



RAM INC.

News
Spring 2019

Growth through Partnerships

RAM Inc. enjoyed it's best sales year ever in 2018. The company realized a sales increase of nearly 25% over 2017 FY sales volume. Richard Williams, CEO, has continually challenged the team to embrace Lean concepts to streamline processes, reduce waste, increase productivity, and maintain quality. The application of these improvements has allowed the company to maintain the same employee count, reduce scrap, increase sales, maintain safety, and improve process efficiency.

In 2018 RAM entered into a partnership with Bell Helicopter to substantially increase the company's "Vacuum Forming" footprint. RAM has an agreement to bring on over 100 vacuum formed part numbers from Bell. The Bell / RAM team meets biweekly to communicate priorities, tooling issues, and build schedules in order to meet the delivery requirements of the customer.

2018 also saw the company enter into a partnership with Aerojet Rocketdyne. Ram is currently producing over 10 components for Aerojet Rocketdyne. The RAM engineering team is assisting in the design of components to increase manufacturability while maintaining all quality and functional requirements.

In 2016 RAM was honored to be selected by Lockheed Martin as a recipient of the Small Business of the Year Award. In 2018 RAM was selected to be a partner in the development of several components of a new program. We believe that developing and maintaining partnerships is the key to growth and success.



Building a leading company requires a team with passion, focus, curiosity and humility."

Richard Williams, CEO, RAM Inc.

Delivering
Excellence
Through
Engineering,
Quality,
And
Customer
Service

In This Issue

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- Training for Success.

RAM Partnering with Our Future Workforce

**WHAT IF OUR CHILDREN
RAN THE WORLD?!**
Guess What? THEY WILL!



RAM was one of several West Central Texas companies that participated in the annual WOW Conference in Abilene, Texas. WOW is an acronym for WORLD OF WORK. This event is

sponsored by local businesses and the Texas Workforce Commission. The purpose is to expose, educate, and engage 9th-12th grade students with employers and post-secondary schools in the region. The event also features workforce readiness activities such as mock interviews to promote success after graduation and a Parent Power Hour.



Ram participates in several organizations that promote STEM Education and Manufacturing growth in the region.

The RAM team brought information about careers in manufacturing and held a contest to give away a Galaxy Tablet to one of the local students.

RAM also challenged the students with opportunities to solve several Geometric “Brain Teaser” assembly puzzles.

The WOW program’s goal is to emphasize building partnerships with schools and connecting students to their future career opportunities in West Central Texas.

RAM Services

- LASER Scanning
- ASTM Testing
- Material Testing
- Reverse Engineering
- X-Ray Testing
- Mold Flow Analysis
- Tool Design
- Component Design
- Metal-to-Plastic Design Coordination

RAM Engineering Tools

- SolidWorks
- SolidWorks Plastics Module
- PC-DMIS
- CAMWorks
- Digital Vision Inspection System

RAM Partners with Community

Big Country Manufacturing Alliance (BCMA)

Background

On July 19th, the BCMA (formerly) West Texas Manufacturing Industry Partnership brought together a group of manufacturers to better understand the most critical soft skills that are required among entry-level employees in manufacturing. This discussion was held as a part of the annual E3 Summit and included educators from local K-12 schools, community colleges, and workforce training providers who observed the session and committed to integrating manufacturers' feedback into their programs and curriculum. **Richard Williams – CEO, represented Ram Inc.**

Intended Use

The BCMA sees this set of standards being used in a variety of ways, including:

- As a source of new information for education and training programs (K-12, Career Technical Education, community and technical college programs, workforce training programs etc.) to improve and bolster existing manufacturing-related curriculum.
- As a fresh set of inputs for manufacturing companies to refresh job descriptions that may too abstractly describe soft/essential skills, and to update interview protocols when hiring new workers.

Focus Questions

The focus group kicked off with a set of general categories of soft skills applicable to many different industry settings. These categories were based on preliminary research from similar industry-led focus groups around the country as well as from conversations with the BCMA Soft Skills team. These categories were deepened with discussion focused on three questions:

1. Which categories of soft skills are most important in making an individual successful on the job and/or contributing to overall company profitability?
2. What makes a person successful in each category?
3. What are specific examples/scenarios of success and failure in each category?

Essential Skill Core Competencies: Findings

These findings below are organized by category, with a breakdown of skills or competencies within each one. Where possible, examples are included to demonstrate the need for the skill on-the-job.

Overall, most manufacturers agreed that problem-solving and communication are the most critical skills and most commonly under-performed. These skills are not only essential to performing well on the job but are also critical to maintaining a safe work environment. Manufacturers also emphasized individual responsibility as being critically important and often lacking, particularly among entry-level candidates. Customer service and leadership were emphasized less since the focus of the discussion was on entry-level positions. These skills are critical, however, for any employees looking to advance, particularly into management roles.

