

SPEEDBOARD NEWSLETTER

January 2016

For the latest Speedboard news and current developments

Speedboard receives an award for outstanding customer service



Imogen Moorhouse, CEO of Vicon Motion Systems, presents Nick Fairhead, Speedboard's Sales & Marketing Director, with an Outstanding Customer Service award.

We are thrilled to have received an award for outstanding customer service. It was presented to us by Vicon Motion Systems in appreciation of the level of support we provided leading up to and during a New Product Introduction (NPI) last year. Vicon's CEO, Imogen Moorhouse, commented: "The level of support provided during the NPI was incredible. Our engineers spent a great deal of time in Windsor, almost as if Speedboard was our own shop floor. We could not have asked for more and do not believe any other CEM could have supported us in the same way."

The award recognises how the close collaboration between Speedboard and Vicon made it possible to not only deliver the project on time but also cope with a 50% increase in already very demanding launch quantities.

Second Best!

If Carlsberg did Contract Electronics it would probably be the ~~best~~ in the world!

Going the extra mile...



Strength through Structure

As you may recall from our July Newsletter, or indeed may have seen in the trade press, we closed our 2014-15 financial year with a turnover of £9.23m, approximately 24% up on the previous year. We are very proud of this achievement, however, we are not resting on our laurels, and we have made a number of significant organisational changes over the past 6 months including 2 new appointments to strengthen the Directors team. We see this as key to ensuring that we continue to be able to meet our customers' requirements – and support their growth - in ever-demanding markets.



Karen Heath (Supply Chain Director), Nick Fairhead (Sales & Marketing Director), Neil Owen (Managing Director and co-owner), Martin Bullimore (Operations Director) and Richard Watson (Financial Director and co-owner).

New Operations Director

Martin Bullimore joined us in October 2015 as our new Operations Director, to help take the company to the next level. Martin has 30 years of manufacturing experience and worked with a number of market-leading OEMs including Nokia (mobile phones), Stannah (stair lifts) and Alexander Dennis (buses). Martin is married with two teenage children (a son and a daughter). His hobbies include photography, both landscapes and abstract, and music. He claims to 'dabble' with the guitar and synthesizer, but has in fact produced two instrumental albums. He is also a keen Manchester United supporter, having followed the team since the early 1970s; but we didn't hold this against him.



New Supply Chain Director

We are pleased to announce that Karen Heath has been promoted from Commercial Manager to Supply Chain Director. For those of you who don't know – prior to joining us in September 2007, Karen held positions with Delta Impact and Macro (which subsequently become part of Avnet). Karen is married with three daughters, a member of Eton College Golf Club and also makes good use of her local gym - sport must be in the family genes as Karen's youngest daughter runs for Windsor, Eton, Hounslow and Slough Athletics Club.

Speedboard's creative recruitment pays off!

We pride ourselves on hiring the best people to provide the best quality product for our customers. Ways into Work supported us to see how Supported Employment could help us to tap into talented individuals who simply needed a different way to demonstrate their competencies. We offered two young people with Autism the opportunity to undertake a work trial instead of a traditional interview and Ways into Work provided the training and in-work support needed to ensure this experience was of mutual benefit.

"The whole team at Speedboard embraced this opportunity and with high expectations supported the young people to learn various aspects of the work. At the end of the work trial Simon has been offered a FULL TIME contract and Speedboard have gained a talented new employee. Simon is so proud to work for Speedboard and is thrilled they gave him the chance to shine."

Said Laura Davis, Managing Director - Ways into Work CIC



Team work improves relationships

We have also recently established dedicated Customer Teams, each of which has a Senior Account Manager, an Account Manager, a Production Engineer and a Buyer. This approach has numerous advantages, for instance, each Production Engineer can focus on customer engineering activities and gains, first hand, a detailed understanding of any specific requirements. Similarly, having a dedicated Buyer on the team means information regarding component lead times, obsolescence issues and last time buys is more readily available. The Account Manager and Senior Account Manager are both points of contact for the customer and, between them provide continuity of support in the event of absence. Also, whilst each team member



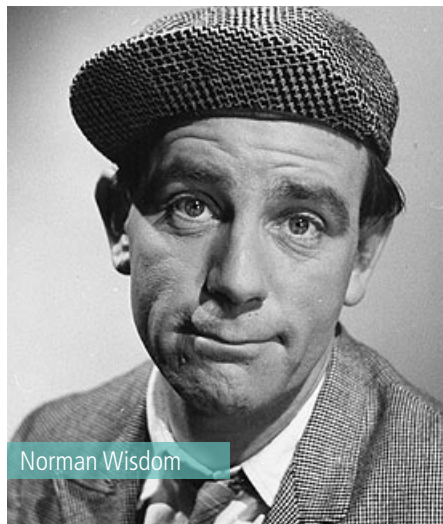
reports to his or her respective Line Manager for functional direction, it is the responsibility of the Account Manager to

ensure the team meets the day-to-day and ongoing strategic requirements of each customer.

