



# Customer Update : Jan 09

**Key Info: Factory Shutdown Dates 2009 . New Opening Hours**

## Factory Holiday Shutdown Dates 2009

To better cater to our customers needs, we currently plan to have fewer holiday shutdown weeks in 2009.

The planned shutdown week to allow us to stock take is:

Sept 28 - Oct 2nd

We will remind you of this date again nearer the time.

## New Opening Hours

We are amending our office opening hours for 2009 as follows:

Mon - Thurs 8am - 5pm

Many of you will be aware that we only opened for 4 hours on a Friday anyway, and so for 2009 we have decided to incorporate these hours into the other 4 working days. This makes more strategic sense and also helps us work towards better energy efficiency, whilst having no impact on our productive capacity.

Our Switchboard will open at 8am and close at 5pm as usual on those days. This takes effect from week commencing 12th January 2009.

## Training & Personnel

### Training

This month our admin and marketing staff are being trained by our in house IPC610 trainers in association with Cornwall College, to start the certification process for all customer facing and production staff. Our new production manager Keith Howe also has continuous training and improvement firmly on his agenda.

### Personnel

We are pleased to have recruited a new test engineer. Michaela Edwards has joined us having previously worked at Panasonic, National Instruments and Racal Mobical.

We are also currently sharing our knowledge with a young student from a local college, who is working with us for one day a week to obtain work experience in engineering. This placement will last all year.

## Equipment and Premises

Both Teddington Electronics and our end customer were **very** pleased with a **100%** pass rate on the last batch of BGA's that were processed through our new vapour phase soldering machine. It has also proved successful on other customer pcbs and gives us much greater options and flexibility.