

# Perfect Original Quarterly

WINTER 1993

## Real-Time Access to Inventory Now Available to Our Customers at Anytime and At No Cost

An on-line inventory access service which will enable customers to get a real-time view of their inventory at DisCopyLabs, anytime they want, is now available free of charge, announced Norman Tu, President.

"The service provides a real-time picture of raw materials and finished products in inventory, information that could be very helpful to customers, for instance, before they issue us a build order," said Norman.

"Such timely data, for example, could minimize or eliminate unexpected surprises regarding inventory shortages or overages that are not visible or could not be anticipated."

This new capability gives customers current information that could enable them to more effectively plan and manage their materials requirements, according to Norman.

It should prove very convenient as it can be used anytime the customer wants—day or night, week-ends or holidays—and is independent of regularly scheduled reports or other status reports made by DisCopyLabs' inventory control group.

The new information system is provided through DisCopyLabs' dedicated communication lines and comes with security provisions. Each user will have a secret, dedicated telephone number and password to assure that only he can access his inventory data. No other entry is possible.

All the customer needs to use the service is a PC modem and a telephone line. DisCopyLabs will provide access to the network and the modem software at no cost.

At the present, the service operates at the 2400 baud rate. It will be upgraded to the faster 9600 baud level early in 1993.

To initiate real-time inventory access or to learn more about it, customers should contact their account managers.

First Disk Duplicator in USA to Offer VHS Capability

## DisCopyLabs Adds VHS Video Tape Copy Service

**R**esponding to the increasing use of video training materials in software packages, DisCopyLabs will offer VHS format video tape duplication starting February 1.

"DisCopyLabs will be the first software manufacturer to establish this capability, which will be an important convenience to many of our customers," said Norman Tu, President.

"We have made a significant investment in this new business to give it the best chance of success, that is, to win strong customer acceptance. We have obtained the latest state-of-the-art equipment, made by Sony and Panasonic. It is fully automated and regarded by video specialists

as the most advanced systems available.

"Employees have been selected and specially trained to service VHS customers. We also are preparing a dedicated area in our main facility for video copying. It will be a showcase of VHS duplication.

"And we will utilize premium quality VHS tape from 3M, Fuji, and Sony, all quality suppliers with whom we have long-standing relations," he said.

The capability is being established with the assistance of two consultants who are recognized experts in video duplication.

"Our commitment is to achieve the same

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## Bob Wieclaw Named Manager, Packaging & Warehousing



Robert Wieclaw brings 14 years of related professional experience to his newly appointed position of Division Manager, Packaging and Warehousing, DisCopyLabs.

He also brings with him an appreciation of the quality operations he sees all around him at DisCopyLabs, and a determination to build on that good performance.

Previously, he held a number of management positions in Varian's Electronic Device Group, with responsibilities for packaging engineering, inventory control, manufacturing engineering, and project management.

"In that environment of high precision instrumentation products, quality was always stressed. I see the same emphasis throughout DisCopyLabs. It's easy to see how reliability is maintained in the disk and tape duplication area, where a high degree of automation and mechanization is possible because of product similarity," Wieclaw said.

"But I am surprised at the high level of quality in the assembly and inventory operations because of the great differences among products. Our customers design software packages to

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## When Speed Is Good

Not for those who drive cars, but for devices that drive disks.

The speeds of data transfer rates and computer operations seem to grow faster with every new development, major or minor, in disk storage technology. It might be useful to know the definitions of those very fast speeds associated with various data handling functions.

**Megahertz (MHz)** - millions of cycles per second- the clock rate of the main processor chip, or the speed at which it executes instructions. Each instruction takes one or two clock cycles. For example, a 486-33 MHz computer executes at 33 million cycles per second.

**MIPS** - millions of instructions per second- a measure of whole instructions actually executed, and a more accurate way to compare computer performance.

**Mb/sec** - megabytes per second - a measure of internal transfer rates. A rate at which a hard disks picks up data from itself.

**Millisecond** - one-thousandth of a second - often indicates how fast the computer can read and write data to and from disk drives.

**Microsecond** - one millionth of a second

**Nanosecond** - one billionth of a second - typically measures memory access rates.

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## VHS Duplication

solid reputation for consistent, superior quality in VHS duplication as we have earned in our disk and computer tape duplication business. Our goal is to do what it takes to be our customers' preferred VHS copying source." Norman said.

"I'm confident we will do just that, as we have demonstrated over the years our expertise in the very demanding areas of magnetic head and computer media duplication technology."

This is a very appropriate time to add VHS duplication to the company's product line. Software publishers know that visual instructions through video presentations are more successful training tools for program usage than wordy printed manuals. They understand that clear, easy-to-follow operating video instructions enhance the value of their programs to users, and so results in greater customer satisfaction.

Consequently, video instructional cassettes are commonly found in software packages from, for example, Adobe, Borland, Symantec, WordPerfect, and are increasingly included by other software houses.

DisCopyLabs' VHS pricing will be very competitive and in some cases, perhaps lower than commercial copy houses. In addition, there can be important advantages for customers when DisCopyLabs handles their video copying needs.

"For instance, we will work with software-related VHS material only, focusing exclusively on our customers requirements," Norman explained.

"Secondly, there will be much better control over inventory of video cassettes as they will be produced and stocked in our shop, as are most other components for customer packages.

There will be no waiting for cassettes to arrive from vendors who may be located some distance away, thus delaying package assembly and completing shipments to fulfill orders. Moreover, software publishers will have one less vendor to deal with, to communicate and coordinate with, to maintain records on and to follow-up on.

"Our new VHS service is another aspect of DisCopyLabs' strategy to provide more vertically integrated software manufacturing services, to expand our already broad project management capabilities, and to offer true turn-key operations," Norman said.

"Our on-going goal is to simplify our customers' lives, to assist them to maintain their competitiveness, and for DisCopyLabs to be the most responsive, most reliable, fullest service software duplicator in the nation.

"We invite our present customers and prospects to call their account representatives or to call me to arrange for a demonstration of our VHS capabilities or for a tour of our large showcase facilities in Fremont, California. I think they will be impressed by what we can do for them."

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## Wieclaw

their individual needs. They decide the number and shape and size of components—all of them unique to their software products.

"Often it takes a lot of manual handling and innovative approaches to manufacture the finished products. Yet it has been done here with consistent dependability, and from my experience I know that's quite an accomplishment," Wieclaw said.

That as many as 8,000 packages a day can be assembled by the division is a tribute to the organization, especially to Mary Kung, the previous manager, according to Wieclaw. Mary, a 7-year veteran of DisCopyLabs, has been named Division Manager of Production Duplication.

Wieclaw describes his style as "management by wandering around. I'll spend most of my time on the line, at various work stations, observing, questioning, suggesting, listening, constantly looking for that better way. People who do the work are the greatest resource for improving the work. I plan to call on them good ideas and I believe I'll get them."

Though he's still climbing the learning curve, Wieclaw thinks he can enhance efficiency and throughput in his area through systemization and improving process planning.

"Establishing the right systems and processes often can overcome the obstacles to high productivity that are usual in non-repetitive, labor-intensive, custom projects," Wieclaw said.

Other short-term goals include developing increased flexibility in packaging production and evaluating the benefits of obtaining ISO 9000 certification. This certification from the International Standards Organization establishes common technical standards for trade or cooperative efforts among companies in different countries.

Bob graduated from Michigan State University, in East Lansing, with a bachelor's degree in packaging engineering. He was recruited by Varian while in college and moved to California to begin his career. He has since earned associate degrees in purchasing and design drafting.