

# Speedboard

A PART OF NOTE GROUP

## Collaboration across the NOTE Group

We welcomed colleagues from NOTE's Pärnu facility in Estonia to Windsor on the 13-14 August, as we work together on our first managed off shore project.

**Left to right:**  
Neil Owen – Managing Director, Windsor  
Kardo Aia – Production Engineer  
Karmo Pulk – Production Engineer  
Meelike Kasesalu – NPI Manager



## Lead Time and Allocation Update



**The supply market has settled to some extent and whilst lead times have stabilised**, they remain extended for many categories of components, particularly MLCC, discrete semiconductors and chip resistors.

There has been a little respite due to several uncertain factors, including the ongoing and escalating trade war between USA and China; further component manufacturer acquisitions; the forecast 5G launch during 2020 and the predicted increase in sales of electric vehicles.

Additionally, IOT technology is becoming a reality and something very tangible.

Product availability and workable lead times can still be achieved with effective supply chain management and forecasting. However, with the availability in the marketplace decreasing, effective forecasting is now more critical than ever.

All this, together with exchange rates and Brexit has resulted in price increases.

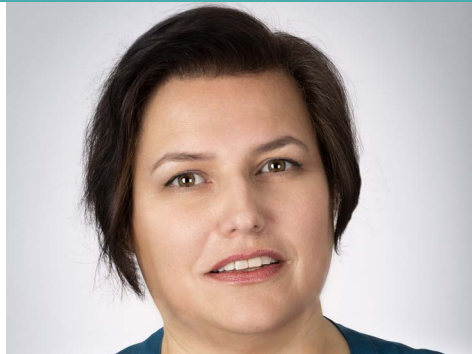
We regularly meet with our suppliers to review demand and forecast and look at lead time updates regularly to try and ensure continuity of components. To ensure your production is not disrupted please review your requirements and let us know of any peaks coming along.

### ALSO IN THIS ISSUE ...

Continuous Improvement Journey • Ongoing Investments  
• Technology Day • Paula takes on the Thames Path Challenge

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## Heather Rolfe joins the Windsor team



Heather Rolfe joined NOTE Windsor in January 2019 in the role of QA/ Technical Director.

Heather has spent the past 25 years working mainly in manufacturing sectors, including Mobile Phones, Military and Commercial. Heather's main background is Quality Assurance but she has held positions that also encompass Environment, Health & Safety and Facilities management.

Heather is a strong believer in always being focused on the customer, whether they be internal or external. She uses a high level of attention to detail to set

exacting, but appropriate quality levels that ensure the delivery of high quality, cost effective product.

Having worked abroad for many years, mainly in the Far East, Heather is enjoying working close to home and her two allotments. In the past, she has trekked to Everest Base Camp and cycled to Paris but these days she enjoys local hikes and spending time with her family and friends and, of course, at those allotments.

Heather's three top tips to succeed in life are: be positive, treat others as you would want to be treated and do what makes you happy.

## Windsor Invests with a new Extra Eye



Speedboard has invested in a new Extra Eye, for FAI (First Article Inspection). It is one of the most important steps of the PCB assembly process as every mistake from the Placement Machine setup multiplies into hundreds of incorrectly assembled PCBs if left unchecked.

When used in FAI mode, Extra Eye presents the PCB image, BOM and assembly drawing, all in one place, speeding up inspection time and increasing reliability.

## ISO 14001:2015 has arrived

### What is ISO 14001?

It is *the* international recognised standard that serves as a framework for companies to establish and create their own Environmental Management System (EMS) on, in the same way that we have already done with Quality and ISO 9001. It minimises how business operations negatively impact the environment, complying with the regulations and laws outlined in the EMS and continual improvement.

### What is an environmental management system?

An EMS is comprised of the policies, processes, plans, practices and records

that define the rules governing how companies interact with the environment. Our system will be tailored to us, as only we will know the exact legal requirements and environmental interactions that match our specific business processes, so as we do not miss important elements needed for our EMS to be successful.

### Getting to the heart of why ISO 14001 is important

Taking care of our environment and preventing our company from causing negative impacts on the environment, are two of the most important challenges facing businesses today. One of the biggest benefits of implementing an EMS is the recognition that comes



with being among those businesses that care enough to reduce their environmental footprint.

