

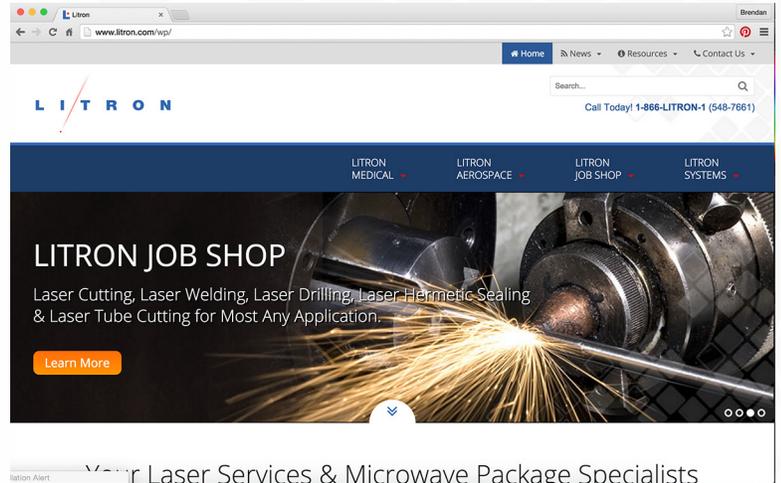
New Website Launched

Going into the new year with a refreshed look

With the new year fast approaching we felt it was time for the website to get a fresh look. We also wanted our customers and potential customers to be able to access the website from any device they might be searching from.

This latest version of our website is considered “responsive”, meaning it reacts based on the device you are browsing from. So on your smart phones the website will automatically restructure itself to ensure you are seeing everything and in a format that is conducive to that particular device.

We hope you will take some time to check it out and let us know what you think. Let us know if something isn't working for you and/or you feel we are missing information. We are constantly looking to improve on what we have. www.litron.com



Department Spotlight

Alicia Gardner - Customer Service Representative

Alicia Gardner started with Litron this fall to serve as our customer service representative to ensure our customers needs are being heard and met.



Alicia comes from a background of customer service and holds a degree in business management from Westfield State University as well as a masters degree in Public Administration (Westfield State University) and another masters degree in Business Administration (UMASS Amherst). We are confident our customers will

be well served and look forward to everyone getting to know her. Welcome aboard!



Waves of Change

What's going on at Litron?

- SetPoint Medical, a biomedical technology company, chooses to partner with Litron for their implantable medical device builds. See page 2 for full story.
- Our new website has launched and we want to hear what you think. See cover story, page 1.
- Our customer service representative, Alicia, joined the Litron team this fall. See Department Spotlight, page 1.
- **HOLIDAY HOURS:** Litron will be closed December 25th and January 1st in observance of the Christmas and New Years Holidays. Regular business hours will be in effect all other days. Happy Holidays to all.



SetPoint Medical Partners with Litron

Building a neuromodulation device together

SetPoint Medical is a biomedical technology company that serves people with debilitating inflammatory diseases, such as Crohn's Disease and rheumatoid arthritis, using proprietary implantable neuromodulation devices.



SetPoint
MEDICAL

SetPoint's device requires a final hermetic weld to be performed for sealing the device, which Litron had been performing already. While processing the parts through the hermetics lab for final seal an issue was noticed with the components that were going into it. Moisture was finding its way in as the parts were travelling from the original backend supplier (not Litron at that time).

This situation along with some communication and transparency issues with the original backend supplier lead SetPoint to look more closely at Litron's full assembly capabilities.

"Litron and SetPoint collaborated to determine that the best way to keep components dry before being hermetically sealed was to move the front end assembly process to Litron, keep all components stored in a dry box, and limit the exposure time of components before the hermetic seal" said Nichole Greetis, Sr Quality Engineer at SetPoint Medical. "For the back end processes, it was clear to SetPoint that Litron was a more transparent and collaborative team, so it was decided to move the entire assembly process to Litron."

"It's our goal here at Litron to make sure our customers feel like they are part of the team and the process. We want them to understand the direction we are taking and what steps we are going to take to get there" says Michael Chmura, Laser Services & Implantable Medical Device Manager at Litron Inc. "The secret most often is in the communication, not necessarily in the process itself".

"The team at Litron is easy to work with and things have generally gone smoothly. When we have initiated conversations, Litron is open about any issues or challenges" says Nichole.

As we grow our relationship with SetPoint, Litron will make sure the conversations continue and the communication remains open and transparent.

"Working with Litron has gotten off to a good start. I'm confident that we made the right decision in moving the full assembly to Litron. I look forward to making it through our first production build together and gaining confidence in the process" said Nichole.

"We very much appreciate the confidence in our team and our capabilities and look forward to the continued growth with SetPoint" says Mark Plasse, President at Litron Inc. "We are excited to go through the first full production build and set the groundwork for a lasting relationship"

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