



IPI Newsletter

A Quarterly Newsletter

October / November 2007

The 5 Key Elements Of Customer Loyalty

1. Branding Creates the Relationship.
2. Content and Presentation of Information Educates the Customer.
3. Exemplary Customer Service Retains and Strengthens Loyalty.
4. Personalization and Segmentation Makes the Experience Relevant.
5. Loyalty Programs Provide a Formalized Way to Court Loyalty.

Loyalty Programs Provide A Formalized Way To Court Loyalty

This is our fifth installment on the elements of customer loyalty, and at first glance this may seem contradictory or perhaps confusing and simply a play on words. It is not. It is what every successful company does. It is the silent salesperson in an organization, it is what every person in an organization contributes to, and collectively, it is the heartbeat of the organization. It is the character of the organization, it is what others think about us, it is what we measure ourselves against and it is what our competitors strive to duplicate.

Loyalty Programs are those programs that propel IPI to the forefront in our customers' minds. It is the Products that we make (High Quality), it is the Service that we provide (100% satisfaction or it

is free) and it is the Price (Lowest possible price without compromising quality and service). Our customers have learned to trust IPI because our divisions and each of you have subscribed to quality, service and price, and you have refused to compromise on these three guiding principles. Over the past eleven years you have transformed IPI from a code-driven company to one of preferred supplier. There is no greater compliment than to receive a call from those who are not obligated by code to purchase from us, but choose to buy because we, in their minds, are the best supplier of the products or services that they are in the market for. Each of you should take enormous pride in knowing that your industries operations are second to none in the country.

Over the past 18 months, we have seen Residence Directors from ISU and U/I depart for universities out of state. One to the University of Arkansas the other to Columbia University in New York. Arkansas purchased three semi truckloads of chairs in August of this year. Columbia contacted IPI in early October to see if we would sell them dorm furniture. The Burlington Jail contacted us last week about us taking over as the supplier of their commissaries. More jails will follow. Agencies are calling about our wonderful picture frame programs, and the Department of the Blind wants IPI to become the national supplier of canes and cane tips. Our farm program is seldom talked about, but for the past four years IPI cattle have commanded the highest price at the sale barn on sale day. These are but a few examples of Loyalty Programs and as you can see a Loyalty Program is not one thing, but a collection of materials, ideas, sweat equity and desire

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Baysden's Corner



We are fast approaching the winter months and a time of the year that has special meaning to all of us. For me winter is Thanksgiving, Christmas, New Year's, football and a winter vacation and then by February a desire to see the first buds of spring. I suspect to each of you it has your special reflections as well.

For all of us it is special time to be with families and enjoy the holiday season. So, let me wish each of you and your families the happiest of holiday seasons and may the joys of this season bring you happiness and a renewed

vision of our great country and of the abundance of opportunities that we have.

IPI will again meet in the spring at the University of Iowa for our annual meeting. More information and details will be forthcoming as time draws closer.

This year IPI will donate 500 dolls, wooden trains and trucks to children across the state, all handcrafted by IPI offenders. Thanks to the men and women offenders who have worked so very hard on these gifts.

Happy Holidays to you, your families, our management and correctional staff and our hard working offenders.

BY ROGER L. BAYSDEN
IPI DIRECTOR

SALES & MARKETING

Customer Spotlight: DMPS & IPI Team Up On 4 Projects

The Des Moines Public Schools and Iowa Prison Industries worked closely over the last eight months on projects at George Washington Carver Community School, Windsor Elementary, Garton Elementary and Goodrell Middle School.

IPI Sales Representative Scott Klinefelter worked with many Des Moines Public School personnel including Dave Silver at Facilities, Dale VanDeHaar at Library Services, Cecil Brewton III at Carver, Jaynette Rittman and Sandra Bell at Garton, Dawn Stahly and Debra Markert at Goodrell and Barry Jones at Windsor. Many other DMPS employees helped in numerous ways as well.

