

“ESI is a first-class operation that meets my technical needs in every way.”

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Industrial Company***

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& Flexibility.**



**ELECTRONIC
SYSTEMS INC.**

LEGENDARY SERVICE

OUR PEOPLE GO DEEP

By Gary Larson, President, glarson@electroniccsi.com

It's never easy when one of our long-time associates retires. As many of you know, Lynne Mooney said her goodbyes to our staff and customers in mid-February. As our director of business logistics, Lynne oversaw the front end of our business—the part of Electronic Systems, Inc. (ESI) that touches our customers most directly. She came to us in 2007 with 26 years of experience in the electronic manufacturing service (EMS) world, and her knowledge, instincts and passion for the business have served us well. We will miss Lynne and appreciate her countless contributions to ESI's success.

Our customers can be reassured, that the person stepping into Lynne's former position brings her own depth of experience and skill set. Amy Hoines, who joined the ESI team two years ago as a program manager, is more than ready to handle the challenges. (*Read more about Lynne and Amy on page 2.*) I have every confidence that her background in engineering and operations, as well as her commitment to our customers, will continue to move us forward.

What is interesting is that in the midst of this transition, one of our

visiting customers commented on the depth and knowledge of our people, and the capabilities we bring to the table as compared to other contract manufacturers with whom they've worked. We can deliver in all segments of this business—whether we're talking program management, engineering, technology or production. We hear this time and again from our customers, and you'll see further evidence as you read this newsletter.

We also bring a sense of stability to our customer relationships. Even though, like any business, we experience times of transition, customers have told us they appreciate working with a team that they have come to know and trust.

Lynne Mooney brought experience, knowledge, stability and dedication to her position. What's exciting is that those are qualities we value in so many of our associates. It's simply the culture of our company, and we're glad to know it's recognized by the customers we serve. ♦



A VERY SATISFYING EXPERIENCE

Lynne Mooney is excited to move back to her beloved Black Hills. Recently retired from ESI, this western South Dakota native is preparing to return to her home west of Rapid City. There she plans to take care of a small campground, do some volunteer work and devote more time to family and friends that she left behind in 2007 when she moved across state to join the ESI team.



Lynne Mooney, retired director of business logistics

"When I was approached with the opportunity to work at ESI as director of program management, I had some decisions to make," recalls Lynne, who had worked at a large EMS provider in Rapid City for 26 years. It wasn't an easy decision. "I was used to the company where I worked," says Lynne, "and the Black Hills were my home." In typical Lynne fashion, this one-time accountant sat down and made a list of pros and cons. Tipping the balance was the fact that her daughter's family, including Lynne's young grandchildren, lived in Sioux Falls. But something about ESI also lured her to make the trip east.

"I liked the management here," says Lynne. "ESI was small and nimble and decisions could be made quickly. They had a good ERP (enterprise resource planning) system to drive the factory and business, and I liked their model for program management." She says she never regretted the decision.

"It's been a very satisfying experience," says Lynne, who quickly added the materials group to her responsibilities, becoming the director of business logistics. "Not only does the company do a great job of fostering customer relationships, but the whole operation has been wonderful—including the people I've worked with. And ESI's customers and suppliers are the best."

While she is ready to hang up her hat on her long career, she says it's been a great ride. "Contract manufacturing gets in your blood," she explains. "It's an exciting job...and it's very satisfying when you can make things happen for customers." Thanks, Lynne, for making a lot of good things happen for ESI and our customers. We wish you the very best. ♦

Preferred Suppliers for 2016's Q4

- TTI Inc.
- Heilind Electronics
- DigiKey Corporation
- Future Electronics
- Engel Diversified Industries
- General Label Inc.
- American Solutions for Business
- Active Sales Associates
- EPEC Engineered Technologies
- Newava Technology
- M & L Industries

To see all Q4 Preferred Suppliers, go to www.electroniccsi.com, click on the News/Events link and look for *Preferred Suppliers Q4 2016*.

PERFECT ATTENDANCE

We are proud to announce that in 2016, 45 of our production associates were recognized for perfect attendance. For their photos and names, go to www.electroniccsi.com, click on the News/Events link and look for *ESI Recognizes Perfect Attendance 2016*.

AMY HOINES NAMED BUSINESS LOGISTICS MANAGER

As ESI's new business logistics manager, Amy Hoines will be overseeing the details and people involved in getting a customer's order into our system and on to the production floor. Not only does it require a knack for specifics and an understanding of the processes involved, but the ability to communicate effectively and build strong and trusting relationships with both the customer and ESI's internal teams.



She comes to the position with a unique skill set. Amy joined ESI two years ago as a program manager with a resume that includes a mechanical engineering degree, MBA and 17 years in operation management for two manufacturing firms.

