

(continued from page 1)

OEM approvals

The number of such national agreements is constantly rising. The Taiwan national organizations of VW and Standox, for instance, signed such an agreement in December 2001. All 25 VW workshops, which cover the entire domestic market, have now introduced the Standox product range.

Only a month later, in January 2002, an agreement was reached with Kia. The Korean carmaker runs a network of 37 authorized workshops in Taiwan. These also now use paint systems from Standox. What often clinches contracts is not only the quality of the products and services, but also the good image of the Standox brand.

Standex enjoys an excellent reputation in Taiwan. For years now, premium brands like BMW and Mercedes-Benz have been placing their faith in vehicle refinishing systems from Standox for the repair of their vehicles. Today, Standox cooperates not only with BMW and Capital Motors, the exclusive importer and distributor of DaimlerChrysler in Taiwan, but also with other celebrated car companies like Audi, Citroen, Ford, General Motors/Opel, Renault, Volkswagen and Volvo. Capital Motors became a wholly owned subsidiary of DaimlerChrysler Taiwan in the middle of this year.

There is also news from Japan: There, also in January this year, Standox was awarded the exclusive approval for the Volkswagen Group Japan for the nationwide network of VW authorized workshops. The national company founded in 1983 and with his headquarters in Toyohashi is Japan's biggest car importer, with 65,000 vehicles sold each year. One of the particular strengths of the company is the nationwide service and distribution network comprising 250 dealers. The goal of cooperation is to ensure top-quality refinishes for all VW customers throughout the country. In a circular to its dealer network, the Japanese Volkswagen subsidiary praised the exceptional color accuracy of Standox paints and the outstanding finish. Apart from the usual Standox services, such as advice on paint technology, practical training for authorized workshops and licensees, and coloristic support for the coloristic laboratory in Komaki City, which is responsible for refinishes in Japan, the national service package also includes supplying the Volkswagen vehicle preparation centre in Toyohashi with ready-mixed colors. In this Pacific coastal town about 230 kilometers south-west of Tokyo, new cars are unloaded from the ships and prepared for delivery to customers.

Over 20 national Volkswagen companies, including those from the UK, Czech Republic and Poland, have already agreed on national packages of products and services with Standox.

Standex can also report success from Hungary. The Hungarian DaimlerChrysler importer MB Szerviz Kft. and the Hungarian Standox partner Servind Budapest Kft. signed a national agreement there at the beginning of the year.

Standex is now the exclusive paint supplier to DaimlerChrysler in Hungary. As a result of this agreement, several Mercedes-Benz workshops in the country have already changed over to Standox products, while others will follow suit in the weeks ahead. So that this changeover goes smoothly, Standox is offering vehicle refinishers advance practical training specially adapted to Mercedes-Benz vehicles at the national Standox Information Center.

From this close cooperation with the car industry, it is Standox customers above all who benefit, be they authorized workshops or independent paintshops. They use paint systems that satisfy all the requirements of car producers and are therefore already able to handle warranty work for the major car manufacturers.



New Process for Distributors Ordering Non-Chargeable Standox Literature.

Non-chargeable Standox literature is now available through Digital Direct, our new literature fulfillment partner. All other chargeable sales aids must continue to be ordered through our Customer Service centers.

Distributors can order non-chargeable literature two ways:

- Distributors may fill out an order form and send to Digital Direct via fax at 888-205-4008 or email at standox@digdirect.com. The form is available on our web site at www.standexna.com, along with downloadable PDF files of literature pieces.
 - If an e-mail is sent, it should include the following information:
 - Contact Name
 - Ship to Address
 - Phone number
 - Item #
 - Description
 - Quantity
 - Date Needed (Note: All packages will be shipped "best way" UPS Ground Service (3-5 business days). If a faster delivery is required, a charge code or credit card must be supplied for shipping charges only.
- Distributors may place orders directly with Customer Service Center via phone at 800-338-7668, prompt 1, or fax at 800-338-5329. Standox items will be referenced by "AS" numbers.

New Technical Documentation Available February 2003.

Standex is releasing new technical documentation for 2003 in a new format. There are 3 sections, Charts & Systems, Core Products, and Plastic Refinishing, contained a handy, easy-to-store binder. In each binder are the 3 different books/sections as well as a flyer that explains what changes, additions, deletions, etc. have been made to our technical documentation. This binder has enough space to store all your technical information for Standox.

www.standexna.com – The Online Source for Standox in North America.

www.standexna.com is the official web site for Standox users in North America. This comprehensive site provides valuable information and tools only available from Standox to registered users. To register, simply click the Register button on the home page and complete the profile.