Carver Community School was a completely new facility for the district while the other three projects were

remodeled facilities. Anamosa, Ft. Madison and Mitchellville all provided products to each school. These projects created thousands of hours of inmate labor and training and provided the opportunity for many inmates to expand their work knowledge and skills.

Once again, IPI is extremely grateful to all of the employees of Des Moines Public Schools, and we thank them for the work opportunities provided. Their continuing support of our programs benefits the school district, the inmates learning skills for life and all of us as taxpayers in the State of Iowa. We cannot thank them enough for supporting IPI programs and services. Each school received a custom built "thank you" gift from IPI for use in their library or office.

IPI Supports AFSCME State Convention

IPI proudly supported the mission and state convention of AFSCME members in Des Moines on Friday and Saturday, July 20th and 21st. IPI displayed products and services and gave away pens, rulers and pencils. We raffled off five birdhouses and provided each member in attendance a coffee mug with the new IPI logo on one side and the AFSCME logo on the other side. IPI was instrumental in preliminary work with Dan Homan, Jerri Hott and Marcia Nichols making the awards, plaques and other items given away and presented at this meeting. AFSCME is a wonderful customer and IPI truly is appreciative of their support and projects.



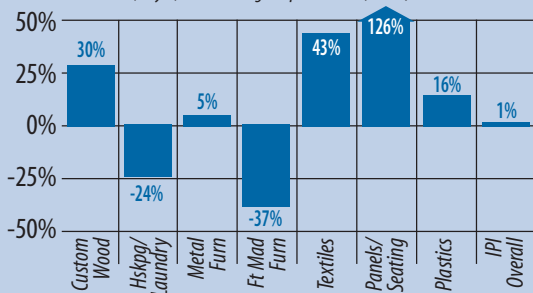
Happy "Retirement" To Duane VanHemert

IPI Director Roger Baysden and DMPS Sales Representative Scott Klinefelter surprised Duane VanHemert, Deputy Director for Des Moines Public Schools, with a token of our gratitude for his assistance in developing our relationship with the school district for his retirement. Duane was instrumental in implementing and maintaining the excellent relationship and work programs from IPI that benefit Des Moines Public Schools each summer. Duane and Dave Silver have promoted and used the IPI work crews to get more and more projects started, increased, and completed over the past seven years. IPI has truly benefited from Duane's leadership and know that the Hansen Company, where he now works in his "retirement," will truly benefit from his expertise. From everyone at IPI, we wish Duane the best of luck in his new career.



Sales Report Card

Sales Change From FY 07 to FY 08 (July 1, 2007 through September 30, 2007)



Also showing YTD increases are Sign and Graphic Arts at Anamosa, Tourism at Fort Madison and the Central Canteen at Newton.

1st Quarter New Customer / New Project Orders

(For a complete list contact the Des Moines office)

Customer	Products	Sales
ISU Memorial Union	Tables/Chairs	\$210,000
U of IA Health Services	Training Labs	\$54,000
Pella Christian HS	Library Furn	\$42,315
Allamakee HS	Furniture	\$33,402
Forest City CSD	Furniture	\$14,772
Iowa Democratic Party	Modular	\$7,839
Clinton Cmnty College	Tables	\$4,990
U of IA Radiology	Seating	\$3,882
Osceola Public Library	Furniture	\$3,289
U of IA School of Music	Music Stands	\$1,900

1st Quarter New Customer Sales By Sales Rep

Dennis Barry	\$60,297	Scott Klinefelter	\$0	Michael O'Brien	\$189,245
Kevin Peterson	\$3,192	Dino Costanzo	\$1,900		

YTD Customer Satisfaction Card Results

(July 1, 2007 through September 30, 2007)

	Excellent	Good	Below Average
Sales Representative Knowledge	83.5%	16.0%	0.5%
Timeliness of Delivery	71.4%	25.2%	3.4%
Delivery Service	76.4%	21.6%	1.9%
Quality of Goods	79.3%	19.9%	0.8%
Value for Money	82.9%	15.7%	1.4%
Question/Problems Handled Promptly	84.0%	15.5%	0.6%
Average	79.0%	19.4%	1.5%
	Yes	No	Maybe
Would you recommend us to others?	96.8%	0.9%	2.3%

