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1307 Greene Avenue
Brooklyn, N.Y. 11237

August 28, 1997
Ms. Sara Garretson
Executive Director
Industrial Technology Assistance Corp.
253 Broadway, Room 302
New York, NY 10007

Dear Ms Garretson,

I am writing this letter to let you know what a difference ITAC has made in upgrading our production techniques and procedures to a whole new level. As President of the Lumart Company, I realized about two years ago that a two to three week backlog was not going to be acceptable in today's fiercely competitive marketplace. Something needed to be done if we were going to stay in business. I contacted Empire State Development and after they reviewed my situation, they recommended that ITAC would provide some solutions. Well, they were right on target.

The project was the first formalized training for many of the team members. It gave them a sense that their ideas really mattered in managing the Lumart Company. Nelson Wax, Gui Pradiou, Carl Rock, Charles Priolo & Phil Massaro carefully coached & guided these team members and made it possible for them to implement these new procedures quite easily. With this new sense of teamwork, we began to address the importance of getting the order correct, having the raw materials on hand, getting it to the customer when they wanted it and making sure it was of the highest quality possible. As a result, we went from a three week lead time to a three day lead time and even increased our volume during that time period. The amount of customer complaint calls wondering when they will receive their order has dropped dramatically. We now have standards set in production which we did not have in the twenty years I have been in this business. Production employees now know what is expected of them. The shop floor has never looked so neat, clean and efficient as it does now. These improvements, that are now part of regular company procedure, have cut our costs, made us more competitive and enabled us to grow in the future.

As an owner of a small business, you learn how to spend each dollar very carefully. I can honestly say that the money I "invested" in the ITAC program was money well spent on Lumart's part as well as the State of New York. As a "dyed-in-the-wool" New Yorker, being able to take advantage of a program such as this reaffirms my conviction that this is the place to be. You can be sure I have told many of my colleagues about the benefits of doing business here.

On behalf of all the employees of Lumart, I would like to thank ITAC & the State of New York for making us a better company.

Sincerely,
Lumart Company, Inc


Frank Fabrico
President