

KARLEE



Headquartered in Garland, Texas, KARLEE is a contract manufacturer of precision sheet metal and machined components for customers in the communications, medical, defense, aerospace, and commercial industries. Since beginning in 1974, the company has developed into an end-to-end solutions provider of manufacturing services. Its work ranges from initial design and prototyping to painting and assembly to integration and testing of cabling and power elements.

KARLEE's business strategy is to cultivate long-term relationships with companies that are among global leaders in expanding markets. This focus permits the company to dedicate itself to providing high levels of service and to achieve sustainable levels of growth.

On a Mission to Exceed Expectations

KARLEE is organized as a team of teams that are unified by a shared mission. Whether executive, managerial, operational, administrative, or support, each team aims "to exceed stakeholders' expectations."

The company distinguishes itself in the way it utilizes the team approach to promote an intense focus on customer expectations. Open communication is encouraged among team members, as well as participation in setting goals and improving processes. To foster a common sense of business direction, for example, KARLEE shuts down its manufacturing cells so that everyone can be included in company-wide meetings. The company's chief asset in motivating a shared commitment, however, may be the culture of mutual trust, integrity and respect that KARLEE leadership actively encourages.

An integrated leadership system links KARLEE's present operational course to its future direction. The Officers



President George W. Bush presents the Malcolm Baldrige National Quality Award to Lee and JoAnn Brumit, owners of KARLEE. The Prestigious award is one of the highest accomplishments of performance excellence.

concentrate on identifying and clarifying long-term strategic issues and opportunities, including future customer requirements. The Senior Leadership team distills the Officer's five-year plan and forward looking performance targets into annual business and operational objectives. Decisions are guided by customer assessments-based on annual survey results and daily customer feedback-and by equally detailed reviews of KARLEE's performance, workforce, and operational capabilities.

To guide improvements in manufacturing and service performance, the company makes extensive use of benchmarking studies. Among other things, these comparisons help to eliminate potential blind spots resulting from difficulties gathering information on competitor performance and capabilities.

KARLEE strives for continuous improvement not only through strategic planning, but also by utilizing lean manufacturing techniques to help improve efficiency, and productivity which, as a result, benefit customers by reducing delivery times and controlling costs. Manufacturing teams use statistical process control methods to monitor process performance. In addition, results from monthly assessment of performance to targeted goals are posted on department and corporate bulletin boards. This permits all team members to check progress toward accomplishing company objectives.

Flexible, Responsive, Proactive

Aiming to be a strategic partner that adds value, KARLEE has received numerous accolades and been designated as preferred supplier by major customers. Besides its customer-focused workforce, the company uses advanced manufacturing and information technology to help it adjust quickly to new customer requirements. This total solutions provider approach is led by dedicated customer response teams. These teams leverage KARLEE's set of vertically integrated services to meet customer needs in an ever-changing, fast paced environment. From prototypes to high volume production, KARLEE is leading the way in the future of manufacturing solutions.

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