



RJM Music Technology's products support professional guitarists around the world. SAI supplies the PCBAs, cable interconnects and chassis assembly on this MIDI controller.

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SAI in Action

RJM Music Technology Focuses on Product Quality

RJM Music Technology relies on Spectrum Assembly, Inc. to manufacture its multi-layered printed circuit board assemblies (PCBAs), cable interconnects and chassis assemblies.

RJM's products let guitarists control all of their pedals, amps and other gear with a single tap of a button! They include audio loop switchers, MIDI amplifier controllers and MIDI controllers. When these products

are used together, the end result is a complete guitar rig solution.

Not surprisingly, guitarists from world touring bands to Broadway shows, rely on RJM products to make their rigs more reliable and easy to use.

"We sell to the professional market and
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Continuous Improvement is Key to Quality

Spectrum Assembly, Inc. faces more challenges in the quality realm than the typical electronics manufacturing services (EMS) company. This is because many of its projects require fast production, are high mix and vary in volume. The solution is a strong focus on Continuous Improvement.

"A paradigm shift has been made in SAI production with recognition of our customer needs. Our culture is changing to one of preventive rather than corrective actions, of

being proactive in lieu of reactive. We are striving to eliminate opportunities for defects. We have incorporated a new change regarding non-conformances. The new process is when operators identify three of the same type non-conformances, we stop the line and fix the issue. We realize that rework can be a risk to our customers, so we fine-tune our equipment to ensure very little, if any, rework is needed," said Beth Jordan, SAI's Quality

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About SAI

Founded in 1993, Spectrum Assembly, Inc. is a one-stop source for all your contract manufacturing needs. We combine an expert team, flexible automation and a world class supply base to provide responsive, on-time delivery for even the most complex projects.

Our manufacturing operations are housed in a state-of-the-art 40,000 sf facility in Carlsbad, CA. We are small enough to provide a highly personalized approach, yet large enough to address your requirements from new product introduction through end-of-life.

Quality

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Manager.

SAI's commitment to a high level of automation helps in ensuring repeatable processes. Since coming on board in January, Beth has been working to strengthen the Company's mechanisms for ensuring quality by enhancing operator training, establishing tight process controls, driving a thorough internal audit process and reviewing all operating procedures.

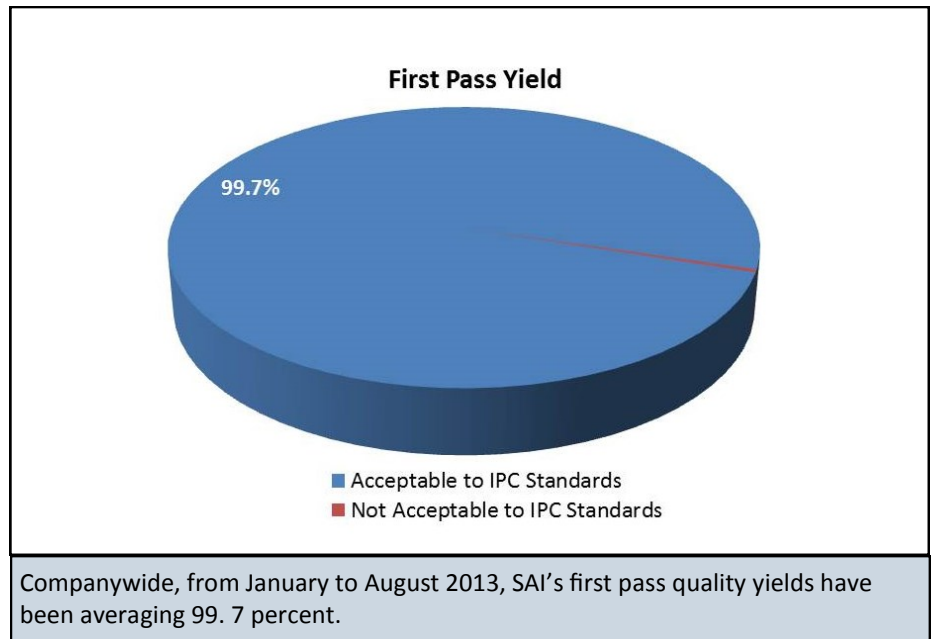
A 14-member internal audit team has been auditing processes and identifying areas of improvement. One recommendation is that loose parts be eliminated in favor of tape-and-reel parts. This can be challenging since some projects involve customer consigned material. Identified corrective actions now have first pass yields averaging 99.7 percent company-wide.