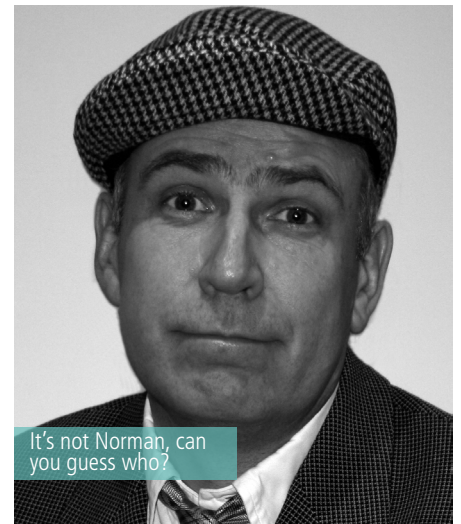
It's un-canny!!

Norman Wisdom filmed "On the Beat" where our factory now stands. This shot is the road between our stores and our final assembly building.

It's un-canny how he lives on in spirit at Speedboard!!



Norman Wisdom



It's not Norman, can you guess who?

Technology Day

In November we held a "Technology Day" in alliance with Rutronik - where a number of our customer's engineers met with experts from Microchip, Vishay and Renesas who were showcasing their latest technologies.

This informal session, with each Manufacturer offering table top demonstrations and being available to discuss their technology road maps for future product designs proved to be enormously successful...

"Just the right size to be able to spend quality time with the suppliers to get answers to open questions. A very informative seminar"

We definitely plan to do this again and see this as a great way to add that little bit of extra value to our customers - please let us know if there is a particular technology or topic that you would be interested in discussing.



Delivering Success

Last year one of our store operators, Dan decided that he wanted to learn Russian. We helped Dan by agreeing to reduce his working week to 4 days and every Wednesday he has been having Russian lessons. This made us think about the rich and varied multicultural staff that we are lucky to have here at Speedboard and we decided to find out how many ways we could say our strap line. We have listed a few to the right. Can you guess the languages? (or even say them?!) See the back page for the answers.

Cyflawni llwyddiant

Παραδίδοντας επιτυχία

सफलता पहुंचाने

सङ्गता वितरित

ਦੀ ਸਫਲਤਾ ਦੀ ਸਪੁਰਦਗੀ

Paghahatid ng tagumpay

ΔΟΣΤΑΒΛΗ ΥΣΠΕΧΑ

Akitoa mafanikio

Portando successo

传递成功

Supporting the community:



Neil Campbell, one of our Production Engineers and who has been working with us for over 10 years has recently taken up the challenge of managing and training Winnersh Rangers club's under 7's Aztec team. Neil's son plays in the team so when the opportunity came up, although a little daunting, he thought what better to show his support - well done Neil! The club rely totally on parent's and helpers goodwill and support so were pleased to help by funding their kit.

"As a small community based football club we are not blessed with huge fund reserves and we endeavour to keep subscriptions at a reasonable level to encourage participation by all. It is only with the vital support of businesses like Speedboard that we manage to do this. Winnersh Rangers FC U7 Aztecs say a massive THANK YOU". Winnersh Rangers Chairman Stuart Rowlinson. www.winnershrangers.com

Ten Raspberry Pi Systems for Salisbury Sixth Form College

Salisbury Sixth Form College is only a year old having been opened via the Free School initiative. Their Computer Science A level course has been using a single Raspberry Pi kit last year for the whole class, and albeit with great success, really wanted enough for students to be able to work in pairs.

With our interest in electronics and Neil's involvement with the College as a Governor we were delighted to be able to fund 10 complete sets of Raspberry Pi micro SD card pack, integrated robot and

workshop kits.

"We will use the equipment not just at S6C but also at local schools, through events such as our recent taster day where students were able to experiment with the device.

Your support will allow us to further engage students in technology. We also hope to encourage far more girls to participate in Computer Science both at S6C and via our outreach programme"

— Simon Firth — Principle Salisbury Sixth Form College www.s6c.org.uk



TEXT SANTA®

CHRISTMAS JUMPER DAY 22 DECEMBER 2015

WE ARE MACMILLAN. MAKE-A-WISH. Save the Children
CANCER SUPPORT

We were delighted to donate £100 to Text Santa to help support charities over the Christmas period. The donation was made as a result of staff entering into the spirit and wearing a Christmas Jumper, T-Shirt or Shirt on our last day. It made a nice change that it's not just Neil O who is dressed up this year!



Answers to Delivery
Success Languages:

Welsh	Gujarati	Swahili	Chinese
Greek	Punjabi	Italian	
Hindi	Filipino	Russian	

Email: nfairhead@speedboard.co.uk - Phone number: 01753 746700