

ULTRAMARK.biz

Ultramark Update for August 2002

New business groups created

Ultramark have created two new business groups within the organisation to allow us to focus on our customer's specific needs both in terms of product and service.

GRAPHICS serving the sign and durable digital printing sectors

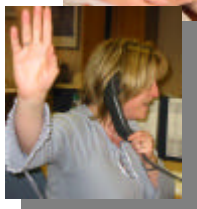
SPECIALITIES serving the technical label and adhesive film sectors

Personnel changes

Phil Brophy, the general sales manager for the graphics group has now moved from the business – if you have any queries or outstanding questions please redirect them to the contacts listed below:



We are very pleased to announce that **Michelle Venn** (left) has joined us as our new Finance Manager replacing **Andrew Mackay** who left the business early in August. Another addition to the finance team is **Kerry Brocklebank** (right) in credit control.



Alison Hetherington (left) has been specially recruited to the new tele-sales function within the SPECIALITIES sales group.

Planned Maintenance Programme (PMP)

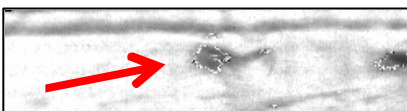
The planned maintenance programme during August was a great success – allowing us to fully refurbish one of our coating lines to add extra flexibility and production capacity.

Our key coater (Delpro) has also undergone a series of upgrades to further enhance the major quality improvements we have made during the year.

Our service level statistics during the programme remained very high. We would like to thank all of our customers for their co-operation.

Quality

The NORCAN **automated in-line web inspection system** (AIWIS) is now fully operational – allowing us to visually inspect for defects as small as the head of a pin at 70m per minute. This system is the first of its kind within this industry and is a breakthrough in quality inspection technology.



The final set of **in-line web cleaners** will be installed in August – ensuring that all digitally printable products will be free of particulate contamination (dust, off-cut fragments etc). This upgrade programme has earned Ultramark both **Matan and Gerber approval** for its thermal transfer printable products.



The closing of quality complaints within two weeks key indicator remains very good at 91% - **Rob Newell** our quality manager is enhancing our procedures to improve still further.

Safety + Environment

Since joining us from Du Pont as our manufacturing manager, **Francis Obi** has made safety and creating low environmental impact a key goal of our organisation. We are currently achieving all of our targets in both areas.

Products

Development of the new digitally printable (solvent and thermal transfer) materials range is well underway - they are due to be launched later in 2002. These products will be the first to use the new UltraTac™ adhesives.

Contact Points:

GRAPHIC SALES	Steve Jacques	506
	Michelle Macari	508
SPECIALITIES SALES	Kirsty Hodgson	509
	Alison Hetherington	505
QUALITY	Rob Newell	530
	Kate Hyde	525

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