The team is also in the process of re-

SAI in Action

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one of our key selling points is the quality and reliability of our products. Touring bands playing in remote parts of the world don't want to have change out a guitar rig because one of our products failed. SAI is a manufacturer we trust to deliver consistently high quality product. That's important because in our business, our manufacturing partners are an extension of our reputation," said Sheri Menelli, RJM Music Technology's General Manager



viewing all SAI procedures that are over two years old.

"We are making good progress and have reviewed 32 percent of the procedures. With the investments SAI makes in

new equipment and systems annually, it is important to have a strong review process so that procedures that are inefficient are changed as capabilities are enhanced," Beth added.

and Co-Founder.

Menelli also saw value in a Made in USA and more importantly, a Made in California, solution.

"We value working with a supplier who is close to our facility that we can trust. Plus, by having a local solution we eliminate the communication and time zone challenges associated with offshore sourcing," she added.

Manufacturing expertise was also a key factor in RJM's decision to continue growing its business with SAI.

"Our expertise is developing and marketing products to a very specialized niche of the music industry. We don't want to invest in significant in-house manufacturing capability. Adrian and the team at SAI are always coming up with suggestions on better ways to do things. Partnering with them, lets us focus our energies on better serving our customer base by continuing to develop innovative solutions," Menelli said.

SAI To Exhibit at Design2Part in October

Spectrum Assembly, Inc. will be exhibiting at the Design2Part show at the Pasadena Center on Oct. 9-10.

This quarter, SAI exhibited at the Navy

Gold Coast Small Business Procurement Event in the San Diego Convention Center on August 26-28.

"We had a number of good discussions

at the show since with AS9100 certification and ITAR registration, SAI is great fit for defense contractors," said Alexandra Topp, Sales & Marketing.



SPECTRUM ASSEMBLY, INC.

SAI Service Packages Provide Easy-to-Understand Solutions

Companies outsource to EMS providers because they want product built better, faster and less expensively than they could do in-house. Spectrum Assembly, Inc.'s market niche involves some of the most challenging projects, because product configuration is often high mix, volumes are variable and many customers are new to the concept of outsourcing or not expert in manufacturing.

"We don't just build products for people. We strive to be their manufacturing solution. That means filling gaps that go beyond pure manufacturing," said Mike Baldwin, Vice President.

Most quality experts will tell you that the secret to high quality is consistent, repeatable processes. However, that can be hard to achieve in production

environments with many small and unique projects. SAI addresses this with a service package approach that provides customers who need it with a menu of services clustered around common challenges.

These five core packages are:

- **SAI Quickstart**, which streamlines NPI with a robust assessment and qualification process.
- **SAI TeamAssist**, which supports customers new to sourcing by assigning a Tiger Team to fill gaps in documentation and required processes.
- **SAI Active Scheduling**, which supports high mix and/or variable volume projects' schedule flexibility

requirements.

- **SAI Total Lifecycle Control**, which provides the right mix of support services from product concept through end-of-life.
- **SAI Unlimited Systems Solutions**, which utilizes SAI's system assembly expertise and vertically integrated cable manufacturing to provide high quality and cost competitive box build solutions.

Customers can source to SAI in the same way they would do in any contract manufacturing relationship. But, the service package approach opens the door to more detailed discussion of specific support processes for customers with specialized requirements.

SAI Celebrates 20th Anniversary with Open House

Spectrum Assembly, Inc.'s team held a 20th Anniversary Celebration for customers, employees and suppliers at its Carlsbad facility on Aug. 8th. Here are a few photos from the big event. Thank you to everyone who was able to attend our Open House and Anniversary Party.



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