

Human Resources	Communication	Infrastructure	<b>Customer Focus</b>	Image	Quality
<ul> <li>Creativity – the imagination of us</li> <li>Competent Engineers</li> <li>Allows family matters to come first when needing time off</li> <li>Cooperation between departments</li> <li>People – good people on board</li> <li>Flexibility</li> <li>Commradery</li> <li>Depth of experience</li> </ul>	<ul> <li>Open – Practical</li> <li>Relationships with vendors</li> <li>Production Manufacturing</li> </ul>	<ul> <li>Computer Systems         <ul> <li>CADD,</li> <li>Accounting, Job</li> <li>Ops</li> </ul> </li> <li>Paying invoices on time</li> <li>Up to date mechanical design software</li> <li>Pretty good infrastructure</li> <li>Effective at ordering and receiving parts</li> <li>Ability &amp; willingness to try new methods and means</li> <li>Good programs for shop CNC machines</li> <li>Small company 'focus' – small enough to get things done</li> <li>Ability to transform and adapt to new challenges and opportunities</li> </ul>	<ul> <li>Valuing people / customers, vendors, each other</li> <li>Integrity – value for each other and customers</li> <li>Responsive to customer</li> <li>Customer relations (how we deal with customers)</li> <li>Customer respect</li> <li>Desire to make customer satisfied</li> <li>Recognize customer needs</li> </ul>	<ul> <li>Rural setting</li> <li>Building looks good for customers</li> <li>Reputation</li> <li>Longevity</li> </ul>	<ul> <li>Tenacity &amp; Persistence – to get it right, to do it well</li> <li>Continuous improvement</li> <li>5 'S' program continues</li> <li>Building quality into products</li> </ul>

## Strengths



#### Facility Computerization Employee Sales & Marketing Workload Communication Structure Inventory Benefirs Floor layout ٠ Production ٠ Lack of ISO Rural ٠ Lack of sales ٠ Unable to finish ٠ Many things ٠ No ٠ ٠ assumed to be • Space & Planning \$\$\$ Structure - too Setting and marketing programs like Inventory ٠ - Cost to get materials / ISO, QMS, etc. known by all Equipment loose Employee control . "Get busy and items into planning Rely on informal Tribal reviews -Reduce no-. ٠ ٠ production Lack of don't have time" Knowledge cost of ٠ systems too much valued items Reducing Lost history living raises defined sales Scope Creep for communication Lack of ٠ Paperwork Growing scopes Meetings too . Reviews -٠ High . Communication inventory ٠ Lack of process for variations in Lack of between control . long . financial Inadequate feedback sales robustness in departments Inventory . . information formalized Pay some products confusion ٠ ٠ Lack of process structure ٠ Making easily Not enough promises to . understood structure customers we costing know we can't (sometimes) Computer ٠ Flexibility keep • maintenance Job selections . causing them Job scheduling not to work Sporadic Job Ops workload makes . it tough to staff Not using accounting Cash Flow / . system to full Order Flux potential In 'fire fighting' . Accounting • mode too often computers Non-linear down! workload True scheduling ٠ process Work load too ٠ great sometimes Boom or Bust workload

#### Weaknesses



### **Opportunities**

The New Work Force	<b>Regulatory Opportunites</b>	Market Diversification	New emerging Industries	Other markets
<ul> <li>Train the new work force</li> <li>Educate new generation about what we do – increase work force</li> <li>Internet and email reduce constraints on workforce</li> <li>Reputation and Remuneration – Creating a place people are lined up to go to work at</li> </ul>	<ul> <li>LEAN</li> <li>Manufacturing Organization – Marketing Options</li> <li>Government – Women at Work</li> <li>Globalization – Take advantage of IEC</li> <li>ISO – World Class – Competitive</li> <li>Doing things better</li> <li>Finish ISO</li> </ul>	<ul> <li>More exposure to markets we make</li> <li>Niche Markets</li> <li>Partner with OEM for small pieces of the picture</li> <li>Small companies like us can respond to volatile conditions faster</li> <li>Quick Response</li> <li>More companies looking to automation to make up for other rising costs</li> <li>Automation gets better and cheaper allowing markets to open</li> <li>Reducing labor content will continue to be important in industry</li> <li>Focus on industries that will have trouble moving offshore</li> <li>More local opportunities</li> <li>Harvest past relationships with clients</li> <li>Expand OEM relationships</li> <li>Leveraging On-going training and other intellectual property to expand markets</li> <li>Customers like the personal approach a small company offers</li> <li>Manufacturing going offshore – R&amp;D belong here</li> <li>Developing our own product</li> <li>Education – focus to expand market</li> </ul>	<ul> <li>The pursuit of 'free' labor offshore is coming to an end</li> <li>Outsource less skilled labor</li> <li>Use out experience to penetrate emerging markets in OEM partnering</li> <li>Solar &amp; Alt. energy markets</li> <li>Renewable energy and green 'scheme' –how to leverage them?</li> <li>Posturing to go after new market and doing it</li> <li>Globalization provides new customer base</li> <li>New companies to deal with global warming issues</li> </ul>	<ul> <li>Look at baby boomers <ul> <li>any opportunities</li> <li>there?</li> </ul> </li> <li>Look at tribes – any opportunity?</li> <li>Education – research to market opportunities</li> </ul>

# Mountain Skies Business Consulting

Spending	<b>Regulations &amp; Rules</b>	Competition	Costs	<b>Natural Disasters</b>	Workforce	Economy
<ul> <li>Tightening of capital markets hurts business spending</li> <li>Volatility of the dollar – may cause international finance problems</li> <li>Inflation – Interest Rates</li> <li>Interest rates on equipment and lines of credit</li> <li>Banks tight on loans</li> <li>Lack of credit plan resulting in lack of cash when needed</li> </ul>	<ul> <li>Global Warming</li> <li>Laws – town, country, OSHA</li> <li>Not having ISO</li> </ul>	<ul> <li>Lack of Competitiveness</li> <li>Lack of consistent profitable work</li> <li>Technology behind</li> </ul>	<ul> <li>Wage &amp; Salary</li> <li>Healthcare costs</li> <li>Cost of Tooling</li> <li>Material costs</li> <li>Costs continue to climb while prices do not. Caught between prices and sales price</li> <li>Delivery costs</li> </ul>	<ul> <li>Fire</li> <li>Terrorism</li> </ul>	<ul> <li>Reduced workforce as baby boomers retire</li> <li>Becoming a lost trade</li> <li>Lack of experienced talent pool to hire from</li> <li>Unable to find qualified people</li> </ul>	<ul> <li>Capital purchases go down when the economy softens</li> <li>Weak economy</li> <li>Manufacturing continues to leave US at higher and higher rates</li> <li>The economy will soften again</li> <li>Clients moving offshore</li> <li>Downturn in defense spending</li> <li>Too many of the same customers</li> <li>Not enough customers</li> </ul>

#### Threats



#### **SWOT Interpretations**

Money has been spent well on computerization and structure - but money needs to be spent on training for the use of the tools provided

Though sales and marketing is not considered a large portion of the weaknesses, the effect of not having a solid cohesive and organized effort directly reflects on the workload weakness. 90% of the opportunities speak to developing and stabilizing marketing efforts. There is a lot of room to move this forward

65% of the threats are related to economy and rising costs. Marketing efforts must focus on how to save customers money.

Inventory is a specific 'structure' problem that should be addressed immediately

Education of the 'new work force' should meet a level of 10% of outside efforts.

Human resources are considered a great strength and the care of these resources need to be on-going and improved where available