RAM Partners with Community

Hiring & Retention

- Use Soft Skill Standards Manual to update job descriptions and strengthen the interview process, explicitly focusing on assessing soft skills.
- Exchange successful practices for successful on-boarding and retention of employees, including:

Education & Training

- Build support for emphasis on soft skills and career exposure in the classroom:
 - Engage Superintendent and/or School Board members to share results of soft skills focus groups and ask for their support in adapting programming to meet the needs of local employers.
- Engage educators across the full educational pipeline (from middle school to community college programs targeting manufacturing) to develop ways to integrate soft skills into their programs. These include:
 - Business skills, including how to write a business plan and an understanding of profitability in a manufacturing environment;
 - Team work, coping skills, leadership and communication skills;
 - Opportunities for students to take ownership of their work products;

Career Exposure & Work-Based Experiences

- Increase access to student internships, educator externships, and job shadow opportunities in manufacturing companies. This includes:
 - Understand barriers to hosting internships or job shadow opportunities and develop new models to expose students and educators to manufacturing work environments.
 - Identify ways to focus on business skills during internships and job shadow opportunities, helping students and educators relate their education and eventual work experience to business best practice.



Partnerships are the foundation of Extraordinary Performance. These partnerships [when built upon trust] foster Creativity, Critical Thinking and Curiosity.

Richard Williams, CEO, RAM Inc.

Please copy the attached link into your browser and take a few minutes to view the video clip from the seminar;

<https://www.youtube.com/watch?v=W439A6OQDnY>

Welcome Jay Hunter Program Manager



RAM Inc. is pleased to welcome **Jay Hunter** as our new Program Manager. Jay brings a wealth of knowledge and experience in the Defense and Aerospace industry to our company.

Prior to joining RAM, Jay served as the General Manager for Mid-Cities Manufacturing in Grand Prairie, Texas. The company enjoyed a 40% sales growth while Jay was the General Manager. He employed his experience in business development, Lean Manufacturing, Sales management, and financial aptitude to develop his team which propelled the company to realize this-growth.

Jay also was employed at American Eurocopter in Dallas, Texas where he was the representative at Curtiss-Wright "Skyquest" Facility in Laindon, England, UK. While there he provided quality and technical assistance in support of the LUH Program Visual systems. Jay lead the team in recovering deliveries to schedule and in resolving multiple technical issues.

Before Joining American Eurocopter, Jay worked for Triumph Aerostructures (Vought Division) in Dallas Texas. His last assignment at Triumph was as the Technical Support Team Leader in support of the offload of a Boeing Aircraft Structure group to Chengdu, China. He assisted in the staffing in Nanchang, Tianjin, and Xi'an China. The team that Jay lead was comprised of Design Engineering, Manufacturing Engineering, Quality Engineering, and Tooling Design and Engineering. Jay was responsible for developing and coordinating the plans for the control of major structures built overseas.

His previous major assignment at Triumph was as a Program Manager from 1986 to 2009. As Program Manager he was the primary interface between the Vought Sites and their respective customers. This included The Boeing Commercial Airplane Company - Everett, Boeing IDS- Wichita, Gulfstream, Raytheon, Cessna, Pratt & Whitney, and Northrop Grumman on all programs issues that pertain to Quality. He also supported new business proposals as a selected capture team member. He provided contract reviews, established budget requirements, and supported Management Program and Budget reviews. Jay was employed for 25 years at Triumph Aerostructures.

Jay is a professional pilot and holds single engine, high performance multi-engine, instrument, and commercial ratings.

The entire RAM Team welcomes Jay to RAM Inc.



Richard Williams, RAM CEO, is presenting Danielle Rogers with her Certificate of Successful Completion for her training class:

Leadership, Team Building and Coaching Skills

Danielle Rogers, RAM Quality Team Lead, received training to continue her growth as a team member at RAM Inc. The course was designed to teach and improve her Leadership, Team Building and Coaching skills. Danielle is a dedicated employee and is committed to growing as a person as well as an employee. She has taken several courses to hone her skills as a knowledgeable and skilled employee. Our management team recognizes that Danielle is on a path to optimize her position in the company through hard work and continued growth.

Some of the key points that she took from this course were how to best utilize her team's strengths and neutralize their weaknesses. She received tools designed to assist her in communicating efficiently and effectively within her team and interfacing with other departments. She was also taught techniques for motivating and empowering her team and how to counsel the team when needed. She was instructed on procedures for counseling with a "problem player" to help the individual to become successful and more productive.

She recognizes that when we are all working as a cohesive team we will have better productivity and morale which is beneficial to her department as well as our organization. We congratulate Danielle on her accomplishment.

Please email with any questions regarding our products and services at

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