

DELIVERS

Smart Market

Take Advantage of This Region-Wide Resource To Grow

South Central Pennsylvania business owners and manufacturers are fortunate to have an established outreach organization to help provide them with resources for financing, economic development, manufacturing



assistance, and more. It's called The Smart Market and MANTEC is proud to be a partner.

The Smart Market is a consortium of area entities which includes the Economic Development Corporations in eight counties, Life Sciences Greenhouse of Central PA, MANTEC, Inc., and SouthCentral Team Pennsylvania. It operates in Adams, Cumberland, Dauphin, Franklin, Lancaster, Lebanon, Perry and York Counties. Manufacturers benefit from The Smart Market with the network of organizations like MANTEC, PENNTAP, the Ben Franklin Partnership, the Manufacturers' Association of South Central Pennsylvania, and the South Central Workforce Investment Board.

One member of The Smart Market, SouthCentral Team PA, Inc. (SCTPA), administers

Continued on Page 2

Precision Medical Products Training for Precision Performance

Precision Medical Products, Inc. (PMP) recently completed the move to its new, 106,000 sq. ft. manufacturing facility in Denver, PA. The building houses 120 employees involved in engineering, manufacturing and administration. The 72,000 sq. ft. production unit features 24,000 square feet of Certified Class 10,000 (ISO Class 7) clean room area.

An innovator and manufacturer of OEM medical devices, the company, which traces its involvement in the medical supply industry to the early 1950s, received national recognition when it assisted the US Government in stockpiling enough vaccinating needles for every American citizen following the terrorist activity of 2001.

People Drive Precision

In 2003, knowing that the planned new facility would pose technological challenges for its employees, PMP turned to MANTEC District Manager Dave Fiegl for help. A veteran of more than a dozen projects with the company dating back to 1998, Fiegl recognized that the training programs being considered were extensive and would require a comprehensive plan. PMP wanted a plan which would ensure that training would be executed in a timely manner and that it would be done in a fashion consistent with the company's established practices. Financially, PMP wanted to know the costs of such a program and assurance that it would be done in a way that would allow the company to compete effectively for any possible public funding opportunities.

Fiegl delivered, guiding a process which started with upper management, worked down through the supervisory level and then came back up the chain of command. The result was an Organizational Training Plan which satisfied all of PMP's goals and concerns and which has, in its implementation phase, proven both successful and adaptable to the inevitable changes with which it has had to deal.

According to Robert I. Rhoads, Jr., PMP's Vice President of Manufacturing and Human Resources, the accomplishments of the process were many and

varied. "It has greatly aided our planning and preparation and made us more attuned to our workforce training needs. In fact, we are now able to recognize those needs before they become problems. Employee esteem has been raised and our employees are actively involved in process improvements. They also have a much better understanding of the company's vision and the ever-increasing levels of quality that must be attained to keep us competitive."



George W. Weaver, VP Marketing, displays medical device components coming off PMP's newest automated assembly machine.

Team Player

Rhoads is both proud and appreciative of PMP's teaming with MANTEC to produce its training plan. "Frankly, we did not have the internal resources to focus on this initiative. They gave us valuable guidance and support throughout and allowed us to produce and implement a plan that provided both the dynamic training process and measurable results we sought, along with considerable funding support. MANTEC has the network, access and the mission, vision and resources to educate, guide and then monitor initiatives that are vital to manufacturers."

On The Inside

page 2

John's Corner: You Can't Do It Alone
BossLift Day 2005

page 3

Manufacturer Spotlight: Conestoga Wood Specialties and Wellness
Growth/Innovation Conference

back cover

IT: Controlling E-mail Threats, Part 2



You Can't Do It Alone!

Admit it. You can't know it all. You can't even begin to know all the things it takes to run your organization in this dynamic, global world. There is just way too much information to absorb.

To achieve success, it is essential that you surround yourself with good people, who can understand things you don't understand and provide a perspective that you don't always see.

Here at MANTEC, I am proud of our capable staff which works hard to bring value to our clients. But in today's world, even a talented staff cannot guarantee success. We must all recognize that it is imperative to reach beyond the walls of our own organization to find essential expertise.

