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Born to Innovate

2021 Q3
Mid-Point Update

Global All-Hands
August 5, 2021

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Agenda

News - Robert
OKR Update - Robert
Product Roadmaps - PMs
Quality Topic - Robert
Training - TBD

What's Happening at Enconnex?

News

New hires

Alicia Dayton - Accounting - Reno

Michael Gollaher - Marketing - Reno

Big Wins!
DefenseShield for Amazon through Rahi
DefenseShield Shelves for Norseman
Cabinets with Fan Doors for Apple through Rahi
Tons of cables & other parts for Google via Rahi
Fiber cables to Faber in Germany
EdgeRacks with AC6000 and PDUs via Rahi NL
Iridium AC6000 with new potential for DefenseShield
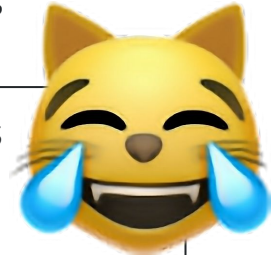Containment build for QTS

Notices

Now monthly all-hands with varying topics
- Always Product Roadmap
- 1st Marketing and Sales
- 2nd Quality
- 3rd Operations

Born to Innovate contest winners

Have to wait till the end of the meeting!

PM and Engineering

2021 August Update Product Roadmap

Power - Robert

Connectivity - Mike

Metal - Fancy

DefenseShield - Alex

EdgeRack - Joyce

Power - Roadmap

AC6000 next generation (no change from July)
- New battery selected for better safety factor and supply chain
- New controller design for much more features and space for future updates
- Expandable design for AC10K and for longer run battery
- Estimated Availability - Q3 2022
- Looking to outsource some portions of the design to speed up the development

TAA PDU (no change from July)
- CSA selected for UL testing
- 10 models being developed to cover the wide range of North American circuits
- General availability Q1 2022

Power Cords (no change from July)
- Standard PVC available now
- TPE available in US now
- W-lock coming Q4 2021
- P-lock coming late Q3 2021

Connectivity - Roadmap

Reno manufacturing (no change from July)
- CAT6 / CAT6A patch cords
- September 2021

MPO patch cord option (no change from July)
- This is a cost effective version of MTP
- General availability Q3 2021

High-Speed Transceivers (no change from July)
- General availability - made to order NOW
- QSFP-DD supporting up to 400G

Mimic panels (new product idea)
- Under market study now

Fiber-to-the-home (FTTH) (revisiting this idea)
- Under market study now
- Development of full product is not looking feasible. Is partial line useful?

Metal - Roadmap

Fully welded cabinet (no change from July)
- High static / dynamic loading (5000/4000 lbs)
- Seismic design to NEBS GR63, 1500 lbs
- General availability Q2 2022

Lower cost cabinet for the Asia market (no change from July)
- 4-post open, w/o door, w/ optional side panels
- 3300 lbs load rating
- General availability Q2 2022

Accessories cleanup (no change from July)
- New standard shelves (EOL old designs)
- Universal standard cable management (EOL old designs)
- General availability Q1 2022

Containment (no change from July)
- HAC/CAC marketing launch Q3 2021
- Control box and lighting system launch Q1 2022
- Automatic door with access system launch Q2 2022

Real Device Testing - Roadmap

Fandoor for standard cabinets (no change from July)
- V5 to integrate the power cutoff switch into the door
- Estimated availability Q2 2022

DefenseShield 5G (no change from July)
- Covers to 40GHz (Ka band)
- Replaces existing standard design
- General availability Q4 2021

EdgeRack - Roadmap

EdgeRack 5M (no change from July)
- Re-launching with new marketing collateral Q3 2021

EdgeRack 3P (no change from July)
- New GUI design in process
- Marketing launch end of Q3 2021
- General availability Q4 2021

Quiet EdgeRack (UPDATE)
- Testing of the 3P showed it is insufficient for this requirement
- Further investigation into a new design is underway

Industrial EdgeRack (UPDATE)
- A new platform of our own design is underway
- Timeline to be determined

Quality

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ISO 9001:2015

A globally standardized and recognized platform for building a sustainable Quality Management System (QMS)

Why? - The four "C's"

1)   Completeness
2)   Consistency
3)   Control
4)   Quality

The Principles

Continual Improvement	Customer Satisfaction
Quality Policy	
Endless Innovation	Total Quality Management

QMS Status

Where are we in the process?

Quality is everyone's job!

Plan - till 2020 Q2
Hired Tim and then Ishpreet, set goals, organized the structure, identified responsibilities, and set timelines.

Do - 2020 Q3 through 2021 Q1
Create Quality Manual and all major procedures, review and audit those documents, identify and measure quality objectives, train, and review with management.

Check - 2021 Q1 through 2021 Q3
Internal audits of the processes that affect quality, corrective actions and risk analysis, adjustments, and 3rd party external ISO audit and certification to 9001:2015

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Operate using the QMS, auditing and adjusting as necessary to continually improve. Focus on customer satisfaction, endless innovation, and total quality management. Confirm through re-audit.

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Repeat - 2022 Q4 and beyond
The Quality policy is exemplified each and every day in all facets of the organization and shows itself readily to all customers and prospects.

