



Australian
Technology
Showcase



2005
Moreton Bay Region
Export Awards

Finalist



Inside this issue:

Orders in advance	2
Pakton Growth	3
Thank You	3
Regular Features:	
Editor's Note	2
Staff Stuff	2
Admin Asks	2
Tech Speak	4
Meet the Staff	4

15 Years

15 years and
still
performing...



... still

growing...

Editor's Note

15 years! Wow! Where has the time gone? In considering an answer to that question I start to think back through those years. How we started Pakton, why we started Pakton, how we have grown, how we have changed, the staff we have known over the years, the premises we have lived in and outgrown, the products we have developed, the growing list of customers we work with, the growing list of suppliers, the business associates and supporters. The memories! The ups, the downs, the challenges, the adventure. 15 years: full to the brim!

A theme of 'electric fencing' began in our lives in Paul's university days where his thesis study was lightning protection for energisers. About ten years later Paul was repairing energisers at the request of a local fencing store. This experience led to the invention of the Electric Fence Power Probe ®. Encouragement to bring this product to market added manufacturing to the part time business. Adding Paul's part-time programming work provided an opportunity to establish a full time business. Pakton Technologies was born on the 1st July 1995. Since then our focus has narrowed to electric fencing electronics and extended from agricultural to security products.

To our staff, to our customers, to our suppliers and providers, to our business associates and supporters, to our friends, family, mentors and advisors, to all of you, past and present:

Thank you for being part of our journey....

We are thinking of you all as we reflect back over our 15 years!

Admin Asks..



Please take time to review your product needs up to December 2010.

Please continue to give us an idea of your needs 3 to 6 months in advance. Even if you do not place firm orders it is important for us to know of your future needs to help our production planning. Lead times from suppliers are growing and our production team work 3 to 6 months in advance. We appreciate your assistance to achieve your production and shipping expectations.

\$\$\$\$ PRICE UPDATE \$\$\$\$

Revised price lists are effective from July 1st. Since customers have tailored price lists, please check with Lauren when placing your next orders.

staff stuff

Saskia Gilmour, has joined Pakton in place of Morgan who has moved onto another job that better suits her university commitments. Saskia is a Year 11 student at Narangba Valley State High School, working in the Pakton office after school one day per week and on school holidays. Glenn Kier and Joel Smith have also joined our production team. Glenn comes to us with great experience from an electronic manufacturing background. Joel has a passion for electronics so also

brings some experience. Andrew Zischke has been with us for some time now: a temporary stay lasting longer than first thought.

Our university students have finished another semester (for some it is their first) and have the nervous wait for results. Most are working extra time on their holidays.

Jeanette is travelling once again, fossicking for precious stones. Christine Sander was also back for a few weeks, helping out in store while Veronica was on holidays.

Growing

As we celebrate 15 years of business we look back over those 15 years and the achievements and changes made.

Products. The signature product, the Electric Fence Power Probe® was in manufacture before Pakton was a company and is still a signature product. Software programming for a customers in a variety of industries was a big part of initial business. But the Power Probe introduced us to a growing number of customers in the electric fencing industry and our service specialty became electric fence electronics for these (mostly agricultural energiser) customers. The "9/11" tragedy boosted the emerging electric fence security industry and the demand for our design service in this area.

People. From a staff of only Paul and Kayleen we now have a current staff total of over 26. Most early staff members were university students and other casual part-timers and university students and school students still feature on the staff list. We now have 5 engineers constantly designing and improving products, 5 administration staff dealing with customers and suppliers and 16 production staff busily manufacturing and assembling product.

Premises From a room at home, to the garage, we have moved another 3 times. With every move the new premises have been larger, at least doubling the size of the previous premises.

... We couldn't
have done it
without you!



Thanks to all our
staff, customers, suppliers,
business associates,
friends, family and mentors
for being part
of our adventure.

From Paul and Kayleen Thompson
(owners/managers)

Tech Speak

Pakton service and support for technically related issues:

Engineers at Pakton often provide customers with technical support. We are always open to receiving phone calls or emails if you need clarification regarding something in a manual, advice relating to the product that we have developed, or simply want to give feedback. This is an opportunity to speak with the engineers who develop and work on your product or similar products every day—specialists in the field.

If your request is born out of a deficiency in user documentation or there's something about the design that we could improve, we flag it in our issue management system. If the change is urgent or would require little time, we try to address that immediately. Otherwise the next time the product is reviewed all pending changes are reviewed and considered

for product improvement. Such product reviews usually happen every 18 months to 2 years. If nothing more, this is the time when we update the design to make it compatible with the latest manu-

facturing techniques.

Technical support is always just a phone call away. Whether you're at a site, planning a job or just want to get the best out of the product, Pakton is happy to help.



Pakton Engineers (Left to Right): Graham Fanshawe, Remi Forcett, Paul Thompson, Phil Suthers, Peter Smart

Pakton Vision Statement: To be an efficient OEM manufacturer of innovative electronic products that is known in electronics manufacturing circles for its high quality and technical excellence.

Pakton Mission Statement: To provide an OEM source of *CLEVER PRODUCTS MADE EXTREMELY WELL* supported by *EXCEPTIONAL SERVICE EXCEEDING CUSTOMER EXPECTATIONS*.

Pakton Values: Harmony, Humility, Honesty

Meet the Staff



Kathryn Burrowes

Job Title: Production Worker

Role: Component Prep, Packaging, Production Soldering, Product Assembly

Qualifications: Currently studying a Certificate IV in Competitive Manufacturing

Hobbies: Dancing, Board Games, Playing Pool, Having a good time!

Favourite colour: Orange