The following is an overview of the eight sections of the web site and some of the valuable information you'll be able to find in each one:

- ABOUT US section - features the history and general information on the Standox brand.
- CLASSIFIEDS section - access to a tool to help find qualified people and job opportunities for the collision repair industry.
- COLOR section - access color information and the Standox online color retrieval system.
- DPC SOLUTIONS section - provides information on DuPont Performance Coatings (DPC) Solutions™, a menu-driven approach to business consultation and improvement. As a member of DPC, Standox users have access to this program.
- MARKETING section - access information on the PIE program, press releases, literature, newsletters and the Standox online promotional catalog and ordering system.
- OEM APPROVALS section - access to approval documentation for all OEM that have approved Standox refinishing systems.
- PRODUCT - includes product-related information, including MSDS, technical manuals and VOC system charts.
- TRAINING section - features a description, schedule and cost for Standox training classes across the country.



STANDOX

NEWS

Standex Around the World.

10 Years of Standox

The 10th anniversary of Standox in Japan was celebrated recently with 36 key dealers. The celebration included presentations on the European and Asian markets, strategy and new marketing activities to boost business with the end consumer, and a dealer awards presentation.

Standex Japan also nominated its first regional distributor: Nakamura Auto Parts. Five others will follow, so that Japan can be effectively supported with a network of service and training.

Standex off to a flying start in the Philippines

Standex has a new partner in the Philippines: Sycwin Coatings & Wires, Inc. The company was founded in 1970 and has developed steadily into a major participant on the market. The main reasons for its success are its constant aim to improve its equipment, and ongoing staff training, quality and customer satisfaction.

Sycwin Coatings & Wires, Inc. have now taken over the national distribution of Standox, Europe's No. 1 premium brand. And it hopes that this will be another big step on the road to greater success in the paint business.

winter 2003 issue

highlights

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dates to remember

PIE Conference Heads to San Antonio in June.

6/6-6/8

Mark your calendars! The first PIE conference of 2003 will be held June 6 - 8 at the Marriott in San Antonio, Texas. Detailed information about the conference will be coming soon. If you have any questions - about the PIE program or conference, contact the PIE Program Manager at 800-551-9296, extension 3440.



Standex No. 1 in Approvals Worldwide.

In the international car repair business, the global and national approval of refinish paint systems by carmakers is becoming more and more important. Standox has collected more approvals than any other supplier of vehicle refinishes.

The car industry expects vehicle refinishing systems to meet high standards. The coveted approval is therefore only awarded to those with products and services of the requisite quality. Vehicle manufacturers' specifications attach particular importance to the resistance of the painted surface to external influences. The emphasis here is on such properties as scratch resistance, adhesion, corrosion resistance and mechanical strength. Other factors are economy, ease of application and color accuracy. If the vehicle refinishing system satisfies all the specifications of a carmaker, the technical approval is awarded.

The approval of a product line, however, is only the first step. Anyone wishing to join the list of "tested suppliers" has to provide a flawless service as well. Competent advice, smooth order processing, rapid delivery and technical and management training have to be available today worldwide if the approval is to be forthcoming.



Standex today is the vehicle refinishes supplier with the largest number of approvals worldwide. 36 vehicle producers have already acknowledged Standox's capability.

However, the approval by the world headquarters of a vehicle producer is by no means the end of the agreements that have to be reached. After all, vehicle refinishes and service have to be tailored to different needs in nearly every country. Standox has therefore put together individual packages of products and services for many countries. The result is an agreement between the car manufacturer's national distributor and the national Standox organization. Standox undertakes to provide customized services and brand-specific product quality.

(continued on page 2)



Standocryl® 2K Clear 15-60 – The Fast Lane to Speed and Quality.



Standex® has introduced Standocryl 2K Clear 15-60, the latest addition to its clear coat offering. Standocryl 2K Clear 15-60 helps to increase shop productivity and throughput while maintaining the premium European quality shops expect from Standox.

This user-friendly clear coat is particularly suited for shops that require short bake and air drying capabilities. Mixed 2:1 with Standox 2K Hardeners, it's easy-to-apply and the desired film thickness can be achieved quickly in just 1½ coats. And after just a 15-minute bake and cool down, the finish is ready for handling and the paint shop is ready for the next vehicle.

Standocryl 2K Clear 15-60 provides excellent vertical holdout and is particularly well suited for panel repairs and overall re-sprays.

For more information on this exciting new clear coat or any of Standox's premium refinishing products, contact your Standox distributor or sales representative.

Increase Shop Productivity with Standox® Univers® and X-Pert™ Paint Mixing System.



Increase shop productivity through accurate color mixing by using the Standox Univers color formula retrieval and X-Pert paint mixing system. X-Pert is a patented dispensing system that works with the computerized Standox Univers formula retrieval system, ColorMix scale and specially designed, easy-

to-use lids to precisely pour color mixes. The system is a new way to achieve better color mixing accuracy with lower costs than manual pours, potentially saving one or more color matches a week.

This color mixing system saves time and money by reducing tinting and color match work on the bench and in the booth. It also eliminates costly overpours - you mix just what you need and it standardizes and simplifies color mixing for any employee - even with small mix sizes.

