Services Available From IDEA MAN

Project Management, Consulting and Temporary Services for Critical Business Needs in Product, Process, Equipment & Systems Engineering

General Industrial Competencies:

Design, Build and Implement:
Of Experiments (Taguchi, et al DOE)
For Manufacture (DFM)
For Automation (DFA)
Of Systems for Management
Of Software & Controls
Of Websites

Mentoring:
Best Practices
Video & Presentations
Instructions, Manuals
Technical Writing

Management:
Leadership
Reporting
Analysis
Change Agent

Power Industry Expertise:

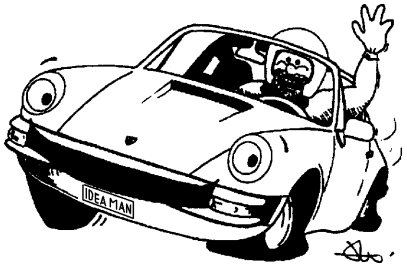
Inspection & Qualification Services:
Global Equipment Verification
Documentation & Spec Review
Familiar with GE, UL, CSA, CE

Electrical & Mechanical Test Witness for:
Transformers
Breakers & Switchgear
Controls, Var. Freq Drives & PLC
Bus Duct, Battery, Charger & UPS
Fluid & Control Skids & Integration
Rain & Environment Test & Packaging
Root Cause Determination for Field Problems

Multi-Cultural Global Perspective
Travel Capability Up To 100%
Served All Americas, Europe & Asia
Continuously Expanding Limited Languages
Skills & Contacts

IDEA MAN div Holzer Enterprises

7751 Treadmill Cir. Liverpool NY 13090



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Rev. 10/19/2003 **JOSEPH C. (Joe) HOLZER** See website for examples & photos
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Global Solutions for Business-Critical Project, Product, Process, Equipment, Quality & Systems

Education: MBA Syracuse University - BSME Clarkson University - **Self:** PLC, C/C++, Java, HTML, LAN, WAN, Six Sigma, CAD, QA, SPC, OS/2, Windows 95/98/NT, MS Office, Corel & Lotus Suites, BASIC

Objectives: Flexible Mgmt role for process, product, equipment, quality or systems devel, deploy & improve.

Some Major Accomplishments:

- Established HIPAA compliant billing systems & third-party credentialing for NP in Family Med & Psychiatry. Advised Insurers & Med Offices on data structuring & processing for Disaster Recovery & Billing Efficiency.

- Global Sourcing Quality Engineer – extensive global travel to qualify GE Electrical Powerplant equipment & vendors. Served China, Western & Eastern Europe, North & Latin America Etc. for all HV – LV gear. Team & systems development, Six Sigma mentor. Automated data collect & analysis. Contracts Admin.

- Developed & implemented retrofit multi-form blister packaging for Duracell, saving over $40MM, and using special undercut and blow-off tooling techniques to produce unique display package capabilities.

- Eliminated transmitter intermittency and ran recall program for TRW, resulting in over $35MM savings and simultaneous awarding of Q1 (First Quality Level for Ford) status to plant = Only non-employee to ever win TRW Chairman's Award. Net lowest PPM in client history. Six Sigma mentor before it was a buzzword.

- Developed, patented & implemented proprietary labeler for Libraries using integral drag disks with commercial plastic tape to assure 17 years of exclusive supplies sales, plus software to allow use with OCLC cataloging systems. Implemented numerous auto data-collect systems to error-proof processes.

- Developed, patented & implemented special plugs, adapters, pressure housings and disposable shutoff valves for Reverse Osmosis and Filtration, and automated assembly processes following hand process startups. Used numerous metals, paper, wood & plastics plus processes; forming, ass'y, pkg, & test.

- Developed & implemented data transfer & real-time SPC analysis systems in support of JIT, MRP, CAD, QS9000, SMT & THP in RF electronics and other processing, on multiple platforms and for various industries and products to eliminate errors & improved quality, efficiency, versatility & cost for all.

Customers Served: GE Power Gen 7/00-11/03, 9/92-4/94, **Duracell** Packaging 9/98-9/99 & 1/97-12/97, **TRW** Electronics 3/98-7/98 & 9/94-1/97, **Carrier** Carlyle 6/91-5/92, **Kodak** Fastek 4/86-7/90 & 3/00-7/00, **Gaylord** Bros. 10/82-10/85, **Joanna Western** Standard Shade 9/79-4/82, **Emerson** Rollway Bearing 2/76-9/79, **Textron** Fafnir 6/73-2/76, **CHHHC div Holzer Ent 11/03-Now** and numerous **Others** throughout and concurrently.