Amy says she is both excited and confident about her new role. She expects to fall back on her experience as a program manager and also her strong background in operations management. "We will definitely keep the focus on the needs of our customers and communicating those needs to our internal team at ESI." ♦

THE PAPERLESS EVOLUTION

By Fred Ledwell, Director of Engineering

Electronic Systems is nearing completion of a major transition on our production floor. After years of utilizing printed assembly instructions and documentation for each build, our production associates are now enjoying an interactive paperless system. Implementation of the system, developed in-house, began this past November and should be fully operational across the production floor by the end of March.

We've been working towards this goal for some time, but we ran into roadblocks when trying to find an existing program that met our requirements. Instead, we turned to our own small but talented Information Technology (IT) staff led by Marty Westra. Working with an outside consultant, our IT specialists designed and implemented a custom paperless software system that is meeting our expectations.

The first goal of the system was simply to reduce the amount of paper documentation on the floor—including instructions, reference sheets, bills of materials and test procedures—and to eliminate time associates sometimes spent looking for the correct documentation. Second, we wanted an interactive system into which we could incorporate graphics, photographs and videos to help create more user-friendly instructions. Third, the system needed to include an added quality element to ensure associates were using the correct products and tools for the specific build.

We have met those goals. Instead of pages of paper, each associate now has his or her own monitor at every production station. By simply scanning a barcode, they can open the assembly instructions for their specific build, which can now include visual



Kristi Ritter, an ESI production associate, reviews the assembly instructions for a customer's build on the company's newly implemented paperless system.

aids that can make the instructions easier to follow. In surface mount builds that require chemicals like a specific solder paste, for example, the associate must scan the barcode on that product before the assembly instructions will open. The system will soon require the same scanning for specific tool requirements, providing us with even better standard practices.

The response from our production associates has been very positive. They are pleased with the ease of the system. We're pleased with the reduction of paper, the efficiencies the system brings to the production floor and the built-in steps to better ensure accuracy. We're also proud to have people with the technical skills to develop a high-quality technology that works. ♦

25 YEARS AND COUNTING!

Donna Woodard remembers why she first came to Electronic Systems as a production associate in April 1992. "I was married, had a baby and I needed a job," recalls Donna, with her easy laugh. She also knew something about the manufacturing world, having worked at a manufacturing facility in Sioux City, Iowa.

Twenty-five years later she's made her mark on several areas in production, including pulling jobs for the production line, working in surface mount, handling repairs and inspection and her current role preparing circuit boards for the solder wave machine.

When not helping produce products for ESI's customers, Donna has stayed busy with her family, including her husband, Ronald, and their two sons. She says she has especially enjoyed following the activities of the young people in her life, including her son, who was active in his high school's marching band and a great nephew involved in sports. Today she still attends another great nephew's musical activities.

And, she continues to enjoy her job. "I like production work," she explains. "I like to work with my hands. I'll keep doing it as long as I can." ♦



*Donna Woodard
production associate*



ELECTRONIC SYSTEMS INC.

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ISO 13485:2003 Firm**

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ASSOCIATE PROFILE

Terry Bliven's deep, rich voice would be perfect for a television news reporter or radio announcer. It may be no surprise, then, to discover that years ago, ESI's associate quality engineer earned his living communicating the day's news to viewers and listeners in Iowa and Minnesota.

In fact, Terry's career path includes experience as deep and rich as that voice. He served four years as an electronics specialist in the U.S. Air Force following high school. Once back in civilian life, he became a non-traditional student, pursuing his degree in communication.

And then, after several years behind a mic, he changed course. "I fell back on my electronics background from the Air Force," says Terry. He landed a job at Hutchinson Technology and received training that eventually led to the quality department. He then moved to Raven Industries, where he worked in quality for the next 14 years. "Quality is nothing new for me," says Terry.

"It's been my bread and butter for a long time."

Since 2015, Terry has been putting his experience to work at ESI. He reviews, analyzes and graphs information on defective products, whether they fail in the field or are discovered during production. He also gets involved in solutions, reviewing assembly instructions, for example, and working with AI writers and engineers to solve the problem. "I like making sure that when we build something we get it to proper specifications so that it works properly and that it will be reliable," says Terry.

This former news reporter says his unique background plays a role in his work today. "In quality, there are issues that have to be accurately recorded," insists Terry, "and so being able to write effectively comes in handy. Using proper language and getting things in proper order so that people understand is important."

There's another interesting twist to Terry's story: his son, a



*Associate
Quality
Engineer
Terry Bliven*

master sergeant in the Air Force, has found his place in quality control as well. Based in Virginia, he works with test equipment development in avionic systems. We're not sure if he inherited his father's voice, but we're confident he has the same commitment to producing a quality and reliable product. ♦