

Peerless Post

Volume 1 Number 2



April — June 2007

"Delivering information solutions with specialized technology resources"

www.epeerless.com

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CUSTOMER SERVICE

Change The World

Customers love customer service. What's not to love? A friendly face, a concern for the customer's needs, a respectful attitude, a good listener. . . all point to a genuine regard for the interests and priorities of the customer. We live in a world where competition is fierce, yet customer service sometimes seems to have gone by the wayside. We work in a market space where customer service may seem at times oblique, but make no mistake it's a fundamental formula to success. When our customers are treated well, they know it in a heartbeat. Just like you and me, they know what good customer service looks like and they respond to it.

Customer service in our industry means:

- 1. Peerless is a corporation that cares about the customer and keeps a focus on his or her needs at all levels.*
- 2. Peerless project employees care about the customer and deliver services focused on project requirements and customer needs.*

Together everyone at Peerless works to anticipate future needs of customers and develop new products and services offerings that will serve customers' future needs.

The foundation of each of these principles is an "attitude" of customer service. Attitudes drive behavior. Behaviors related to a positive customer service offering keep customers happy and loyal. Do that well and you will change the world.

- Michael C. Bridges, President



Basketball and the Workplace

OK, it's that time of year again, when even the most causal fan becomes interested in college basketball. Did you know Peerless Technologies has its own Elite Eight? We are all suited up to help the Air Force succeed in the financial management arena. We see certain similarities between a championship team and a successful engagement. Here are several key thoughts that should work for just about anybody.

Know Your Purpose

A basketball team needs to put the ball in the hoop to score points, win games, get to the tournament and win the title. Air Force Materiel Command (AFMC) uses eight Peerless Technologies professionals to help analyze the financial aspects of their working capital funds. Our purpose is to help improve AFMC's financial management. Peerless' Team is involved with accounting for aircraft supplies and maintenance. We also support two AFMC tasks that involve accounting changes for aviation fuels and flying costs.



These initiatives are known as Centralized Asset Management or (CAM).

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Announcements

Welcome to our new employees for February/March 2007! **Tony Feldkamp** and **Mike Blust** have joined Peerless on the Automated Business Services System (ABSS) program and **Cheryl Bates** has joined the EITDR team.

Congratulations to **Andrea Kunk** for completing her MBA in finance on March 15 with a 4.0!

Congratulations to **Isaac Hogue** for being named to the Dayton Business Journal's 40 under Forty.

"The big shots are only the little shots who keep shooting."

-Christopher Morely

Lessons from THE OFFICE...



So you want to start a business, how do you start? What do you need? Well first of all you need a building. Secondly you need supply. You need something to sell.

Now this could be anything. It could be a thingamajig, or a whoseywhatsey or...[holds up candy bar] a Whatchamacallit. Now, you need to sell those in order to have [holds up another candy bar] a Payday. And...if you see enough of them, you will make [another candy] a 100 Grand....satisfied? [holds up a Snickers].

-Michael Scott

Peerless has been providing conference support services to the Air Force Office of Scientific Research (AFOSR) since 2005. To date, Peerless has coordinated more than 30 conferences for AFOSR scientists, academia, and industry participants. These conferences range in length from 1-5 days, and take place at various locations across the country. Peerless has planned conferences in exciting locations (San Diego, Seattle, and Duck Key, FL) and less exciting locations (Fairborn, Rome, NY). The meetings cover a range of scientific subjects and include topics such as Electromagnetic Railgun, Laser Propulsion, and Biomimetic, Biomaterials, & Biointerfacial Sciences. Contact Andrea.Kunk@epeerless.com



Employee Spotlight



DAVE BILLINGS

Born in Omaha Nebraska, raised in Holstein Iowa

Has two younger brothers and an older sister

Has a son, Tony, who lives in Philly, PA who graduates high school this Spring

Retired from the Air Force after 26 years

Hobbies include fitness (if you've seen Dave, you know this is true), remodeling the home/yard-work, traveling, and working on the car

Finally completed the thesis for and received a master's

Eager to see what the future brings!

Centralized Asset Management

Wilbur Wright once said "It is possible to fly without motors, but not without knowledge and skill". This quote could be appended to indicate that one also cannot fly without MONEY. The new Air Force Materiel Command (AFMC) program called Centralized Asset Management (CAM) relates to this aspect of flight. AFMC-CAM executes the centrally managed funds to support Air Force requirements, producing economies of scale for aviation maintenance, and is focused on improving how the Air Force manages sustainment resources allowing the Air Force to provide the best mix of support for the dollars available. Centralized funding is only one of the important components of CAM.

The basic "four pillars" that comprise CAM are:

1. Centralized sustainment funding (approximately \$16B/year)
2. Enterprise requirements determination (Fleet Management through Lead Commands)
3. Performance Based Logistics (capability vs. end items)
4. Integrated wholesale supply and depot maintenance operations (Air Logistics Centers (ALC's)/Depots i.e. Tinker)

The AFMC-CAM project will assume planning, programming, budgeting and execution responsibility for major modifications to airplanes or parts, changes to the owners manuals, managing maintenance contracts with companies such as Boeing and GE, as well as making any necessary engineering changes after the Air Force buys a plane or missile. CAM epitomizes the "lean" philosophy where the implementation team is constantly looking for ways to do things faster, smarter, and more efficiently. On October 1, 2006, the AFMC CAM program office executed the initiation of the program's first spiral, which began centralizing the funding for several of the functions described above. The remaining functions will be implemented on a spiral approach over the next four fiscal years.

This program is a Chief of Staff of the Air Force (CSAF) Heritage-to-Horizon Tier 1 initiative under "Recapitalize and Modernize Air & Space Inventory". As such, it is an extremely important initiative and has high visibility by senior leaders in the Air Force. Peerless is pleased to have several members of its financial management team working on this important effort.

