



Above, (L-R) Wally Johnson, SAI's VP Sales and Marketing accepts the three SEA awards from Mike Buetow, Circuits Assembly's Editor-in-Chief.

Inside this issue:

NEW SERVICE PACKAGES ANNOUNCED	2
AEGIS DEPLOYED	2
EQUIPMENT ADDED	3

SAI Wins Three Service Excellence Awards at IPC APEX Expo

Spectrum Assembly, Inc. received three awards at the 2012 Service Excellence Awards (SEAs) for Electronics Manufacturing Services (EMS) providers. The awards program was sponsored by Circuits Assembly magazine and recognized EMS companies that received the highest customer service

ratings as judged by their own customers. The ceremony was held on Feb. 28, at the IPC APEX Expo in San Diego, California.

SAI won awards for dependability, responsiveness and quality in the revenue category of companies with sales under \$20 million.

Continued on Page 2

Message from Management

Exciting things are happening at SAI and we thought the best way to share those updates on a regular basis was via a quarterly newsletter.

This quarter's issue features our recent Service Excellence Award wins at IPC APEX Expo, the launching of specialized service packages and a number of new equipment and system additions.

We are committed to investing in our business to better serve our customers.

We welcome your comments and suggestions for this newsletter and hope you find it an interesting read. Feel free to contact Wally Johnson or me, if you have any questions about our expanding capabilities.

Mike Baldwin
Vice President

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.

New Service Packages Help Customers Choose Support Needs

Spectrum Assembly Inc., recently introduced five service packages.

“Companies outsource to electronics manufacturing services (EMS) providers because they want product built better, faster and less expensively than they could do in-house. However, many customers have requirements that go beyond the basic contract manufacturing business model. We’ve packaged our most popular support service combinations to make it easier for these customers to compare the range of support we offer with the other contractors they

may be evaluating. We also wanted to underscore the administrative and engineering support advantages we bring to the equation at critical points in the product lifecycle,” said Mike Baldwin, Spectrum Assembly, Inc.’s Vice President.

SAI Quickstart streamlines NPI with a robust assessment and qualification process.

SAI TeamAssist supports customers new to sourcing by assigning a Tiger Team to fill gaps in documentation and required processes.

SAI Active Scheduling supports high mix and/or variable volume projects’ schedule flexibility requirements.

SAI Total Lifecycle Control provides the right mix of support services from product introduction through end-of-life.

SAI Unlimited Systems Solutions utilizes SAI’s system assembly expertise and vertically integrated cable manufacturing to provide high quality and cost competitive box build solutions.

Aegis Manufacturing Operations iView Software Deployed



Documentation is now accessible via monitors on the production floor.

SAI has finished its deployment of Aegis Manufacturing Operations Software. The new iView module

creates a paperless factory floor, making it easy to maintain revision control on documentation, create

intelligent visual aids and include multimedia work instructions.

In terms of customer benefits, the new system makes it easy to upload customer data and then validate the bill of materials against the Gerber and PAD files. It also shortens project launch time as pick and place and AOI programming can be driven through the same data import, and makes engineering change order (ECO) implementation faster.

SAI has also added LCD monitors at each workstation to support the conversion to a paperless environment. In addition, to enhancing documentation control, it also speeds line changeover between products, since work instructions can be changed in seconds.

SEA Award (continued from page 1)

“We focus on a culture of service at SAI and these awards help underscore that our customers truly value our efforts. I am extremely proud of our team. This was our

first entry into the SEAs and I appreciate our customers’ high ratings. Customer service is really the core differentiator for an EMS company and we plan to continue to raise the

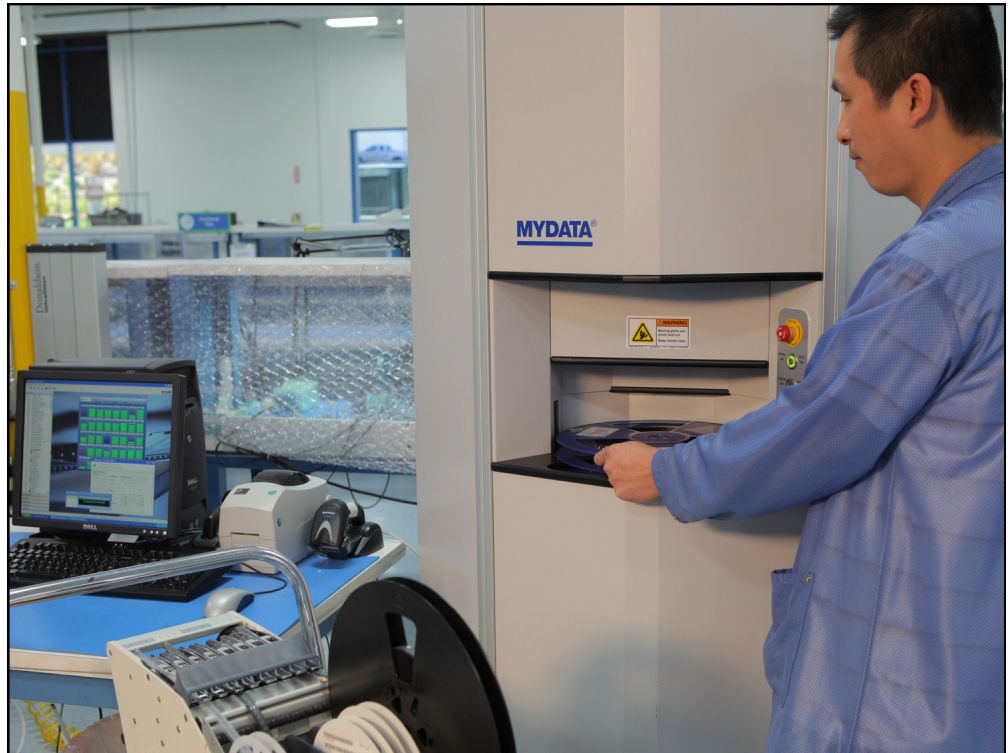
bar in that area,” said Mike Baldwin, Spectrum Assembly, Inc.’s vice president.

SAI also exhibited at APEX.

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Equipment Increases Capacity and Throughput



A technician pulls a reel from a line-side, component tower. The towers are particularly beneficial in high mix production environments because they minimize the possibility of pulling the wrong reel, provide a humidity-controlled environment for partial reels and speed line changeovers.

SAI has expanded production capacity to support additional customer requirements. The new equipment includes a Mydata MY100LXE pick and place machine and two additional component towers. The component towers provide environmentally-controlled line side stocking. SAI is still

the only manufacturer in California using them.

In addition to increasing production capacity, the new placement machine increases throughput.

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