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#### **EXECUTIVE SUMMARY**

e take great pleasure and this opportunity to introduce THE SPECIALIST, our brand new semi-annual publication. As a new and integral part of Team Laser, we recognize that our regular, daily business communications are often directed to a wide range of individuals in a variety of departmental job functions. So, we created this mode of sharing information with you.

Our article content should appeal to the likes of multiple chains of command within your organization, ranging from corporate executives to general mangers, buyers, and engineers, among others. We will keep THE SPECIALIST short, sweet, and to the point.

THE SPECIALIST specifically focuses on revealing company advancements and achievements, which should ultimately benefit you, our current or potential customer. We will keep you in tune with our capability and service offerings, related technology/industry updates, and various national trade show and industry event summaries.

Accordingly, in this issue of THE SPECIALIST, we focus on:

- Cleveland's 11/26/04 Fabtech Show;
- LSI's new "Rapid Response-Quote Submission System" available at our website; and
- Part of the LSI story, called "Like Father, Like Sons."

Thank you for your business. We look forward to working with you as together we continue to grow and create additional value to add to your operations

Yours Truly,

Team Laser and LSI's Executive Team

## **LIKE FATHER, LIKE SONS**

f you recognize this face, then you're sure to have a few stories to tell. Laser Specialists' founder and former President, Tom Paquin, lives on in spirit through the recent corporate involvement of his three sons, Thomas, Nick and Jon Paquin. Although their childhood memories of Laser Specialists can mostly be attributed to putting on the miniature green in dad's office, these three brothers are now faced with a much greater challenge. They are charged with carrying out their father's vision for his company's success.



Whether or not you were privileged to have met him, Tom Paquin left his mark on the Michigan metal manufacturing

and laser-cutting industry. Incorporated in 1986, Laser Specialists grew and prospered as both a manufacturing facility and sales center for Mazak Nissho Iwai laser cutting equipment. Mr. Paquin effectively integrated laser technology with professional service, while perpetuating a strong corporate culture among his staff better known as "Team Laser". In 1989, Laser Specialists successfully introduced the first 5-axis (3D) laser-cutting machine (manufactured by Mazak) to the metro Detroit area, resulting in the sale of several machines to both small and large scale manufacturing facilities.

Mr. Paquin's sudden death in 1993 greatly impacted many lives as well as the momentum of this young company. Tom Paquin left behind a large family, hundreds of friends, and a promising business.

Much has happened at Laser Specialists over more than ten years of interim leadership. However, in the fall of 2003 it was with great pride that Thomas, Nick and Jon Paquin assumed their father's role and his legacy to them. They look forward to building on the principles Tom Paquin adopted years ago—integrity, corporate ethics, industry knowledge, customer service, and strong ongoing business relationships. "Understanding that we cannot change the past, we will certainly strive to secure a bright future", says Jon Paquin, Laser Specialists new Vice President. The Paquin's are extremely fortunate to team up with Bert Steinman, plant manager, and James Kenney, program manager, who bring decades of laser cutting experience to the company. The complimentary nature of these key individuals, along with an invaluable "behind the scenes" workforce creates a team dynamic that

With the genetics for success, the Paquin brothers tee-up for 2005 by committing themselves to continuously improve upon LSI's value and service offerings, striving constantly to be "closest to the pin".



#### A New Web Presence Enhances Communication with Clients

ustomers and prospects alike are now only a "click" away from 24-hour access to LSI's corporate website located at www.laserspecialists.com. More than a simple, generic statement of the company and its activities, the site was designed to capture and emulate the vision

of new management and
the image they
endeavor to earn
going forward. Nick
Paquin, acting President of Laser Specialists comments, "We want

to reinforce the energy and pride that we incorporate into our servicing. It's an almost tangible feeling that will now come standard with our services."

In addition to the basics, the site integrates several customer and user-friendly features. For example, visitors can access our "Product Showcase" to view images of various 2- and 3-dimensional parts, which will be updated regularly. Industry specific information and company news will be accessible by clicking on LSI's electronic newsletter, our new semi-annual publication. A capability flyer is available in PDF format for visitors seeking a quick and printer-friendly overview of the company. Lastly, the site introduces a feature that eliminates some of the paper trail and eases information flow between LSI and its customers. Laser Specialists new "Rapid Response-- Quote Submission System" is now available to customers on the web. With this feature, customers can create an exclusive user name and password, allowing them to submit RFQ's, upload files, and keep a record of all past quote and data submission activity. The form fields have been designed to clarify each aspect of the customer's job requirement, eliminating potential error in communication.

Laser Specialists new and highly sophisticated electronic presence is simply another part of management's plans for the future of the company.

#### CLASSIFIED

### Mature Company Seeks Visionary Relationships

ave you or your company been searching for a topnotch supplier relationship to aid part/full time in fulfilling your prototype and/or production laser outsourcing needs? Are you looking for a relationship that will reduce stress, increase productivity, boost profit-



ability, and generate overall company success? Is laser cutting an inhouse process at your company, but

not a core competency? If you answered yes to any of these questions, Laser Specialists may be the perfect match for you. This qualified company has serviced hundreds of customers in various industries over the course of nearly two decades. A combination of industry experience, quality manufacturing, professional servicing, rapid turnaround, and solid business ethics makes LSI the perfect catch.

In an era where manufacturing mergers and acquisitions are at an all time high, Laser Specialists understands that it can maximize its value offerings most by seeking out visionary relationships with heavy users of the laser cutting application. With plans to increase capacity and capability, Laser Specialists continues to be proactive in partnering for success.



# LSI Now Boarding From Chicago to Cleveland

t may be difficult, but not impossible to top the 400,000 square feet of sheer, raw, technological ingenuity at last year's FABTECH show, held in Chicago. On November 26, 2004, LSI's new executive team traveled south to Cleveland's IX

Center, anticipating the latest and greatest in manufacturing solutions.

Although slightly tuned down from 2003, the show attracted an estimated 13,000 qualified buyers from more than 50 countries, representing companies ranging from small job shops to the largest of OEM's.

Despite a somewhat recent regional downturn in North America's manufacturing industry, a feeling of optimism radiated from thousands of exhibit attendees. Prepared to wage war on overseas competition and the effects of global pricing, fabricators and manufacturers alike flooded the facility. All were in search of flexible technology systems that would add capability, increase productivity, decrease cost, and maximize value. Attendee interest ranged from robotics to finishing, hydro forming, structural fabricating, lasers, stamping, welding and much more. All attendees, however, shared one common interest; they sought out technology that would allow them to do more with less.

In an age where lean manufacturing essentially requires companies to adopt a low-carb and fat-free diet strategy, new technology must remain a corporate focus. Although an immediate investment in new technology may not be mandatory for your company to effectively compete, it should remain on the radar screen.

Laser Specialists is committed to support a peripheral view of the industry by remaining active in both regional and national technology-focused trade show events. LSI maintains a strong grasp on the technology needed to suit our customer's ever changing needs. While there remains a certain level of uncertainty relative to the future of manufacturing, LSI plans to identify technology shifts and forecast much more effectively than your local weatherman.

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