

The Industry
KnowledgeSourceTM
for Metal Finishing
Solutions

AS9100, ISO 9001, QS-9000, ISO 14001 certified,
Nadcap accredited for Chem Processing & NDT (PT/MT)



IMAGINEERINGTM
FINISHING TECHNOLOGIES
The Industry KnowledgeSourceSM for Metal Finishing Solutions



Our Strength is in our People

That's the KnowledgeSource™ Advantage.

Next time you ponder some of the greatest leaders in history, ask yourself "what made them great?" What made Vince Lombardi a genius? What made Franklin Roosevelt the man of the people? What made General Patton the military phenom he was? Sure, they were all captivating leaders, fearless decision-makers and creative problem-solvers. But they had more. They had tremendous people supporting them.

Lombardi, with all his wisdom, routinely had the finest experienced offense and defense in football. FDR, with all his compassion, had the finest advisors and, even more importantly, a national populace brimming with patriotism, fortitude and resolve. Patton, with all his vision, had legions of patriots abounding with loyalty, heart and unwavering determination.

The parallels you'll encounter when you work with the Imagineering KnowledgeSource™ Team are uncanny. Quite simply, it's our people. Leadership. Decision-making. Capability. Problem-solving. Versatility. Loyalty. Experience. Wisdom. Determination. Quality. Service. Pride.

The unwavering resolve to be the finest metal finishing advisor you've ever imagined.

Our strength is in our people.



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Everyday
People
Accomplishing
Extraordinary
Feats

Dear Colleague,

I would like to take this opportunity to personally welcome you to the world of Imagineering Finishing Technologies. We take great pride in providing you the ultimate in metal finishing processing and wear and corrosion consulting, and are anxious to assist you in achieving your goals.

I love greeting clients...old and new...because it allows me the opportunity to present our philosophy, which you will encounter throughout this information package. Our years of success are due to these philosophies, which zero in on helping clients meet and exceed their sales and manufacturing objectives.

At IFT, it's not simply metal finishing we offer...it's much, much more than that. As **expert consultants** in our industry, our world-class KnowledgeSource™ Team can provide assistance in a variety of metal finishing applications, including **precision processing** on specialty AND everyday parts.

You can always rely upon a 110% effort to provide you **unmatched service**. Anything less is simply not good enough. On every order, we give you more than you expect and pay for.

By consistently going the extra mile, we have established loyal **partnerships worldwide**...in a multitude of industries. In this same manner, we hope to earn your confidence and continued business. You see, at IFT, it's all about you.

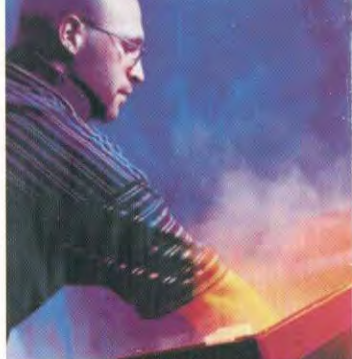
Best Regards,



F. James Hammer
President and CEO



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Precision Processing on Specialty AND Everyday Parts

In communities scattered across this land of ours, there are multitudes of doctors who are general practitioners. Yet, there is just a very small pool of neurosurgeons. Imagineering is one of the few "neurosurgeons" in the metal finishing industry. Our pinpoint processing, meticulous methodologies, and soft-touch part handling set us apart from the rest of the pack. We clearly understand our customers' needs and work together closely during **launch management**. We achieve this by meeting customer requirements with **highly controlled quality processes** in a time-certain manner the first time and every time thereafter. We have achieved so many certifications and accreditations in metal finishing, we are in the top one-percentile in the nation for these standards. It is for this reason that so many companies and industries rely on IFT.

Precision Processing on "everyday" parts as well.

When Imagineering combines its vast experience with a heavy emphasis on **competitive pricing** and **cost-effectiveness** for your company, you emerge as the clear winner. But we also provide plenty more than just the "tough" jobs. You also benefit because we apply our expertise to managing **large-volume everyday parts**, as well as sensitive high-precision parts.

Please call us and challenge us with your wear and corrosion needs.