MANTEC has developed a list of approximately 80 organizations with whom we partner to carry out our mission. While MANTEC is unique in its purpose, there are other groups whose objectives have some commonality with ours and we find they can be valuable to help us carry out our mission. By teaming with others we become more effective in serving the needs of our clients. Among the many examples are the Manufacturers Association, the Workforce Investment Boards, the World Trade Center, the Chambers and the EDCs.

We also partner closely with our sister Industrial Resource Centers (IRCs). We pool resources, learn from one another, and share successes, failures and new initiatives. On a national level, we collaborate with centers around the country (in every state plus Puerto Rico) through the Manufacturing Extension Partnership (MEP). Among the many resources we share is a national benchmarking survey mechanism which measures our effectiveness against all of our counterpart centers.

Closer to home, MANTEC partners with private sector consultants who provide services through projects with regional manufacturers. We have found this gives us virtually limitless capability and capacity to meet the needs and expectations of our clients. By utilizing the talents of the consultant community we are able to focus our attention on reaching more clients and managing projects to ensure successful outcomes.

Just as we have learned the value of collaboration, manufacturers need to be cognizant of the need to reach out to find the resources required to survive and grow. Progressive companies understand this. The world is changing at a breakneck pace and the only way to keep up is to utilize the resources beyond our organizations which are available.

No one can survive in isolation. In today's business environment, interdependence is the key to success.

Smart Market

Continued from front page

Pennsylvania's Business Retention and Expansion Program (BREP) for most of the region (Lancaster County is the exception). SCTPA employs business liaisons who visit companies in The Smart Market region. During these visits, they learn about the needs companies may have, such as expansion and relocating, workforce development and financing. Referrals are then made to a service provider such as MANTEC. The following is a typical, successful result from such company visits:

Case Study

Zemco Tool & Die is situated in Williamstown, Dauphin County. The company specializes in assembly, stamping, molding, slitting, machine building and metal fabrication.

The Dauphin County Economic Development Corporation has kept this company on its visit list over the years and, in 2002, a BREP business liaison noted that the company was on the verge of moving out of the state. This information was referred to the Governor's Action Team, the Department of Community and Economic Development and MANTEC.

A \$980,000 financial package, including \$500,000 through the MELF Fund, \$150,000 Opportunity Grant, \$150,000 in Job Training Assistance and \$180,000 in Job Creation Tax Credits was secured through the efforts of the Governor's Action Team and the Department of Community and Economic Development. In addition, the company purchased a new building from Dauphin County at a greatly reduced rate.

As a result, a large manufacturer was retained in the region, saving 80 jobs and creating an additional 90 jobs.



Each year the Pennsylvania Committee for the Employer Support of the Guard and Reserve (ESGR) hosts a BossLift event, inviting employers and civic leaders to get a first-hand look at the training their employees receive in the military portion of their lives. It's also a time to recognize the critical support these employers give to our citizen soldiers.

BossLift 2005 took place at Ft. Indiantown Gap

in Lebanon County on July 6-8. Participants were briefed by National Guard, Air Guard and Marine Reserve officers and got a look at the hardware and software assets of the modern military.

Tentative 2006 BossLift dates are June 8-10, again at Ft. Indiantown Gap. For more information, contact David Tebo, 717-225-8146, email: David.Tebo@baesystems.com

E-Mail Threats – Continued from back page

IT staff, as well as being able to immediately isolate the infected PC from the network. Have your staff trained to immediately unplug the network cable from the back of their PCs when they feel their system has been compromised. Doing so will contain the threat to only one PC rather than to other PCs and servers on the network and allow for quick repair after the infection has occurred.

If you would like assistance in determining the best "next steps" for your IT systems, call me, Scott Sipe, at (717) 843-5054 ext 249 or e-mail me at sipesw@mantec.org. For more information on specific services, visit www.mantec.org and click on Products & Services, then select EDI/IT/e-Commerce.

In the next MANTEC newsletter, look for my article on "Radio Frequency Identification (RFID) and Its Effects on the Manufacturing Industry."

Manufacturer SPOTLIGHT

Conestoga Wood Specialties Corp.
Addresses Healthcare Costs

By Carol Morton Tebo, SPHR
MANTEC Director of Operations

Like every other employer, Conestoga Wood Specialties Corp., a Lancaster County supplier of

solid wood doors and components to the kitchen and bath cabinet industry, is experiencing rising health-care costs. During 2003 and 2004, Conestoga studied its claims data and did an



evaluation of a number of best practice wellness programs. The company came to the conclusion that employee participation was essential in dealing with the problem. A wellness program was developed and wellness committees have been established at each of its locations.

