

# Aerospace/Industrial O-Ring Strategic Business Unit Plan

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## Overall Mission/Vision/Goals

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We will continually determine the needs/wants of our customers and deliver **satisfaction** faster and better than our competition. Our customers demand **reliability**, which in turn demands delivering world-class **precision**. All of us will lead by example by focusing on the customer and delivering fast, friendly and flexible customer service - We will strive to be **easy to do business with**. In addition to serving our customers, we will keep the interest of all of our stakeholders in mind. We commit to being environmentally friendly and to making our workplace cleaner, greener and safer.

We will focus on **creating the highest perceived value** within our markets. While each customer determines their own unique value, in general, value is created via **increasing** the following:

- **Precision: success demands it**
  - **Speed: in everything we do**
  - **Flexibility: right part, right place, right time**
  - **Agility: change is the only constant we have**
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## Aerospace/Industrial SBU Mission/Vision

The Aerospace/Industrial Strategic Business Unit is a low volume, high mix focused-factory that serves the aerospace/industrial distribution marketplace. Our plan is to **triple our revenue** at acceptable contribution margin rates by 2007 by **out-shipping, out-servicing and out-qualitying** the competition.

We will strive to ship our zero-defect products within fifteen days of receipt of order to exacting AMS/MIL standards. We realize that ever increasing standards are a way of life and will work to be ahead of this curve by creating and nurturing a continuous improvement culture that is flexible enough to work in/under a variety of expectations and that will change in a moments notice.

To reach our growth, cost and quality goals we are committed to:

1. Reducing set-up times - Speed is the key – “Ship an order, Get an order”
  2. Reducing lead-times to 15 days or less on out-of-stock and non-stock products
  3. Completing our product offering by getting 100% of the following compounds in stock: F75, F90, F40, F19, G16, and L35
  4. Continually reducing direct manufacturing costs.
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## Aerospace/Industrial SBU Goals

- ✓ *Achieve Revenue & CM goals*
  - ✓ *Less than fifteen day lead-times*
  - ✓ *95% section fill and 95% stocking level on F75, F90, F40, F19, G16 and L35*
  - ✓ *Sales/employee of a minimum of \$150,000*
  - ✓ *Direct cost reduction of at least 5%/yr*
  - ✓ *No lost-time accidents*
  - ✓ *Achieve 99.5% BellHawk & Cycle-count accuracy.*
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