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Expert Consulting

Think of us as a living, breathing encyclopedia of information...available at your fingertips...just a phone call away. The IFT KnowledgeSource™ Team is a **highly experienced network of technical specialists** that is always available to provide **expert metal finishing plus wear and corrosion consulting**. Whether you have in-house processes and need assistance, or you are considering installing and performing metal finishing processes, it pays to get us involved early as our technical process engineers can assist you in many ways:

- Proper Application Analysis
- Launch Management
- Deposit Attributes
- Alternative Coatings
- Feasibility Studies
- Make/Buy Analysis
- Process Evaluation
- Process Improvement Analysis
- Process Troubleshooting
- Testing Services
- Documentation & Procedure Assistance
- Advanced Quality Planning Assistance
- Failure Analysis Services
- Chemical Analysis
- Quality System Audit Services

Through our strategic relationships with some of the industry's most capable chemical and equipment suppliers, we provide full service metal finishing solutions including:

- Research & Development of New Technology
- Process Design Services
- Turnkey Design, Build, & Installation Packages
- Strategic Outsourcing Assistance



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Unmatched Service

One of the comments we frequently hear from our customers is, "We simply never expected to receive such a high level of service and attentiveness."

We can't tell you the number of times we called to update a customer on the progress of their order as they were about to check in for a status report themselves. We are well known for **team-powered communication**... internally AND externally.

At Imagineering, we go out of our way to optimize the "buying experience" for our customers. One of the ways we do it is by being very selective in the people we invite to join the IFT KnowledgeSource™ Team. Only the best make the cut.

But it doesn't end there. IFT dedicates hours upon hours of **intensive internal and external training** at the Imagineering Technical Institute (I-Tech™) that regularly increases our knowledge base...to ensure that you, our valued customer, are serviced at the highest level possible. And once you supply us with your information, your order is scheduled and "watchdogged" by self-empowered work teams. This commitment to you allows us to meet and beat the most demanding customer delivery dates. In fact, almost 100% of our shipments meet customer request dates.

Who is the most important customer at IFT? Simple. The one we are servicing.



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Partnerships Worldwide

In today's age of connectivity, no hurdle is too high, and no location is too distant. Since the arrival of Internet communication, the digital revolution, email messaging, plus overnight and international shipping... business can be conducted in the next country almost as effortlessly as in the next city. Global marketing in a global economy.

Imagineering Finishing Technologies has taken full advantage of the Information Age. We have established **loyal partnerships with manufacturers**...directly and indirectly...all over the globe. We have forged alliances with **world-class chemical suppliers** and use only the finest ingredients in our processing...saving time and cost down the road. Our consulting and breadth of experience can infiltrate the furthest reaches of a nation. The relationships that IFT has cultivated with hundreds of customers in dozens of industries...including the aerospace, automotive, medical, military and other fields...have enhanced output...worldwide. And at IFT, the "small guy" can rely upon receiving the same outstanding workmanship and attention as the "big guy."

We're there for you...wherever you are.



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Team-Powered Communication

You have certainly heard the infamous real estate battlecry, "Location! Location! Location!" At Imagineering, we have our own battlecry: "Communication! Communication! Communication!" And it's not taken lightly. One secret to our success is our team-powered communication...internally and externally. We developed a network of programs, treating communication as a process and managing it as an integral system to ensure parts are properly processed each and every time.

For example, we record key customer activity into **IFT KnowledgeLink™**...our Customer Relationship Management (CRM) software. Capturing and storing email, phone information and visits enhances our ability to thoroughly manage the needs of a company like yours.

Playing a daily role at IFT is what we refer to as **E3™**... "Everybody, Everyday, Every shift." At the start of each shift, the process operators and managers meet at our **E3™ Communication Boards** for an open forum about that day's schedule and important aspects of each job, including process details, delivery status, safety, and environmental impact, ensuring parts are processed according to specs every time.

Our **Customer Care KnowledgeSource™ Team** is staffed with experienced personnel dedicated to handling customer calls **live** and email in **real time**, with easy access to the plant floor, our KnowledgeLink™ CRM system that identifies and meets customer commitments, and our order tracking system.

Our KnowledgeSource™ Team also consists of **experienced account consultants** dedicated to customer service and relationship management. They have extensive years of proven industry experience with many finishing processes and technologies, and are assigned to manage your account and provide solutions for your needs.



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Proactive Environmentalism

This is a fragile planet we live on. And at IFT, we are acutely cognizant of the potentially harmful effects manufacturing can have on our environment. This is why we go out of our way to do our part and protect our little piece of the planet as we have developed programs devoted to protecting the air, land and water. Our mission is to manage our activities in an **environmentally responsible manner**. This includes minimizing pollution, compliance with all environmental laws and regulations, recycling waste, employing waste and water conservation methods, and continuous improvement of existing environmental management systems.

Our efforts have not gone unnoticed as we have achieved numerous environmental awards. IFT was the second electroless nickel plater in the nation to be accredited with the **ISO 14001 Environmental Management Standard**. This places Imagineering at the forefront of the finishing industry.