The company made adjustments in its health plan design, working to keep the plan as competitive as possible and shared part of the increased cost with its employees through an increase in employee contributions. They also began a program to drill down to understand their cost drivers and to reduce their claims and their health-care costs. This is a long-term program which they call "Zero In On The Drivers."

Writing in "The Power of Wellness – Could It Be Your Solution to Skyrocketing Healthcare Costs?" an article available from the Lancaster County Business Group on Health (LCBGH), Ron Goetzel, PhD, Director of Cornell University's Institute for Health and Productivity Studies reports,

"The average return on investment (ROI) for health promotion programs (wellness) is somewhere around \$3 for every \$1 invested."

Dr. David Hunnicutt of the Wellness Councils of America (WELCOA) has written that:

- 50% of healthcare can be reduced with an effective wellness program
- 70% of healthcare costs are driven by lifestyle

With statistics like these, Conestoga Wood Specialties continues to believe that wellness is a vital part of the solution. Following is an overview of the Conestoga Wood Specialties experience in establishing a Wellness Program and combating the escalating cost of employee healthcare.

Barriers and Stumbling Blocks:

- Employee perception of healthcare:
 - Dislike increased cost being passed to them. It is not their responsibility
 - Entitlement mentality
 - Not connecting increased cost to their lifestyle behavior
- Must remember lack of immediate ROI (project 3-5 years to see)

Wellness Strategy for Conestoga:

- Education and awareness:
 - Preventive Services
 - Health Risk Appraisals and Screenings to 80% of employees and 60% of spouses
- Decrease Musculoskeletal Injuries:
 - Ergonomics – problem solving teams and engineering
 - Hiring Processes – functional capacity evaluations, training and conditioning
- Reduce prevalence of risk factors contributing to heart disease, cancer and diabetes
 - Cholesterol, body mass index, blood glucose and blood pressure
 - Healthy eating/physical activity programs

Critical Steps to your Wellness Strategy:

- Visible Senior Level support
- Cohesive wellness committee that can create excitement and generate participation
- Identify cost drivers that employees can modify through lifestyle changes or better plan utilization.
- No programs that are not MEASURED and designed to impact an established objective
- Create supportive environments (CULTURE)

How to Get Started

- Talk to your insurer and broker
- Talk to your medical providers
- Begin with a credible tool such as LCBGH's "The Power of Wellness – Could It Be Your Solution to Skyrocketing Healthcare Costs?"
- LCBGH has developed a Wellness Toolkit to provide you with the tools necessary to start a viable program in your organization. Contact LCBGH at P.O. Box 1558, Lancaster, PA 17608-1558, Executive Director, Carol Szutowicz or phone (717) 239-6954 or Email lcbgh@lcci.com. Website is www.lcbgh.org
- Another good resource is a Wellness Councils of America (WELCOA) membership. Try their website: www.welcoa.org

A Joint Effort

In summary, you need to help your employees understand the impact of their lifestyle choices on their health and then offer support to the employees to take control of their lifestyles. We all need wellness.

For more information on the Conestoga Wood Specialties program, contact:

Tim Stayer, Corporate Safety & Risk Mgr.
717-445-3258

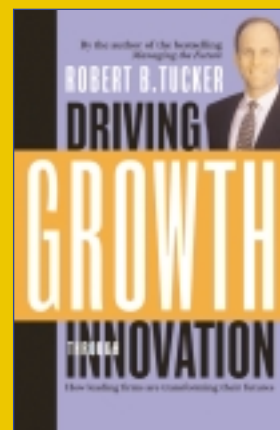
Email: TStayer@conestogawood.com

Robert B. Tucker Conference on INNOVATION

When was the last time you focused on upgrading your ability to conceive and introduce new product, service, process and strategy ideas?

Are you using yesterday's methods to manage today's complex marketplace challenges?

Robert B. Tucker, an internationally recognized leader in the field of innovation, will give you an overview of the important findings reported in his new book, **Driving Growth Through Innovation**. Tucker will take you and your colleagues on a guided tour inside innovative companies. You'll also get to hear what CEOs of some of the top companies in Central Pennsylvania have to say about innovation.



