trade shows, references and the web site. The RFQ's are the highest we have seen in recent years and significantly up from 2010. The percentage of quotes Sun is winning is also higher than last year. Sales are up from last year and we are celebrating a variety of successful product launches.

In August we had a visit from one of our biggest customers and received an Award for Zero PPM's for 12 continual months. This is a great achievement, well done. Also, a big congratulations to Sun's Stamping Department they have had Zero PPM's for 4 straight weeks, way to go Stamping!

A Letter from the CEO

Even as we approach the end of September, the Florida summer seems interminable; the air conditioning units (we have 43) seem to be working day and night to keep the facility at manageable temperatures. With over 50 stamping presses and 40 molding machines, Sun is one of the larger consumers of electricity in our area; therefore, reducing our "carbon footprint" is an important goal for Sun. We have just invested in a new process water cooling tower and filtration unit which will help us control more accurately our process temperatures. Also we have installed an additional air dryer in line with our compressors. These investments show Sun's

commitments to our goal of reducing our "carbon footprint" and also our commitment to our current and new customers.

During a recent customer visit, we discussed an initiative they had recently started "5S in the offices." They showed us before and after photographs, the difference was amazing. We at Sun have decided this would be a good process to adopt. Some photographs of "before" have been taken by Steve McKenzie (VP of Operations) and we have already seen some stellar results.

Kind Regards,
Bryan Clarke

TS Internal Auditor Training

**Congratulations
to Sun's newest
Internal
Auditors!**

This past month at Sun the Quality Director, Greg Fish, created and administered a training program to increase the number of Internal Auditors. Last month at one of our weekly quality meetings Sun's Management team discussed the need for more Internal Auditors. Greg immediately set upon the task of making this happen. Internal Audits are not just required to be TS certified; they are also an excellent way to check all in house processes are being followed, promotes continual improvement and helps Sun move one step closer to our goal of Zero PPM's.

The main objectives of this training program were:

- Gain a Basic Understanding of TS-16949
- Learn How to Prepare, Execute, and Report Internal Audits
- Understand How Sun's Quality System Documentation is Organized

A few excerpts from the training include:

In 2002 TS-16949 was introduced as the replacement for QS-9000 as a Quality Management System (QMS) for all Automotive suppliers, this became an industry standard. In addition to numerous other requirements TS added Customer Specific requirements which required that companies meet all customer requirements specified in their supplier quality manuals. The primary purpose of the standard now changed the QMS to focus on system effectiveness and continual improvement.

Three Typical Focuses of Auditing

- **Conformance** – Does the system meet the requirements of the Standard?
- **Implementation** – Is the documented system being followed?
- **Effectiveness** – Does the system Work?

In the past the majority of the focus was on conformance and implementation. The most important focus of a TS quality management system and internal audits is on effectiveness. This is important for continual improvement in our business and the effectiveness in which we serve our customers. Auditing all in-house processes a minimum of every 6 months (on a rolling schedule) allows us a vehicle to see where improvement is needed throughout the business. This goes hand in hand with our one of our company's core values: Accountability - Doing what you say, as committed, on time, every time.

TS Focus

Say what you do.
Do what you say.
Prove it.
Improve it.

The classroom training was only the first step of the Internal Auditor training. All three members of Sun that participated passed their test and will now partake in hands on training. For this next section of training they are paired with our current internal auditors and will shadow them for next few months participating in audits until their trainer feels they are ready to perform audits on their own.

Congratulations to our newest provisional Internal Auditors; Amy Blount, Victor Macias and Marilyn Maginnes!

Sun's Featured Field Sales Representative

Sun Microstamping Technologies' sales force is a team of field sales representatives from all over the country. They are all self-employed and own their own Sales Representative Firms. They provide a service to Sun and they also represent other businesses in parallel industries. This team excels at supporting our customers and acting as a liaison between the customer and Sun. Over the next few months we are going to introduce our readers to our sales team.

Ed Goebel started Edgo Technical Sales in 1981. Before starting Edgo Technical Sales he worked in Sales, Materials Control and Purchasing for both small companies and for Motorola. For Motorola he worked in Materials Control and Purchasing. Ed started representing Sun Microstamping Technologies in December 2007. He only represents companies who manufacture engineered component parts to be used by manufacturers in their products. His territory for Sun is Illinois and his office is in Naperville, Illinois. Naperville is a suburb of Chicago. To call on his customers and prospects that are out of the Chicago area he uses a small aircraft. Ed has been using his own aircraft to cover his territory since he started back in 1981. Ed currently fly's a Cirrus SR20 and is instrument rated. Ed said" I am looking forward to a long business relationship with Sun Microstamping Technologies."

So if you are interested in finding out more information about Sun Microstamping Technologies Capabilities go to our website at www.sunmicrostamping.com to contact a rep in your area.

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



Sun's Management would like to thank all of our employees and sales reps for their continued hard work, innovative ideas and dedication to continual improvement at Sun. As you have read in this Newsletter there are many reasons to believe the future is bright at Sun. To name a few; advancements in quality in both the Molding and Stamping departments, increased support in our internal auditing program, highest number of RFQ's in recent years and sales are up from 2010.

Sun would like to thank all our readers for your continued support and making our Newsletter a success.