Employee Spotlight: Michael O'Brien

This November, Michael O'Brien will have been with IPI for five years. As the sales representative for Eastern Iowa, Michael has made long-lasting partnerships with many new customers such as Iowa City CSD and Waterloo CSD. Michael consistently provides exceptional customer service to all his customers large and small. His work ethic, attention to detail and dedication to his customers makes him an invaluable asset to the IPI sales force. According to Michael, the best

thing about working at IPI is "the honest way we do business and those coworkers who give 100% every day."

Michael came to IPI with nearly twenty years of furniture sales and sales management experience. He also owned his own business refurbishing car interiors and furniture upholstery for nine years.

On a more personal note, Michael hails from the Marion area, attending Linn-Mar School, Kirkwood Community College and Cornell College. Michael has

four children – 2 boys and 2 girls – April, Casey, Aaron and Chandler. In his spare time, Michael spends time with his wife, Mic, and his children and also enjoys fishing, games, movies and carpentry.



MITCHELLVILLE

Five Men & Three Trucks Travel To Arkansas

In our last newsletter, Panels and Seating mentioned an order for over 2,000 chairs to a new out-of-state customer. In August, this order was delivered to the University of Arkansas. We would like to thank the five employees that hand delivered and installed three semi-trailers full of products... straight to the Razorbacks!



Busy 1st Quarter In MV Shops

Our Imaging Department has been busy; we have scanned 362,525 sheets of 8.5 x 11 paper in the first quarter! At that rate, this fiscal year we will scan more than 5,800 reams of paper. If the reams were stacked one on top of the other, the stack of documents would be 1,933 feet tall; the Sears Tower in Chicago is a mere 1,450 feet tall. Just makes you wonder, how many closets we have cleaned out and how much space we have created. By scanning these documents into computer databases, our customers will have all that information at the tip of their fingers instead of looking through all those individual pages.

Our Framing Division has been extremely busy as well. One notably large order we have just completed entailed the

mounting, matting and framing of 90 Golden Dome Awards for the Governor's Office. These were presented to state employees from various agencies at the Golden Dome Award Ceremony on October 9, 2007.

Custom Pre-Inked Stamps produced in the Print Shop have become quite popular recently. Our stamps can vary in size and color. They can be made with graphic and/or text, a company logo or even a person's signature.



Pre-Inked Stamps are available in four ink colors and seven sizes.

Plastics Division Finds New Home

Newton's Plastics Division has outgrown itself and has now moved to the Mitchellville Plant. While still in Newton, the FY2008 1st Quarter sales increased 15.9% compared to the record setting first quarter sales from last fiscal year. In September alone we gained five new customers across the state!

New Employee Welcomed

Mitchellville welcomed Karyn Hartwig-Evans in August to the Panels and Seating division; she will also be working with Plastics orders. Karyn moved to Iowa in 2001 due to a promotion with her former employer, Verizon. The change to IPI was due in part to the closure of Verizon; the other reason was due to Karyn wishing to establish "roots" for her family.



In her free time, Karyn is a taxicab driver, maid, chef, dry cleaner, doctor and biggest fan of her four children!

Shop Spotlight: Housekeeping & Laundry Division

This issue's spotlight is on the Housekeeping & Laundry Division. Although not large in physical size, this division has quietly increased sales over the years to \$1.4 million. Products like Ultra Unique have answered the Department of Corrections' need for a cost effective product that fits with the ACA accreditation goals while providing savings to the institutions.

The Housekeeping & Laundry supply program, commonly referred to as the Soap Shop, brings a nice balance to our other work programs. These consumable products help to stabilize the cyclical nature of our other shops that produce furniture, signs and printing.