Contact Dave.Reuss@epeerless.com



Basketball and the Workplace (Continued from Pg. 1)

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Know the Rules

Basketball has rules to guide the game. Government guidance comes from both the Legislative and Executive Branches. Congress passed the Chief Financial Officer's Act to produce complete, reliable, timely and consistent financial information. Also, the President's Management Agenda provides direction to improve financial performance and budget / performance integration.

Know the Management

Basketball is organized with oversight from league and school officials. The Government has several financial "Executive Committee" members. These people include the Comptroller General of the United States, the Director of the Office of Management and Budget, and the Secretary of the Treasury. Defense has comptrollers at various levels of the Pentagon and in AFMC. You might think of these comptrollers as being the athletic directors of their organizations. Members of our Elite Eight have met with several of these key people.

Know the Fundamentals

Basketball players need to know how to dribble, pass, catch, shoot, defend, and rebound. Financial managers should understand assets, liabilities, revenue, expense, gains, losses, and operating results. To help AFMC, we came to the task fully qualified with professional certifications, advanced degrees, and a complete understanding of the client's business. The fundamentals don't change, but the challenge is to apply them in day-to-day activities.

Experience Counts

Successful basketball teams have hands-on experience from practices and games. You don't see teams advance in tournament play if they only have freshmen on the roster. AFMC does have some experience challenges. For example, AFMC's accountants have moved their operations from California to Dayton to Columbus, all since the start of 2005. Our Elite Eight averages over 13 years of Government financial experience. Several of us have many years of commercial accounting or budgeting experience. Two of our Team members continue to train the Columbus accounting staff.

Have a Strategy

Every basketball team should have a strategy to play each game. This might involve a particular type of defense or a fast paced transition. Our strategy is really our approach to help identify areas of Air Force financial management to improve. We use our knowledge of Federal accounting standards and commercial generally accepted accounting principles (GAAP) to test and assess financial systems and the financial data produced by these systems.

Know the Score

When the ball goes into the basket, a team can earn 3 points, 2 points, or 1 point – depending on the risk involved. The two main methods of knowing the score in the financial business are the auditors' opinion and a decision maker's ability to use the financial data produced by a system. Currently, the audit community's opinion of the client's accounting needs to be raised and many levels of management do not fully rely on published financial information. Our challenge is to provide the right advice to ultimately improve the auditor's opinion and comply with Congress' intent to produce complete, reliable, timely and consistent financial information.

Play to Win on the Road

This year, the University of Dayton did not win too many away games to complement their winning record at home. Their performance on the road helped end their season too soon. To work AFMC's financial management, one needs to be familiar with requirements not only in Dayton, but also at the three Air Logistic Centers, and the Pentagon, as well as the Denver and Columbus accounting centers. We've been to these locations multiple times and always with successful results.

Do Not Rely Too Much On That Last Press Release

Basketball teams do not win today's games with yesterday's baskets. Everyday is a new opportunity to play and win again. Members of our Elite Eight were selected as the AFMC Financial Management "Most Valuable Players of the Quarter" in mid-2004. Then, in early 2006, the Government Accountability Office published the *Fiscal Year 2005 Financial Report of the United States Government*. This document referenced one of our products we were instrumental in working. Those acknowledgements were very nice, but they happened in the past and now everybody needs to be productive each day.

Our Elite Eight

Peerless' Elite Eight are made up of Joe DeBrosse, Cathy Lawson, Chris Zukoski, David Reuss, Lew Clouse, Jane White, Barbara Rogers and John Bowen. We are all suited up to help the Air Force succeed in the financial management arena.*



Contact John Bowen at John.Bowen2@wpafb.af.mil

Thanks to the Contributors !

Basketball and the Workplace
John Bowen

Peerless' Diverse Services Include Conference Support
Andrea M. Kunk

Centralized Asset Management
Dave Reuss

Be thinking about what you can contribute to the Quarter 3 Peerless Post! Please submit an article you would like other employees to read. Contact Carly.Hall@peerless.com for more information.

Food For Thought

“This is a short story about four people named Everybody, Somebody, Anybody, and Nobody.

There was an important job to be done and Everybody was asked to do it. Everybody was sure Somebody would do it. Anybody could have done it but Nobody did it. Somebody got angry about that because it wasn't Nobody's job. Everybody thought Anybody could do it, but Nobody realized that Everybody wouldn't do it.

It ended up that Everybody blamed Somebody when Nobody did what Anybody could have done.”

Check Out These Dates!

April 1

Jana Hall's Birthday

April 13

Employee Luncheon
At Olive Garden

April 16

Gail Arnold's Birthday

May 11

Employee Luncheon at Peerless

May 28

Memorial Day—Peerless Holiday

June 6

Haley Cox's Birthday

June 8

Employee Luncheon
BBQ at Peerless

Did You Know?

- Easter is the second most important candy-eating occasion of the year for Americans, who consumed 7 billion pounds of candy in 2001, according to the National Confectioner's Association.
- Ninety million chocolate Easter bunnies are produced each year.
- Each Easter season, Americans buy more than 700 million Marshmallow Peeps
- Americans consume 16 billion jellybeans at Easter.



DAYTON DRAGONS!



BE ON THE LOOKOUT!

It's Dayton Dragons Baseball time of year again. You should soon start seeing E-mail announcements to sign up for games. Be sure to be on the lookout for announcements and for foul balls at the games!

The 11th annual Air Force Marathon will be held at WPAFB on Saturday, September 15, 2007. Peerless sponsored a Marathon relay team in 2006 of Peerless employees. Anyone interested in participating in the 2007 Marathon in any of the events, please contact Andrea Kunk.

More information available at: www.usafmarathon.com