This dynamic, example-filled presentation, will show you how to:

- Capitalize on innovation to rev up growth!
- Map out and implement a superior approach to inventing the future – one that will enable you to exploit new markets, win new customers, and grow revenue from new sources!
- Become energized and inspired by real world examples of companies that revved up growth in moribund markets!
- Motivate your people with proven, powerful methods that spark "out of the box" thinking!
- Create a company-wide system to ensure that good ideas don't get lost – or show up in the hands of competitors!

When: Tuesday, February 28, 2006
Breakfast Buffet beginning at 8:00 AM
Program from 8:30 - 11:30 AM

Where: Wyndham Harrisburg-Hershey
4650 Lindle Road, Harrisburg, PA

Cost: \$75/person
\$60/additional person from same company

Registration:
Register online at <http://www.mantec.org/events.cfm>

Seating is Limited. Don't Delay!



PO Box 5046, York, PA 17405-5046
 (888) 843-5054 • fax: (717) 854-0087
 e-mail: info@mantec.org
 www.mantec.org

Please Route To:

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> CEO/President | <input type="checkbox"/> Shop |
| <input type="checkbox"/> VP | <input type="checkbox"/> Purchasing |
| <input type="checkbox"/> CFO | <input type="checkbox"/> Marketing |
| <input type="checkbox"/> MIS/IT | <input type="checkbox"/> HR |

Non-Profit
 Organization
 U.S. Postage
PAID
 Permit No. 242
 York, PA 17405

ADDRESS SERVICE REQUESTED

**a NIST | Network
 MEP | Affiliate**

The Industrial Resource Center Network is supported by the Commonwealth of Pennsylvania through the Department of Community and Economic Development, Office of Policy and Technology.

CONTROLLING E-MAIL THREATS

Part 2: Detecting, Identifying & Protecting Systems

by Scott Sipe
 MCP, MCSA, MCSE, MCT, N+



Detecting Viruses

When viruses infect a file, they attach a series of machine instructions, and leave clear “footprints” or signatures. Antivirus software can detect these viruses by comparing files against libraries of known virus signatures.

To avoid detection by signature methods, some virus writers encrypt the virus with a variety of encryption keys or with different encryption algorithms, each of which generate different sequences of bytes. New generations of viruses are even better disguised. Known as polymorphic viruses, these pieces of code include an encrypted payload, decryption code and a mutation engine which generates randomized decryption routines each time the virus is copied.

Some antivirus researchers decided that if you can't tell if a program is a virus by looking at it when it is not running, then try identifying it when it is running. Using computer simulations, they look for telltale patterns, such as the existence of signatures found after payload decryption.

Recent approaches also include a combination of rules and simulations. Rules look for patterns not typically found in other legitimate programs.

Protecting

Here are some basic steps for protecting your system from these threats:

- Install antivirus software on all computers
- Incoming email scanning
- Run frequent full system scans
- Stay current on your antivirus updates
- Stay current on your operating system updates
- Use a firewall to filter unwanted traffic
- Use antivirus software on your email server
- Centralize management of antivirus software

User education is also a critical element for protecting your IT infrastructure:

- Do not open attachments with program extensions such as .exe, .bat, .com, .ink, .src and .vbs
- Do not open attachments from unknown sources
- Be cautious of attachments from unknown parties, their emails could be infected
- Set macro security to medium or high
- Block HTML mail or set email client not to run scripts included in HTML email
- Do not follow URLs in email messages from unknown sources
- Configure mail clients not to run ActiveX or Java scripts

Disaster Recovery – Email Systems

First, identify the assets which need protection. Certainly all servers and clients connected to the network should be considered. Are mobile computing devices, such as Palm Pilots and handheld computers, prevalent enough in the organization to warrant comprehensive protection? The answer depends on how the organization would be impacted if these devices were compromised, and how long it would take to recover if these devices were infected, especially if the virus spread to other assets as well.

The next step in disaster recovery planning is to determine and understand the threat placed in your system. Have your team determine the ramifications to your systems if certain types of viruses were to infect your email server or if one of your network PCs contracted a Trojan horse. Look at as many scenarios as possible to determine your quick course of action if any of these issues were to arise.

Make sure to develop a disaster recovery team and assign responsibilities among several individuals or groups.

The last piece is to plan a coordinated response to attacks. All staff should be aware and understand procedures for reporting suspected infections to the

Continued on Page 2