

SPEEDBOARD NEWSLETTER

December 2011

For all the latest **Speedboard** news and current developments

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Our Customer Satisfaction Surveys play an important role in understanding your requirements and how we can improve our service. Here are just a few examples of how your feedback is helping us to improve.

We have instigated a change in our phone systems which now provides better communication between you and your account manager, and this is proven in this year's results - 83% of respondents gave us "Good" for communication and professionalism.

A few years ago your feedback suggested we needed to improve our technical capability. Since then, we have made many improvements to our factory, including AOI, X-Ray, newer Pick and Place equipment etc. As a result this year, you have scored us at 4.5 - so between above average and good.

Some customers comment about our set up charges. Although these are a necessary cost, we have taken your feedback seriously, and as a result have invested in new front end software. Please see the next article for more details.

100% of respondents rated our flexibility and responsiveness as above average or good

Finally, we would like to thank you for taking the time to answer our questions, and giving us your honest feedback. We hope that as a result we will continue to do better year on year.

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Speedboard
Assembly Services

New Software

New software means reduced project costs, faster turnaround and increased efficiency. Circuit Cam brings improved speed, control and visibility to manufacturing.



Keeping at the forefront of the latest technology is important to us at Speedboard, so we can provide you with the very best service and the highest quality products.

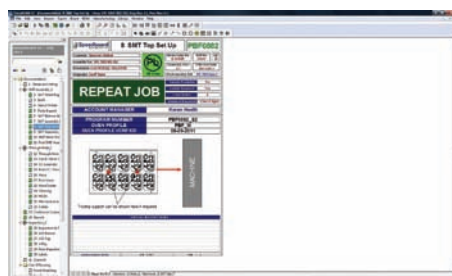
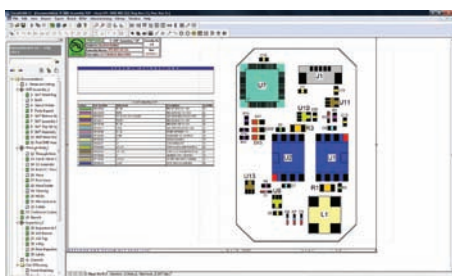
We have recently invested in Circuit Cam, a software product that is compatible with the majority of CAD systems.

How does it work?

You provide us with your project CAD data and bill of materials. The software allows us to manipulate the embedded data and turn it into production paperwork and programs.

What does it mean for you?

Because we can work directly from your CAD file, the accuracy of information is increased. The flexible software presents clear and consistent information directly to the shop floor through standard paperwork templates. As all the information is held in one project file, we can improve your project turnaround times, improve our build quality, and increase speed in printing job packs. With these reduced timescales, we can reduce our set up charges to you on new projects.



New promotion in the Quality Team

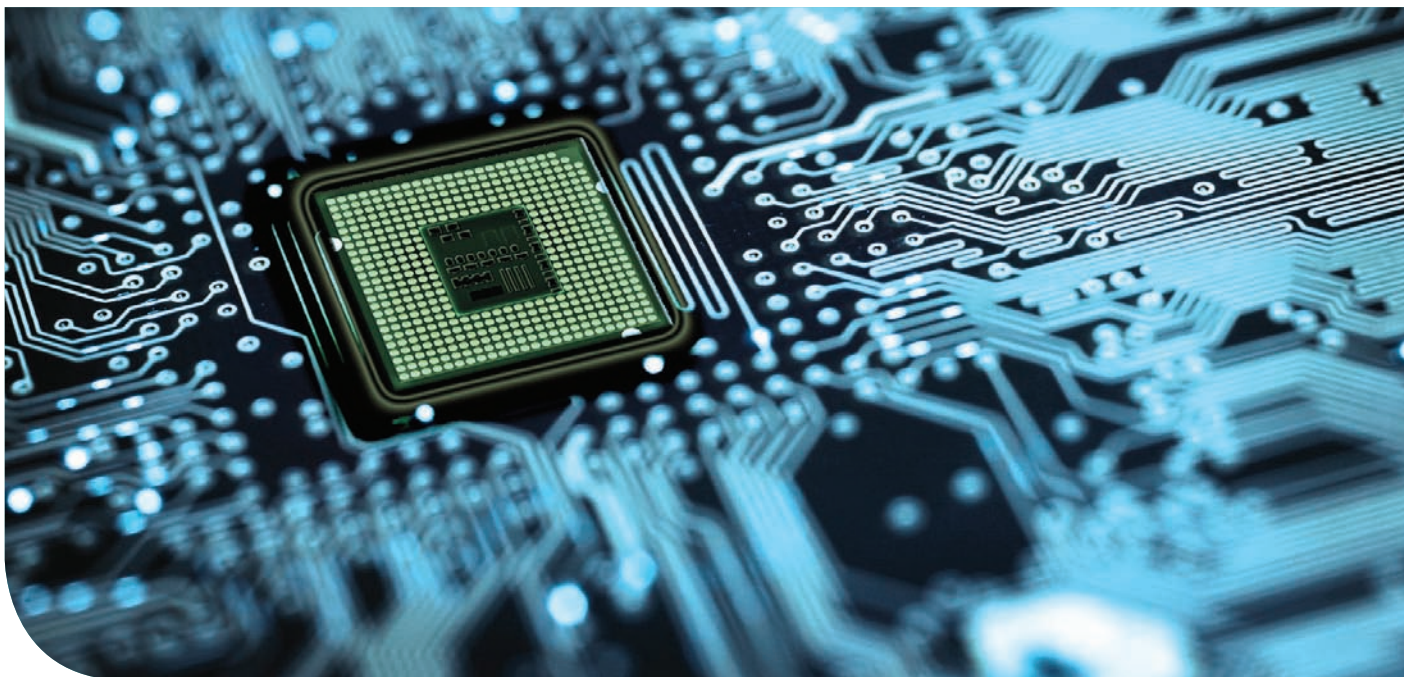
The promotion of Neil Seymour from QA Supervisor to QA Manager is a reflection of Neil's dedication and continued success within Speedboard.