### Time Line

Currently Heather is producing the documents and installing the processes that are required to meet the requirements of ISO 14001. In September of this year Internal Audits against these documents and processes started, then our external assessors, LRQA, will carry out the Stage One audit on the 28th October and the final Stage Two audit in early 2020. When we have passed these two audits we will have certification to ISO 14001.



## Investment continues with a DEK NEO Horizon screen printing machine



Speedboard have invested in a DEK NEO Horizon screen printing machine. With advances in machine design and technology, the new machine is far more accurate in the alignment of the stencil to the board.

The coplanarity presentation of the board to the stencil is greatly increased across the board surface area giving a superior gasket seal between board and stencil resulting in improvements in printing. The process repeat accuracy of the system is up to +/-20µm.

With the options we have equipped the machine with, it will enable us to keep a tighter control over the process resulting in higher yields:

### Hawkeye Inspection

This is a 2d inspection system that scans each board after it has been printed

looking for potential print errors, if a failure is detected the machine retains the board and alerts the operator highlighting the problem areas, the operator is then able to examine the error and take the appropriate action to rectify the situation.

### Stinger

This is a low volume dispense system that provides functionality to the printer and allows us to accurately dispense small dots of glue to retain large components in place during the second side reflow process.

### Roll Height Monitor

The machine is equipped with a laser that measures the height of the roll of solder paste on the stencil, this ensures that the amount of paste on the stencil is always maintained at the optimum level to ensure a perfect paste roll during the printing process.

### Riddle

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The more you take, the more you leave behind.  
What am I?

## NOTE Windsor Post Net Promoter Score of 28%



$$\text{NPS} = (\% \text{ Promoters}) - (\% \text{ Detractors})$$

We are pleased to report a Net Promoter Score (NPS) of 28% following our second NPS survey conducted in July 2019. We engaged a consultant to call at least three key customer contacts at each of our customers. These included the CEO, Head of R&D and our daily point of contact. We had a 95% response rate by contact and a 100% response rate by customer. (i.e. at least 1 person responded from every customer).

A score between 0 and 30 is classed as being in the "GOOD" range however, there is still room for improvement. If we compare our score with those of other companies in the same market sector who have conducted a NPS in 2019, the other scores are much lower, ranging from -10 to 15. We are now putting measures and actions in place in response to the feedback, to continually improve our customer satisfaction.

Neil Owen, Speedboard's Managing Director comments: "There's much to be proud of. But there is also work to be done. We are pleased with the scores and the positive feedback received. We recognise the importance of every customer's opinion and are committed to using all the data and feedback to make improvements. Without these valuable insights we would be less able to improve our business for the future. Expectations never stop rising and we can always do better."



## Best Foot Forward for the Thames Path Challenge

Over 2,000 keen adventurers took on the main Thames Path Challenge on 7-8 September 2019, following the river Thames – most walking, many jogging, some running, and all with a special reason to push themselves.

Paula Higgs (2nd from left), Finance & Admin Manager, took part in the final 25km stage of the Thames Path Challenge on Sunday 8th September from Cookham to Henley, in support of Macmillan Cancer Support. Having completed the London Moonwalk in May 2017, Team 3 Bee's wanted to do something else this year as their team leader Lisa is 10 years on from Breast Cancer. Paula decided to fundraise in support of Macmillan, as they have recently given great support to a colleague. Congratulations to Team 3 Bee's who completed the walk in around 4 hours 30 minutes.



**RUTRONIK**  
ELECTRONICS WORLDWIDE

## Here comes the Pride

Have you seen any of the 45+ individually decorated, life-sized lion sculptures displayed across the Royal Borough of Windsor and Maidenhead?

This is to celebrate the 200th anniversary of the birth of Queen Victoria and Windsor's unique role as home to Britain's kings and queens for nearly 1,000 years. The giant pride will be auctioned to raise funds for local charities, including the new Thames Hospice in Maidenhead and the Windsor Lions Club.



## Technology Day

Speedboard & Rutronik are hosting a Technology Day on Wednesday 6th November 2019 at the Madejski Stadium in Reading. It'll be an interactive day with the chance to meet the experts from a variety of manufacturers ready to demonstrate the latest technology.

Please contact Jo Seymour ([jseymour@speedboard.co.uk](mailto:jseymour@speedboard.co.uk)) if you are interested in coming along.

Riddle  
Answer

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Footsteps