Offenders gain formal skills including inventory control, record keeping, developing MSDS sheets, safety standards, marketing and quality control. Offenders also learn soft skills such as working with others, punctuality, responsibility to make an order deadline and customer service.



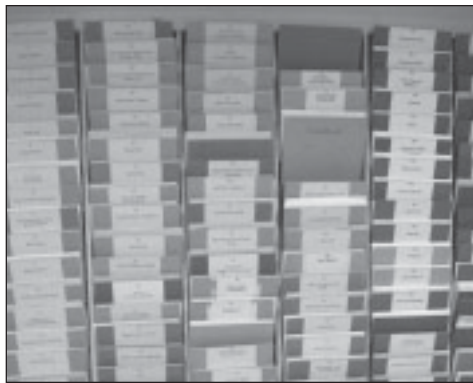
Product labels are printed on this special printer and then applied to the product containers.

The Soap Shop is not resting on its past accomplishments but is looking toward the future. As the market focus shifts toward green products, IPI will work to address that demand. The goal is to provide an equally effective product that maintains the value that we currently offer.

Branding is one way of building the



AHL staff (from left to right) Tammy Luchtenburg, Tim Diesburg and Mark Hollenback each hold their favorite product from the shop.



Material Safety Data Sheets (MSDS) are sorted in this storage rack of easy access.

customer base and recognition. The Mr. Sparkle logo created by the shop and applied to our labels has worked to develop that recognition.

Service to our equipment has also improved. By taking the dispensing equipment service component in-house, we are adding an increased responsiveness to our customers. Kevin Peterson and Dino Constanzo now perform this service work and have quickly become familiar with the equipment and how to make repairs.

Although the program has gone through some difficult times in the last couple of years, the staff and offenders took ownership and found ways to make it not only succeed but also to grow. The results are nothing short of remarkable. Housekeeping/Laundry is an example of what a can-do attitude coupled with teamwork and dedication can accomplish.

FY08 Sales Off To Promising Start

Currently through September our overall sales are slightly ahead of last year although sustainable income is down 20%. As expected our plant finished last fiscal year with every shop in the black. We provided 350,000 hours of offender work over that time.

Anamosa Hosts IPI Board Meeting

On September 7th, the IPI Advisory Board held their quarterly meeting at Anamosa. The Advisory Board is made up of representatives of Labor, Agriculture, Governor's Office, Manufacturing, Financial, Vocational/Technical and the Parole Board; Curtis Jenkins of the Parole Board is currently the Chair. The meeting was held in the Heisey Conference room followed by a tour through the shops.

As discussed at the meeting, a big part of our success is the teamwork attitude that staff instill in each other and the offender workers. This summer has tested that need for teamwork as we weathered several days of lockdown, but the effects of this were minimized because of working together.

Sign Shop Adds New Staff

IPI Anamosa welcomes Jamey Klostermann to the IPI family. Recently Jamey was hired as a State Industries Technician and will work in



the Sign Shop. Jamey and his wife Kori reside in Dyersville and have 2 children, Ali (16) and Michael (11). Welcome Jamey, and we wish you success in your new job.

Furniture Sales Start Slow But Outlook Optimistic

After Fort Madison ended FY 06/07 with a 30% increase in sales, the 1st quarter of FY 07/08 has started off looking a little grim with a 29% decline in sales for Fort Madison; this decline is all in Furniture. We are optimistic that the launch of the Church brochures (pews and pew refinishing) along with the Park and Recreation (new outdoor wood furniture) and Cabinet brochures will

have a positive impact on our sales.

Dorm furniture has been on a decline over the last two years; some of this has been due to maintenance upgrades that some of the various universities have had to deal with. To help the universities and colleges to get more for their money, IPI has reduced the price of our loft beds and Iowa desks. Currently, we have orders in progress for summer 2008 delivery for the

University of Iowa (541 rooms) and Iowa Western Community College (140 rooms). Our furniture division this year has the capacity for numerous dorm orders. It is early in the year yet, but with our price reductions on the dorm furniture as well as the exceptional sales team that we have, we anticipate we will see more dorm orders coming in over the next few months.

