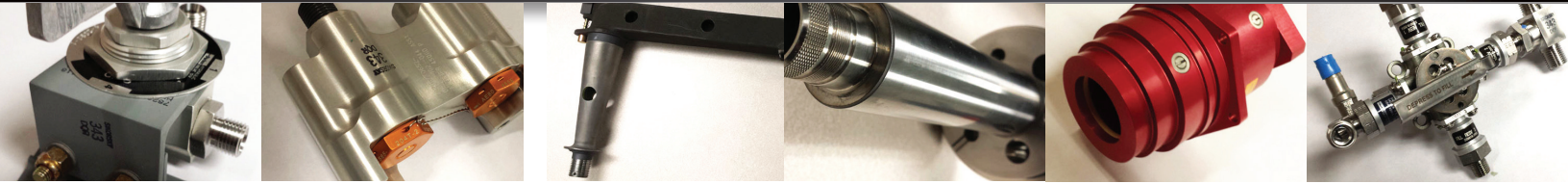


CUSTOMER PROFILE

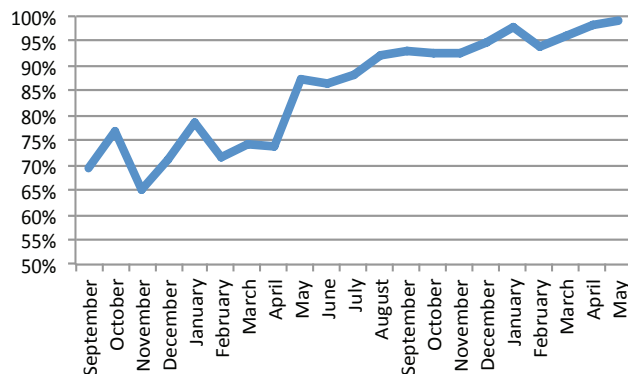


Established in 1957 as a new product design and development company,

Spectrum has made notable advances in diversified technologies, positioning the company to its current status as a prominent CAD/CAM engineering-oriented quality manufacturer. Spectrum has demonstrated steady growth with expanded products and sales. Capitalizing on dedicated research and development of aerospace instruments, Spectrum has a continuous record of successfully producing state-of-the-art crash-resistant breakaway valves, pressure switches, indicators and hydraulic subassemblies.

RESULTS

Spectrum's On Time Delivery journey is clear; from unpredictability to being able to consistently meet their order commitments, they have wowed their customers.



BACKGROUND

Spectrum was looking to improve our customer satisfaction and increase our profits. Struggling with On Time Delivery in the 70 percent range, we partnered with Synergy Resources to structure and implement a Continuous Improvement Program roadmap. Through a combination of Business Process Mapping, Kaizen Events, the implementation of a Supplier Performance Management Program and more facilitated by Synergy Resources, they have transformed their organization's performance and culture. They have seen significantly increased On Time Delivery, launching them into performance consistently above 95%. This has resulted in an increase in customer satisfaction and sales opportunities that have allowed them to achieve their growth targets.

"With the guidance and support of Synergy's Strategic Business Services (SBS) team our company successfully achieved our number 1 goal in 2013: Improved delivery performance. And it is not a temporary fix but rather a sustainable process. What our management team and the SBS group have accomplished provides our company and our customers with a predictable delivery schedule.

We can now focus on doing this with less inventory and in a shorter lead-time. We will also deploy a Supplier Performance program, designed by SBS and our management team to help and support our suppliers performance as we work to strengthen the entire value chain. 2014 looks like another exciting year with breakthrough accomplishments and a continued partnership with Synergy's SBS team."

- Richard Meisenheimer,

PRESIDENT & SECOND GENERATION OWNER OF SPECTRUM ASSOCIATES