

PUNCHLINE

2003 SPRING EDITION • PRECISION PUNCH CORPORATION • TEL: 800-325-7593 / 860-229-9902 • FAX: 860-224-4238 • www.ppunch.com

Customers find PPUNCH.COM easy to use



Our new website is up and running giving our customers a convenient, easy-to-understand resource for our products and services. The website was formatted to compliment our newest product catalog listings including the complete standard product line. Each product is supported by technical specifications, complete engineering drawings and available options. Standard products can also be modified to accommodate specific applications.

We're proud of our recent performance records! During the past year our customer satisfaction levels were at an all time high with a 99.6% approval of all products shipped. Next time, give us a call and check out our turn-around times... they're faster than ever!

From large volume orders to miniature prototypes, Precision Punch delivers quality components around the world.



It's official...

Precision Punch is Certified ISO 9001:2000

As of January 1 Precision Punch has taken another step towards manufacturing excellence. At Precision Punch we've always been proud of our people, operations and know-how. For over 30 years, we've been recognized as the one source that can consistently offer quality components configured and finished to precise specifications.

Due to our increased global recognition and inquiries from existing customers we've administered new programs during 2002 that have allowed us to apply for, and achieve, ISO 9001:2000 certification. As our marketplace has become more globalized and demanding, certain procedures have been standardized (rightfully so) to make sure that fundamental business practices are maintained globally. The ISO 9001:2000 certification reaffirms our position as a quality provider and expands our markets beyond North America.

During this past year we reorganized all our operations to optimize customer support by investing in improvements to our infrastructure for greater efficiency and higher capacity. We also took advantage of last year's technology values by vigorously investing in new quality-driven technology. This included upgrades in computer systems that have allowed us quicker response times throughout our operations. Integrated with our state-of-the-art manufacturing these investments promise to keep future costs comparatively low while increasing quality and productivity.

Welcome To Our New Facility



We've recently completed the construction of our new, 40,000 sq.ft. corporate headquarters and manufacturing center at 304 Christian Lane, Berlin, Connecticut. A major part in our expansion program, this facility is equipped with microprocessor-driven manufacturing methods that will improve quality, bolster productivity and expand our capacity. New equipment investments have reduced manual operations, which help expedite production times from start to finish.



Our new engineering station electronically and visually oversees all of our operations.

Also new... additional engineering resources at the new facility provide more efficient response times for quotes, improved customer support, and better process support.

We invite you to give us a call and give our new facilities a visit. By the way, "What's the difference between beer nuts and deer nuts?" Beer nuts are about two dollars, deer nuts are under a buck.



How can we avoid ordering mistakes? How can we expedite your order? Who can we complain to? How can I get in touch with an engineer? What will it cost? When can I expect delivery?

Customer satisfaction is key to your success and ours. Lately, more of the responsibility is placed on the buyer than the seller. Mostly it's press one if this, press two if that, then keep pressing on and on. Frustrated yet? Better yet, try placing a custom order for a precise design through the internet. At Precision Punch we promise to

make sure we understand your request from start to finish. Whenever you place a call you get a friendly inside advocate that will guide you through the process simply and quickly. Best of all, they'll get you in touch with right person to address your particular need.

Whether it's Sue or Reshat... or one of other advisers... we'll provide you with the personal attention that you deserve each and every time.

The results are in... During 2002, Precision Punch had a 19% increase in customers, a 39% improvement in order-to-delivery times, and added new customers from Canada, Japan, Mexico and the U.S.



304 Christian Lane
Berlin, CT 06037

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New...

**The latest products and stats
... now at www.ppunch.com!**

New promotional brochure!

**ISO 9001:2000 and we've moved
to our new headquarters!**

Gimme the Punchline -

"What's the difference between beer nuts and deer nuts?"