We work closely with the USEPA National Metal Finishing Strategic Goals Program which encourages metal finishers to go above and beyond baseline regulatory requirements. The SGP estimates that only 15% of 3000 metal finishers participate.

Our employees enthusiastically adhere to IFT's own Environmental Ten Commandments, and recognize their duty of care and respect to the environment (Ten Commandments listed in the column to the right.)

At Imagineering, you can be sure: Our commitment to protecting the precious planet we live on is passionate...and everlasting.



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IFT'S ENVIRONMENTAL TEN COMMANDMENTS

1. Compliance with environmental laws and regulations
2. Establishment of specific environmental improvement objectives and emission targets
3. Continuous communication, education and training of all employees on environmental matters
4. Sustained and demonstrated dedication and commitment to continuous improvement and pollution prevention
5. Effective management of consumption and preservation of air, natural gas, electricity, water and other fuels
6. Assessment and monitoring of the environmental impact of the company activities on the surrounding environment
7. Contingency plans in place for an environmental incident
8. Limiting the amount of waste produced to water, land and air and adopt re-use or recycling of materials where possible
9. Awareness of new developments regarding changes in environmental standards, laws and availability of new technology
10. Where practiceable, providing information and assistance to customers and third parties on environmental issues arising from or impacting their products and services





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1302 West Sample Street, South Bend, IN 46619
574.287.2941 • F: 574.287.2970 • IFTworldwide.com

Why is Imagineering Your Best Choice?

We like to call it...

“Wisdom at Work”

If excelling in the metal finishing industry was like excelling in the collegiate world, then IFT would graduate Summa Cum Laude...in the top one-percentile of its class. That's because our strength is in our people. When you partner with IFT, you gain access to our cutting-edge KnowledgeSource™...a world-class team of top-achieving, highly experienced professionals that focus on the customer... every single day! That's Wisdom at Work.

Metal Finisher	Globally Certified in All Major Categories: AS9100 + ISO 9001 + QS-9000 + ISO 14001 + Nadcap Accredited for Chem Processing & NDT (PT/MT)
Imagineering Finishing Technologies	YES
The other 99.2% of Metal Finishers	NO

How many customer benefits below can other metal finishers claim?

Top

Quality

- A+ Precision Processing on Specialty and Everyday Jobs
- Highest-Rated Quality Production in the Industry
- Internal Standards Exceed ISO Standards
- Responsible for the Part... Not Just the Finish
- “Soft-Touch” Part Handling
- “Zero-Defect” Mindset Produces Over 99% Accuracy

Timely

Delivery

- Over 99% of Shipments Meet Customer Request Dates
- 99% Customer Satisfaction Confirmed by Independent Loyalty Surveys
- Consistent Job-Tracking Keeps You Updated
- Fast, Accurate Turnaround Helps YOU Make Up Time

KnowledgeSource™

Expertise

- Top 1% in Nation for Global Certifications
- Direct Access to KnowledgeSource™ Pros
- Design-Problem Advising
- Award-Winning Experts Since 1959
- 1400+ Specs in IFT Database Saves You Development Time
- Approved OEM Supplier
- Customized Processes
- Continual Process Improvements & Research

IFT customer benefits?

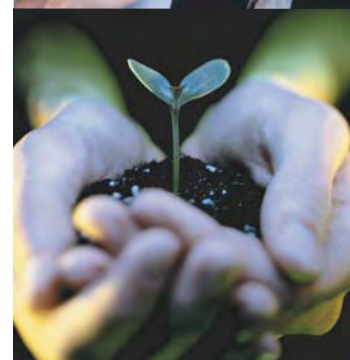
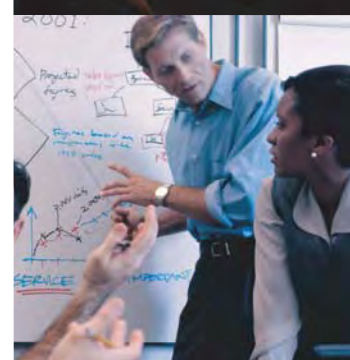
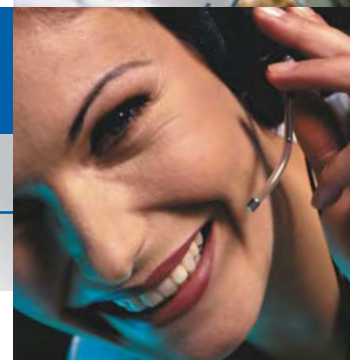
ALL OF THE ABOVE!



