

# UCSD CONNECT

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**To:**

Bruce Spivack, SanMEC	619-239-4872
Kevin Coleman, Hydranautics	760-901-2550
Bob Czajkowski, Space Electronics	619-452-5499
Derek May, QUALCOMM	619-657-2950
Frank Polese, Polese Co.	619-271-1980

**From:**

Barbara Bry

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**Re: CONNECT TV Show**

**Manufacturing Issues for High-Tech Companies: From Research to Reality**

Attached please find a draft list of the issues that we'll be discussing on the show. If you have any suggestions or comments, please feel free to call me. The best place to reach me during the day is at OKbridge, 619-490-6770, or you can e-mail me at [barbara@okbridge.com](mailto:barbara@okbridge.com). You are also welcome to call me at home in the evening at 619-794-8410. (I think most of you know that I have reduced my time at CONNECT and am now chief operating officer of OKbridge.)

The format is roundtable discussion. I always prepare lots more questions than I'll need. The show works best when you all talk spontaneously and do not wait for me to call on you. I'll make sure we cover certain issues and will interrupt you when appropriate to move on to the next topic!

As to what to wear: a pin-striped or solid color suit in blue or gray looks great with a colorful tie. **DO NOT WEAR A BLACK SUIT OR A WHITE SHIRT!!! DO NOT WEAR A PLAID SUIT!**

I look forward to seeing you Friday morning at 9:30 a.m. for make-up and informal discussion. The taping will begin at 10 a.m. and should conclude by 11 a.m.

Thank you again for agreeing to be a guest on the CONNECT Show.

## **Manufacturing Issues for High-Tech Companies: From Research to Reality**

- 1. Explain your company's manufacturing process and product. Who is your customer? (mass assembly at QUALCOMM contrasted with customization at Space Electronics...Polese and Hydranautics somewhere in-between!)**
- 2. What are critical issues in general for small manufacturing companies? (Bruce)  
What are the critical issues for successful manufacturing for your company? What is unique to your company? What things do you need to do well? (procurement, labor)**
- 3. What are the advantages and disadvantages of manufacturing in San Diego?(everyone!)**
- 4. What key things can go wrong in your company's manufacturing process? (Bruce) (equipment, process, person) Give an example of a problem that you had and how you fixed it.**
- 5. What is SanMEC's role? (Bruce)**
- 6. How do you figure out the cost of what you're making? What expenses do you need to include? What systems are appropriate for a small company? What common mistakes do you see? (Bruce)  
What do you do at your company?**
- 7. What is ISO 9000? What is the purpose? What processes does it cover? Which of you are ISO 9000 certified? What are the advantages and disadvantages of being ISO 9000 compliant? How much does it cost to become certified? What is the process? How long does it take? How have you implemented it at Hydranautics? QUALCOMM? What is the ongoing cost?How is your manufacturing at Hydranautics different since you've implemented ISO 9000? How has the role of the employee changed? What is a quality audit?**
- 8. How do you maintain quality? How do you incentivize your labor force? What benefits and rewards do you provide?**
- 9. How do you manage growth? How did QUALCOMM absorb over 300 people a month and train them as well as maintain its corporate culture? What do others do?**