



Friction Materials & Phenolic Bearings



Continual Improvements

March 6, 2012

Dear Customer:

Scan-Pac continues to improve their overall focus on producing high quality parts. The company has been ISO 9001 certified for over 14 years and has steadily improved overall product quality. In addition, we have gone through six consecutive ISO surveillance audits without a single non-conformity.

Our new work order system/shop floor data collection gives our employees a clear understanding of each manufacturing step that is required to produce a part. This system, coupled with other improvements, has helped us to more effectively schedule orders and has lead to on-time deliveries more than 90% of the time. Also, we've managed to maintain our high level on-time delivery performance while reducing lead-times by 33%.

The work order system provides our customer service team the opportunity to view jobs that are in the manufacturing process and accurately predict order completion dates. As a result, we are able to provide faster and more accurate delivery dates to our customers.

Scan-Pac has also made upgrades to manufacturing equipment. The company added new CNC routers and mills that are capable of holding tighter tolerances while producing parts expeditiously. In addition, the company has added key employees in their quality and production departments. These employees have made significant contributions in enhancing on-time delivery as well as the quality of parts being produced.

Our Quality Team holds weekly Kaizen events with each production cell to focus on ways to continually improve quality and reduce scrap, all while maintaining high levels of throughput. Our goal is to give attention to areas within the company that provide the greatest opportunities for improvement.

We will continue our training and new equipment investments as we manufacture the highest quality parts for our customers.

Thank you for your business and continued support!

Regards,

Jeff Lichey
Sales & Marketing Manager