Custom Wood Business Booming

Fort Madison's Custom Wood Shop continues to thrive and has produced some beautiful pieces resulting in numerous orders from new and existing customers. Custom orders in progress or recently completed include:

- ISU: 120 custom tables
- Mt. Pleasant CSD: Furniture for new administrative offices

- Mediapolis CSD: Furniture for new administrative offices
- Muscatine Co. Courthouse: Office furniture
- Norwalk CSD: Office furniture
- Maquoketa Valley CSD: Circulation desk

We are also continually updating equipment, and these improvements will

help us to improve quality, increase production and train our inmates on modern equipment that will be beneficial for them in obtaining a job upon release.

Textiles & Tourism Sales On The Rise

Sales are up 43% over last year in Textiles. Institutions and state agencies are ordering more from IPI, including jeans for the offenders. Due to the large quantity demand for jeans, Mitchellville is assisting Fort Madison with jean manufacturing. Our goal is to have a large inventory of jeans for quicker delivery. Our customers have been very understanding and willing to work with us until we can reach higher inventory levels.

Tourism sales are 30% higher than last year at this time, but profits are down. In the next few months, we will have a very large billing that we will mail out right after the new travel guides are released. This will take this division to a profit.



IPI Fort Madison staff from left to right: Mike Nye, Laura Mendez, Dale Koopman, Aaron Lofthus, Craig Ahlen, Becky Munoz, Bill Whitaker, Ray Reyes, Ron Heckenberg, Shari Long, Dave Reidner, Randy Bryant & Joe Wright. Not Shown: Bob Manka, Ray Miller & Mark Meinhart.

Loyalty Programs *cont. from page 1*
to build upon the many great things that we do. These successes don't just happen; they are extensions of your desire and commitment to excellence.

Our offender population is growing and changing; females now account for 9% of the population or about 800 women. The increased demand for

training is upon us and over the next few months we will be looking at relocating some businesses, expanding some and starting some new business units that will create more jobs for staff and offenders. This forward thinking will serve IPI and the department well in the coming years. The future is bright for IPI and our opportunities are endless.

Finally, our challenges are many, our opportunities are endless and our commitment is in tact. You have lived up to our mission statement of ten years, we will prosper and continue to lead the country in reduced recidivism for offenders who work in industries and we will continue to be recognized as a national leader in correctional industries.

BUSINESS OFFICE

Employee Spotlight: Pete Quackenbush



IPI is pleased to welcome Pete Quackenbush to our staff as an Info Tech Support Worker 4. Pete started with IPI on August 27th and is already a valued

employee. Pete has visited most locations to meet with staff and become acquainted with the computer systems there; he will be visiting the others in the near future.

Pete:

- Graduated from New England Institute of Technology with a BS in Computer Technology.
- Hails from Rhode Island, beware dropped 'R's and the occasional swamp yankee drawl.
- Prior employment with a small restaurant software reseller installing, training and maintaining systems.
- Job Responsibilities include: Troubleshooting and resolving

- issues relating to the various computers, servers, printers, thin clients (GUIs), and other physical computing equipment;
- Maintaining and troubleshooting the IPI Network; Evaluating technology purchases; and Providing support for Global and other software packages; Member of the Global team.
- Lives in Cedar Rapids with his wife, Stephanie, and two cats, Inferno and Ariel.

Purchasing Web Site Goes Live

The Purchasing Office has been busy the last few months with updating vendor information, setting up email groups based on product types and working with Ann Baughman to get a Purchasing section set up on the IPI website.

A mailing was sent in July to all vendors on the current vendor list requesting them to review and update information and provide additional contacts and email addresses. Vendors were also asked to choose which groups of products or services they provide from a list of 45 product groups.