Positions Held: Production Manager, Project Manager, Engineering & Maintenance Manager, Design & Manufacturing/Tooling Engineer, Quality Project Team Leader & Engineer, Supervisor, and Chief Engineer.

Key Capabilities: Leadership, Innovation, Management, Diagnosis, Analysis, Flexibility & Confidence.
For added details, please visit my website: **www.holzerent.com** or contact im@holzerent.com

A DIVISION OF HOLZER ENTERPRISES

IDEA MAN

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Liverpool NY 13090
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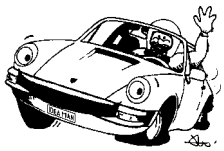

Hands-On & Consultation to Eliminate & Prevent Problems in Products, Processes, Machines & Systems

Global Thinking, World-Class Results

Fundamentals for Disaster Recovery for Small Business and Medical Practice

Your need to continue your business in the event of a disaster is no different from GE. You simply have a smaller budget, and must act accordingly. But the most important issue to consider is that you cannot recover after a disaster if you have not prepared for the situation before it occurs. There are four key areas to consider, besides the obvious of cost:

Security Technology Redundancy and Processing

Keep in mind that the greatest threat to your **Security** is actually your own employee's (and Your) human errors. They can mis-place or file documents, or spill coffee or whatever on them. As any librarian will tell you, once an item is not readily retrievable, it is as good as gone. Natural causes like fire and storm damage are the second most likely, while malicious intent is actually very low risk, but nonetheless real. Most important will be your ability to continue cash-flow and meet contractual or regulatory requirements for preserving and protecting data. In the case of Medical Offices, HIPAA rules require limited access to the patient records, but long-term maintenance of them as well. And the nature and frequency of document changes requires special consideration.

Technology need not be extensive, but it is imprudent to avoid it when its benefits far outweigh its costs. Take for example a dental office with paper records. Obviously, before Bill Gates, that's the way they all worked. But what if tonight they had a fire? One simple protection would have been to photocopy every page and put it in another file like the original. But unless it is kept at another location, it is no less vulnerable to the fire. And the logistics of moving and filing changed papers every day is tedious. A simple scanner could make a digitized copy, and a portable backup drive, like a USB or CD-R carried to an offsite location each day could meet the need easily at low cost. Note, though; there are certain system requirements to reach even that limited capability.

The secret to recovery is **Redundancy**. You must assess the risks and the means by which they can occur, and plan a strategy which will assure that it is highly unlikely that a failure of one copy to be available would eliminate the second (or third or more…) from its availability. That is why an off-site storage is desirable. But purchasing a service from someone may be more costly than is justified, if you think through the need, and how you will address each issue. So, for example, a three user office could have individual computers for each, and a single hard drive on each. But if any of the computers fails, that unit's data is lost, perhaps forever. A better approach is at least redundant removable drives within the same machine, and/or even better; a simple network wherein each machine automatically backs up its data to another machine's hard drives. It should be readily obvious that the purpose of backup is to assure you have another copy of everything you will need, in spite of your seeming efforts to prevent it.

You need not be ISO 900x certified to gain the benefits of meeting the requirements for obtaining such certification. And doing so will likely lower your costs considerably anyway. The primary concern is that you define your **Processing** so it is understood and followed by all your employees, and anticipates the level of technology you intend to use. As an example, if you use scanned documents for your backups, you must reliably avoid marking again on any scanned document, unless you immediately replace the original with a scanned copy of the new version. And that is where human error is likely to surface. So, except for copies of a running document like a ledger, which you should always process as a dated version, perhaps even keeping the earlier copy(s), you must use only a new page for additional data once scanned. You also must consider human nature; Necessity isn't the mother of invention, it's Laziness. So as much as possible you want to assure your systems are self-backing, and your process forces the initial copying of any new document before the record can be filed. A simple procedure to accomplish this for an all-paper medical office with scanned backup is to use a sub-folder within each folder into which any new documents are placed. Then the clerical staffer is given the file to scan the documents before marking them with scan date and putting them into the main folder, and then filing it.

IDEA MAN can help you to map out your processes and assess your risks, and advise on changes you should incorporate in your business to prevent a disaster from being much more than an inconvenience. But you must do so now. Later is too late.