Neil's expertise has been invaluable over the course of 15 years at Speedboard. He has been integral to the development of all departments including PCB, Assembly, IT and most recently Quality Control.

Fully ISO audit trained, Neil heads up the quality team and is responsible for ensuring that all of our customers' projects are built to the highest standards and the brief is completely satisfied.

Speedboard will be closed from Thursday 22nd December until Tuesday 3rd January.

We wish you a relaxing and indulgent Christmas and look forward to working with you throughout 2012!



Speedboard Recognise Young Talent

Keen to develop and mould talent, Speedboard have recently appointed Kaljinder, a graduate in business from the University of Surrey. Kaljinder will be developing her skills as a Trainee Account Manager, working alongside the team – providing day-to-day support and client liaison, you'll probably hear from her soon!

Kaljinder has many interests including Football, Music, Fashion and Formula One. She aspires to travel the world and explore different cultures, and one day she would like the challenge of climbing Mount Kilimanjaro.



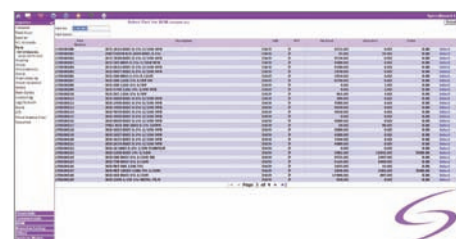
Things you didn't know about Speedboard

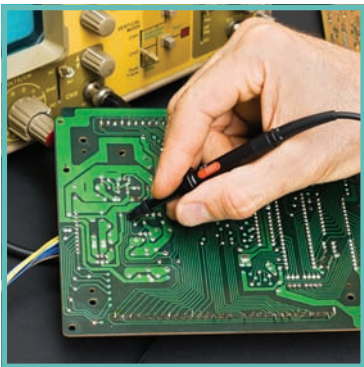
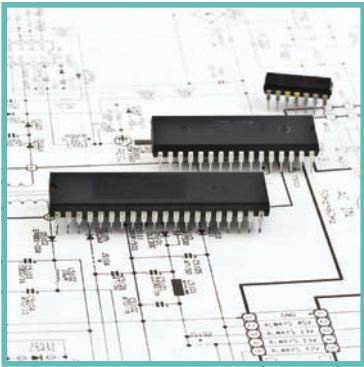
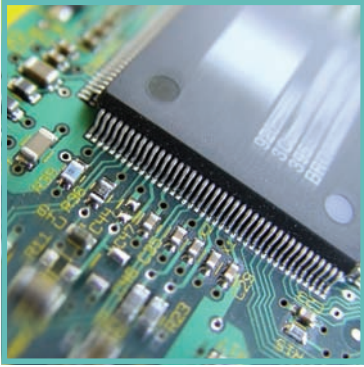
- Karen Heath has now climbed Snowdon twice for the Multiple Sclerosis charity
- We will be celebrating 30 years in business in 2013
- We produce on average 50,000 different assemblies each month
- Our factory was originally used to make all the models for Legoland, we still occasionally find a piece
- It would cost £5M to replace all five of our Siemens SMT lines, let's hope we don't have to
- Our factory costs are less in Windsor than the equivalent space in Slough or Bracknell
- Two of our customers used to get all their products from the Far East before coming to us
- Gwynne, our delivery driver, was the Queen's Sous Chef for thirty years, shame we don't have a kitchen
- Both Richard and Neil were long standing customers of Speedboard - they loved it so much they bought the company!
- Neil is into sailing - fast! - search for Zoom! Zoom! 18 knots on YouTube



Our new business system

To improve efficiency further at Speedboard, we have upgraded our business system software to QL, which allows us to manage stock, produce invoices and output project data all from one system. Over the next months you will start to see changes in the correspondence we send eg. Invoices, Statement, Purchase Orders etc. As much as we have tested the system, there may still be the odd issue, so please do let us know if anything we send is not quite correct.





If you would like to discuss some aspects of the work we do today, or how we can add further value to your business, please call Peter Turner, or your Account Manager, to arrange a visit.

Our normal office hours are:
8.30 to 4.30 Mon - Thu, and 8.30 to 13.00 Fri.

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