IPI is changing their procedures to more fully use the benefits of technology, to avoid duplication, save time and money, get the most competitive pricing and allow all vendors an opportunity to be considered. Beginning October 15th for every RFQ (Request for Quotation), IFB (Invitation to Bid) or RFP (Request for Proposal) that IPI would have previously faxed or mailed we will instead:

- Determine what product group the item is part of
- Send an email to that email product group announcing that there is a

quote/bid for "brief product description" open

- Vendors may go to the IPI website and download the forms and information



ON THE LIGHTER SIDE



Birthdays

Make sure you jot down these upcoming birthdays so you can make sure they have a great day!

November

- 3 – Pat Fowler (AN)
- 9 – Bill Janssen (AN)
- 10 – Ray Reyes (FM)
- 12 – Julie Dietiker (AN)
- 13 – Matt Butler (NW)
- 18 – Rhonda Stoller (MV)
- 22 – Tammy Diesburg (AN)
- 26 – Tim Diesburg (AN)
- 28 – Julie Nassif (AN/Farms)

- 30 – Rod Schlee (AN)
- 30 – Al Stecher (AN)

December

- 1 – Wayne Schilling (AN)
- 7 – Dave London (RWC)
- 15 – Dave Reidner (FM)
- 16 – Al Reiter (AN)
- 21 – Roger Baysden (DM)
- 22 – Shawn Preston (MV)
- 30 – Bob McGrew (AN)

January

- 5 – Bob Manka (FM)
- 5 – Bill Whitaker (FM)
- 12 – Sean Culbertson (DM)
- 16 – Deanna Cross (NW)
- 22 – Dale Schwickerath (NW)
- 26 – Scott Klinefelter (DM)
- 27 – Mike Lynch (AN/Farms)
- 30 – Kevin Peterson (DM)
- 31 – Lennie Miller (AN)

DES MOINES

See What Happens When You Don't Pay Attention?

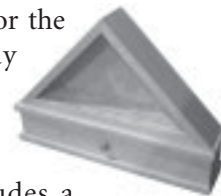
On August 30th, a commercial recycling truck was switching out a full container from the IPI Surplus parking lot for an empty one and attempted to do this with the bed hoisted in the air. The result... The hoisted container snagged the 800 amp power lines and phone supply lines that ran from the street to the building. This bent the pole at the street and pulled the fuse boxes off the wall inside the building. The entire building lost all utilities for several days.

Fortunately, no one was hurt and the damage was repaired within a week.



New Novelties & Gifts In Stock

Surplus is ready for the upcoming holiday season with a sizable inventory of Novelties & Gifts for sale. Current stock includes a number of "classic" items that have been popular for many years such as rocking horses, doll cradles and flag display cases as well as several new products such as Tic-Tac-Toe boards, coat hangers and DVD/CD storage cases.



The wood Novelties & Gifts are produced by IPI inmate employees from of scrap lumber. IPI Novelties & Gifts are available to purchase by IPI customers and the general public at Surplus at 2323 Dean Avenue in Des Moines. Hours are Tuesday through Friday, 8 am to 2 pm.

A flyer with current inventory and pricing can be downloaded from the IPI web site at <http://www.iaprisoinind.com/downloads/catalogs/IPINovelties.pdf>.

A Familiar Face Joins Surplus



Miki Clark is helping out at State Surplus while Tangela Buerckley is on maternity leave. Miki retired from the Department of Human Services last April after 30 years of service with the State. While at DHS, Miki was

Chief of the Bureau of Support Services and worked with Clint, Bob and Sean on office space moves and new installations. She was also responsible for purchasing and promoted many IPI products.

"I've always believed in what Prison Industries is doing and working part-time at Surplus is great!" said Miki. Miki is working 10:00 am to 2:30 pm daily.

ON THE LIGHTER SIDE

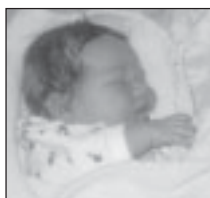


Family News

Business Office:

Cathy

Benedict welcomed the arrival of a granddaughter, Kathryn (Kate) Marie Benedict, on September 21st. Kate weighed 9 lbs., 3 oz, and was 20.5 inches long.



born on September 6th and weighed 8 lbs., 7 oz. and was 20.5 inches long.