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What some of our Customers have been **Saying**

Below are a few comments about Imagineering from some of our valued customers. They are taken directly from unsolicited sources and have not been staged or enhanced. Each of us takes our customers very seriously. If something is not right, we make it right, because customer satisfaction is key to our success.

"The Zero PPM Award is given only to firms that ship no defective parts during the year... 14 million individual components for Imagineering. These are firms with which we have no quality issues or problems. This distinguishes those suppliers that are very reliable and conscientious."

— Waldo Pena, Commodity Specialist, BorgWarner

"They are easy to work with, fast turnaround, and we have clear communication. There have been very few problems. Should something come up, they are quick to find a solution for it. Top of the line. If you compared a Yugo to a Cadillac, Imagineering would be the Cadillac."

— Jane Pfenninger, Purchasing Agent/Buyer, Parker Hannifin—Nichols Aircraft

"Prices are competitive. Certifications are correct and they do a good quality job and bend over backwards to support us. Quick turnaround time. They support us on new initiatives. We have a long history together of thirty plus years, and we're loyal. Their vision is looking forward."

— Greg Suth, President, Hoosier Spring Co., Inc.

"The turnaround is great...they do an excellent job. They do what we ask them to do in a timely manner. They're easy to get a hold of and are cooperative for rush orders. And they'll question it if it's an incorrect path we're going down on what we want done."

— Sue Lingar, IPDS Planning/Procurement, Honeywell Engine Systems

"They were suggested by our main customer, Caterpillar. Our relationship has grown over the years and we've been very satisfied with them. The quality is excellent. I'm very happy with their service. They communicate very well and accommodate our needs."

— Mark Rosendale, Production Manager, Barnard Manufacturing Co., Inc.

"Imagineering had 100 percent on-time delivery throughout the year. IFT not only met our requirements, but they were constantly 'thinking outside the box' to solve problems...looking for different ways to maximize their efficiency. They suggested different ways to reduce our costs. Imagineering also received our biggest award...the Teamwork Award. This award is presented to our very best supplier."

— Waldo Pena, Commodity Specialist, BorgWarner

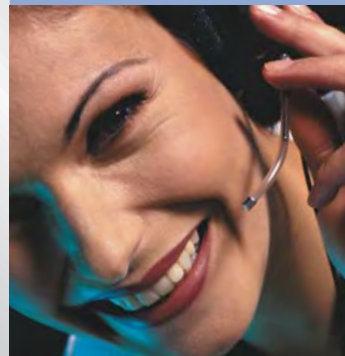


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F: 574.287.2970
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A Few Of IFT's Large OEM Customers

Automotive	Medical	Military	Aerospace
Ambrake	Bayer Corporation	AM General	Allied Signal
Argonne National Laboratory	Boston Scientific	Argonne National Laboratory	Barnes Aerospace
Arvin-Meritor	Carleton Life Support Systems	Bechtel	Bell Helicopter
Bendix	Depuy	Bell Helicopter	Bendix
BorgWarner	GE OEC Medical Systems	Boeing	BF Goodrich
Bosch	Genzyme	Comsaco	Boeing
Briggs & Stratton	Ossur	Crane Navy Warfare Center	Bosch
Caterpillar	Ottobock Health Care	Eaton Aerospace	Eaton Aerospace
Clark Equipment	Snowden Pencer, Inc.	General Dynamics	Frisby Aerospace
CTS Corporation	Sofamor Danek	General Electric	General Dynamics
Cummings Engine Co.	Stryker Corporation	Hamilton Sundstrand	General Electric
Daimler-Chrysler	Terumo Cardiovascular Systems Corporation	Honeywell	General Nuclear
Dana	Tyco-Puritan Bennett	Lockheed Martin	Hamilton Sundstrand
Eaton	Zimmer	Marine Mechanical	Honeywell
Emerson Electric		Parker Abex	Lockheed Martin
Federal-Mogul		Parker Hannifin	NASA
Ford		Raytheon	Parker Abex
Freudenberg-NOK		Rolls-Royce/Allison	Parker Hannifin
General Motors		United Space Alliance	Precision Aerospace
Goertz & Schiele		U.S. Army/DoD	Raytheon
Goodyear		U.S. Navy/NAVSEA	Rolls-Royce/Allison
Honda		Westinghouse	Smith's Aerospace
International Harvester			SunPower
John Deere			Tactair Fluid Control
Kubota			Textron
LuK Incorporated			United Space Alliance
MKM			U.S. Army/DoD
Rockwell Collins			U.S. Navy/NAVSEA
Siemens			Westinghouse
ThyssenKrupp			
Toyota			
TRW Automotive			
Visteon			
Zexel			



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