TUV Pre-Audit Report

No.	Area/department/site	Positive findings
1	Procedures	Great blend of text, flow charts and pictures used in procedures and work instructions.
2	Internal Audit	Excellent tools created for Internal Audit; large pool of Internal Auditors training
3	QMS	Great overall initial QMS framework

No.	Area/department/site	Areas to address	Who?
1	Objectives	Detail information on setting the baseline for original objectives and ensure that targets are measurable	Robert Komal assigned
2	Internal Audit	Specify one person to be responsible for auditing the actual administrative elements of the QMS as their ONLY audit. Update Internal Audit procedure to reflect this. Ensure that there is a message of 'Auditing the process not the person' to ensure effective audits from peers.	
3	Management Review	Adjust documentation from Management Review to ensure that: all requirements from the standard are met, details of conversations are captured and that there is an ability to review the system as a whole (trends).	Robert
4	Training/QMS Orientation	Consider adding more detailed information on how employees' direct roles impact the QMS and how they can identify ways to impact and improve the QMS	Ishpreet & Tim
5	Quality Manual	Review current quality manual through the lens of 'how' all stated elements and activities will be completed.	Robert
6	Process Map	Consider creating an additional process map that describes the flow and interactions of the various processes and players involved at the various locations and then overlay that onto the QMS process map to understand the interactions.	Ishpreet & Tim
7	Roles and Responsibilities	Clearly define what role and responsibility and authority mean within the organization. Review all areas where a role, responsibility and/or authority are described for accuracy, then ensure the Responsibilities employees impacted have a full understanding of what it means to each position.	Ishpreet & Tim
8	Context	Provide detailed review of how initial context was evaluated and used to shape QMS and determine objectives. Also, review the process that will be used to continuously evaluate context.	Robert
9	Risk	Add more detail on process used to consider risk.	Robert

Quality Objectives Shall:

a) be consistent with the quality policy

b) be measurable

c) take into account applicable requirements

d) be relevant to conformity of products and services and to enhancement of customer satisfaction

e) be monitored

f) be communicated

g) be updated as appropriate

*) be documented

*) be able to be continually improved

*) contain a way to assign what will be done, what resources will be required, who will be responsible, timelines, and evaluation method

*) includes consideration of risk and opportunity

Enconnex Quality Objectives

Customer Satisfaction
Increase the number of customer engagements (Julie with assist from Sales and Ops)
Improve scores from customer satisfaction surveys (Julie)
Reduce the rate of customer complaints as a percentage of the number of SOs (Robert with assist from Ishpreet)
Reduce the average quote response time (Thane)
Reduce the average PO confirmation time (Thane)
Increase rate of on-time delivery as measured in relation to promise date (Thane)
Reduce RMA turn-around time (Thane)
Increasing employee satisfaction

Continual Improvement
of course, everything throughout this list
Improve inventory accuracy (Thane)
Reduce cost of operation (Thane)
Reduce time to build (production) by product (Thane)
Training (Ishpreet with assists from all)

Endless Innovation
Increase the number of products available
Decrease the time and cost to develop new products (Cus)
Increase profitability
Increase in IP value: Patents (Robert with assist from all)

TQM
Improve internal performance (FPY, CAPA, Complaints, NCR, IQC, OTD) arriving at a total performance score
Improve supplier performance (NCR, CAPA, OTD, Support, Service, Price) arriving at a total performance score

Training
What would you like to see?

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Q & A

Born to Innovate!
Contest

$ Contest $

- What does "Born to Innovate" mean to you?
- Cite an out-of-the-box example of this in action.
- Submit your entries in writing / email to me directly.
- Deadline of July 31.
- Everyone can play.
- Top 3 answers awarded $1000, $500, $250 Spot Bonus!*
- Winners selected by a panel of the leadership team.**

*Spot bonus is paid on the next paycheck and is subject to applicable taxes.
** Tarun, Julie, Thane, Robert

Entries from:

Nestor R.
Cody S.

3-WAY TIE

Ishpreet Sahani

BORN TO INNOVATE means that you are ready to take on new challenges and can adapt to changes by being brave enough to put forward ideas which can be brought into action to start innovation.

Layla Zhang

We are a company that hears everyone's voice…
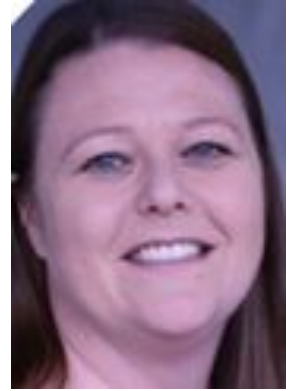Fortune favors the bold, and we favor innovation.

Cody Schauer

The word "Innovate" carries a certain power behind it. Innovation by itself is just a single step towards becoming something new but is the foundation of growth. It is the means by which greatness can be achieved.

Katie Krause

Being "Born to Innovate" means questioning the way things have always been done, and finding ways to make things better.

Jordan Furiosi

The idea of being "Born to Innovate" to me is much more than one specific thing we try to achieve or create, it is the recipe to success in life and is something we execute and act on…

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Thank You!