



## DWYER INSTRUMENTS, INC.

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January 9, 2009

Mr. Skip James  
Senior Manager Employment Services  
1740 Paseo Blvd  
Kansas City, MO 64108

Dear Skip,

Dwyer has been working with the Business Retention Coordinator Mike Shew, and other great resources through the Full Employment Counsel and Missouri Enterprise. By a Walk Through Assessment and an Operational and Financial Assessment, Missouri Enterprise identified several key areas for improvement. With areas for improvement identified, we began working on strategies.

As a manufacturing plant we are under extreme pressures of corporate outsourcing, competition, and securing and retaining qualified personnel at economical rates. With out having high pay wages to secure top leaders and employees we have struggled in many areas, including turnover, errors, rework, and inability to meet expectations to lower cost. There is real concern about our ability to stay competitive in the eyes of our corporate operations, located in Michigan City, Indiana.

With the help of John O'Brien, Vincent Ardito, Curtis Lopez, Mike Shew, and other resources who support them, it was determined that Training Within Industries (TWI) would be a strategic foundation. Resources were identified and training has begun in Job Instructions, Job Relations, and Job Methods. This started a formalized training program that will help reduce costs associated with errors and increase employee proficiency. This effort will be further enhanced by embracing the methodologies in an effort to improve employee morale, improve quality, and reduce turnover.

I am confident these efforts are helping to retain jobs at risk to corporate competition and outsourcing. With success is the possibility to capture production rights to newly engineered products and increase revenue and jobs.

We are developing long term strategic plans and initiatives to continue the momentum. These will include lean and six sigma initiatives and various tracking systems linked to organizational goals and objectives.

I want to personally thank you for making such resources available and let you know these services are making a difference.

Keep moving forward,  
Sincerely,

Paul Laune  
Plant Manager  
Dwyer Instruments, Inc.  
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Grandview, MO 64030  
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