Fort Madison:

Gettin' Hitched! Ron Heckenberg and Julie Pihl will be married on Saturday, October 27th. Julie is the Director of Nursing at ISP.

Mitchellville:

Congratulations to Rhonda Stoller on the marriage of her daughter Alicia to Robert Harris. The ceremony took place near Houston, Texas, on September 22nd. Rhonda and her husband, Tom, went down a few days early to help with last

minute items. Rhonda commented, "Alicia is an only child, so it was very hard to leave when the time came."

Newton:

Congratulations are in order for Jim and Sherry Pinegar. On August 16th, at 4:26 pm, they became the proud parents of McKenzie Miriam Pinegar. She tipped the scales at a healthy 7 lbs., 9.2 oz. and measured 20 inches in length. This is their first child together as a couple.



Des Moines:

Congratulations to Tangela and Ben Buerckley on the birth of their second child. Leah Buerckley was



Aloha Iowans

That Hawaiian salutation is rarely spoken in the land-locked area we Iowans live in. It was certainly appropriate recently when visitors toured our facility from the 50th state. The State of Hawaii sent a small delegation to observe our Canteen operation. We were the first in the nation at establishing this beneficial industry. Although the State of Hawaii already has an existing state-owned central commissary, they were specifically interested in improving the efficiencies of their business. The tour included a

walkthrough of the entire production line. They were able to view the step-by-step process of filling and packaging orders on a high volume scale. Time was spent explaining the sophisticated software used to ensure accurate and secure processing of offender orders. The trip proved to be both productive and enlightening. Their business differs from us in the fact that they actually ship some of their commissary via boats rather than trucks! Can you imagine one of your drivers paddling the next shipment you send?

Get The Grill Out

That was the recent call from Newton's workers. They always look forward to this festive event. This year was no exception. Goodies galore! The "goodies" included: grilled burgers and brats, fresh veggies, a soda pop and a whole bevy of vendor supplied chips, cookies, cakes and candy bars. We know how important the offender employees are to the success of our business. We do this in appreciation for their fine service.



Canteen Offers New Products

The Central Canteen continues its policy of providing products that meet offender needs by offering a new shoe and over sixty new music CDs.

The Original Fitness Fila shoe is the latest offering to the male offenders. The shoe meets our high standards of quality and durability. Features include 100% upper leather construction that is sewn to a highly resilient synthetic outer sole. They can be described as capable of "weathering the storm" under the demanding conditions our customers have grown to expect in the products we offer. The footwear is available for purchase over the current sixty-day period.

Can You Hear the Music? Iowa offenders certainly can. Sixty new music CDs are now available for purchase. The selection offers popular music from the rock, country, rap and soul/hip-hop categories of listening tastes. There is also an assorted category that features gospel, Latino and soundtracks from well-known movies and musicals.

ROCKWELL CITY

Construction Starts On New Warehouse

Work has begun on the new building that will serve as a warehouse for Rockwell City. Currently part of the shop is used to store finished products; the new 150' long x 50' wide warehouse will allow us to clear up this room and work more effectively. The process started off a little slower than expected due to the amount of rain we had in the past three months. But it finally dried up enough to get started, and the floor is now poured. The contractors are scheduled to start putting the building up on November 1st. We are look forward to the new building being completed and the extra room it will provide.



IPI Shop Passes ACA Accreditation Inspection

In August, NCCF went through the ACA audit process, which included the auditors spending time in the IPI Shop. They stated they were very impressed with the Industries Operation; no discrepancies were found during the inspection. They were impressed with our tool room and tool control procedures. This assisted NCCF in receiving 100% compliance on mandatory items and over 98% compliance on non-mandatory items, which resulted in a recommendation from the auditors for the facility to be awarded ACA Accreditation.