

Inside This Issue:**Page One:** Understanding You • Waves of Change • Department Profile**Page Two:** Customer Spotlight

Understanding You

Getting to know our customers better...

As we continue to grow, we find it more important than ever to really get to know who our customers are, and what they need most from a vendor. Along with regular communication through phone and email, we've recently started making site visits to our new and existing customer base.

As time goes on, we plan to make these visits a regular part of our business. We not only want to know what you need, but also how we're doing. The more feedback and input we get the better service we're able to provide.

Keep an eye out for an email requesting a visit, and if you're eager to have us at your facility, email or call us and we'll see what we can do.



Waves of Change...

What is Litron up to?

- ▶ Litron is showing at MD&M Minneapolis BOOTH #1601, October 13 and 14, 2010.
- ▶ Litron is now an approved supplier for Covidien, a major medical device OEM.
- ▶ We'd like to welcome Bethany Lapworth to Litron as our Receptionist and Sales and Marketing Assistant.

Department Profile:

Litron's Quality Assurance Team



(from left to right)

Dan Kowal - Quality Inspector • Paul Lombardini - Quality Control Manager
Melissa Schindler - Quality Inspector • Adrienne Brodowski - QA Assistant

Our commitment to quality starts and ends with the Litron Quality Department. This team of dedicated professionals ensures that each part leaving our facility is built to customer specifications.

Overseeing this department is Quality Control Manager Paul Lombardini, with over 25 years of quality experience. Paul understands the importance of getting it right the first time, every time; "Litron is a fast growing company with many new customers that have very different needs."

Quality Assurance Assistant Adrienne Brodowski has four years of quality experience and compiles, updates and maintains the Quality Management System and aides in the inspection and testing of parts.

Quality Inspector Dan Kowal has four years of quality experience inspecting a variety of welded parts. Dan also calibrates and maintains the ESD equipment and conducts regular particle count sampling for air quality throughout the building.

Quality Inspector Melissa Schindler has 14 years of quality experience. Melissa performs detailed inspections of hermetic housings and covers. She ensures each part is mechanically, physically and visually built to spec.

Litron would like to thank the Quality Department for their dedication and focus on continuous improvement.

page 1 of 2

Litron Inc.

www.litron.com • sales@litron.com

Toll Free: 1-866-LITRON-1 • Tel: 413-789-0700 • Fax: 413-789-0796

207 Bowles Road • Agawam, MA 01001

Customer Spotlight:

TRAK Microwave

Litron; A turnkey source for TRAK's outsourcing needs

TRAK Microwave of Tampa FL, primarily services the military market with high reliability microwave and RF subsystems and components. Over the years they've looked to form relationships with vendors that can provide quality parts, in a timely manner and to their strict specifications and quality control requirements.

"The first articles passed without any issues, and parts were delivered on-time as promised"

*~Gary Kowalski,
Purchasing Manager, TRAK*

While finding a vendor to do one part of the process is fairly straight forward, finding a vendor that takes on the fabrication of an entire package and adheres to strict quality controls is much harder to come by.

Providing A Turnkey Solution

With Litron's in-house capabilities as well as the ability to manage all aspects of the package fabrication, it was a perfect match for TRAK's needs. "Having to deal with multiple vendors for a single package build can be frustrating. Litron took that frustration out of the picture, and handled the entire process", says Gary Kowalski, Purchasing Manager at TRAK Microwave. "Finding a reliable second source was our main priority and was my main objective in 2010. I expect the relationship to expand on to new programs".

As Litron looks to expand its services to companies like TRAK throughout the microwave and RF industry, we're very conscious of the fact that providing a turnkey solution is critical. When a company such as TRAK only has to issue one PO and follow up with one vendor it makes the process much smoother for everyone.

Quality Is Key

Although being able to provide a turnkey package is critical, without quality control processes and proper procedures in place a turnkey operation would be for naught. "Litron was extremely detail oriented and their engineers and quality team actually caught some errors in our print callouts" said Kowalski. "The first articles passed without any issues, and parts were delivered on-time as promised".

Litron is committed to providing a complete solution to our customers outsourcing needs, and the quality and attention to detail that each project deserves.

"We look forward to providing that same level of quality and service for Gary and the rest of the TRAK team on future projects" says John Griffin, Electronic Package Fabrication Manager at Litron. "Working with companies like TRAK and other microwave and RF component manufacturers that are concerned about quality and productivity is what we've built our services around".