The X-Pert paint mixing system is available to Standox Univers users. For more information on this system, contact Standox Computer Support at 866-286-3295 (staffed 7:30 a.m. - 4:30 p.m. CST) or your local sales representative.



Cut Tempering of New, Unprimed Plastic Parts with Standoflex® Low VOC Plastic Cleaner.



Standoflex Low VOC Plastic Cleaner is a gel cleaner that reduces the time needed for tempering new, unprimed plastic parts to 30 minutes at 140° F. This water-based abrasive gel cleaner improves adhesion over current recommended procedures and provides efficient surface preparation. It greatly reduces the VOC output by minimizing the degreasing step and doesn't leave any residue that may compromise adhesion.

When used as directed, preparation with Standoflex Low VOC Plastic Cleaner reduces the cost of expensive tempering or extensive degreasing of plastic parts and bumpers. It can be used in conjunction with a scuff pad to significantly increase the abrasive properties over a pad alone or with a brush to further enhance adhesion around hard to reach contours and crevices.

Available in 20 oz. tubes, Standoflex Low VOC Plastic Cleaner comes complete with an adhesion brush that is ideal for difficult-to-reach areas.

For more information on this exciting new cleaner or any of Standox's premium refinishing products, contact your Standox distributor or sales representative.



2003 Standox Calendar – From the Cape to Cairo.

The 2003 Standox Calendar, From the Cape to Cairo, captures the fascinating encounters between German technology and African culture. Each month features a new motif that

takes a journey across a continent full of surprises and discovers many high points of automotive achievement.

A limited supply of 2003 calendars are available. To order, contact our Customer Service Center via phone at 800-338-7668, prompt 1, or fax at 800-338-5329 and request part number AS11-022-N. The calendars cost \$18.00 each.



Jaguar Collision Repair Center Certification.

DuPont Performance Coatings (DPC), which includes the Standox brand, will coordinate the certification process of Jaguar Authorized Aluminum Repair Centers in North America. These centers will be officially recognized as meeting Jaguar's criteria for non-structural aluminum collision repairs on 2004 Jaguar XJ sedans. The all-aluminum 2004 XJ utilizes the latest lightweight vehicle body design and construction technology.

"DPC is honored to be selected as the facilitator for this program," said Gary Scott, program manager, OEM Refinish Approvals. "This is part of our worldwide activities to support Jaguar Cars in their efforts to provide complete service to their vehicle owners."

DPC is the preferred worldwide supplier of refinish materials for collision repair programs and the single source global provider of original equipment finishes to Jaguar.

DPC will coordinate the necessary in-shop paint certification requirements for all facilities. DPC representatives will visit shops sponsored by Jaguar dealers and review the aluminum repair capabilities of those facilities. The selected certified shops will have the opportunity to take advantage of DPC's materials and consultation services.

Introducing the Performance Alliance™.



PERFORMANCE ALLIANCE™
only by DuPont

DuPont Performance Coatings (DPC), which includes the Standox brand, introduces the launch of the Performance Alliance, an interdependent collision repair network that insures customer satisfaction through process improvement, performance consistency and confidence in the DuPont corporation name. The Performance Alliance will improve interactions between all players in the industry value chain - jobbers, collision repair facilities, insurers, and consumers.

DPC expects to be able to leverage the scale of the DuPont corporation, along with the experience of partner body shops and jobbers in the collision market, to reduce common friction points within the industry. The Performance Alliance is currently field-testing programs to document and standardize paint operating processes by individual body shop and improve Direct Repair Program (DRP) interactions with key shops and insurers.

"Our intention is to improve customer satisfaction throughout the value delivery chain," states Alliance Program Manager Tim Carmack. "Of course, 'satisfaction' means different things to different people. Vehicle drivers, for example, want a quality repair and the stress of managing their repair after an accident minimized. Insurers are satisfied when they get repairs of outstanding quality and in a consistently acceptable timeframe. We believe that the Performance Alliance can act as an impartial hub to build satisfaction across the industry to benefit all stakeholders."

The Performance Alliance program will initially be offered to members of the value-added programs of all DPC's product brands, including Standox's® Partnership In Excellence™. Shops will be required to meet minimum performance criteria.

A number of select insurers are also working on elements of the Performance Alliance offering with DPC.

Upcoming Training Schedule.

Standex training covers a wide range of subjects critical to the painter, body shop manager and distributor. The programs, which are held in Standox's training centers in Plymouth, MI and Yorba Linda, CA, are designed to take today's collision repair professionals to the next level in their careers. Certification classes consist of performance-based training and education processes that improve the knowledge and abilities of automotive professionals.

Program	Date(s)	Location
Painter Certification	March 31-April 4	Plymouth
	April 7-10	Plymouth
	May 12-15	Plymouth
	May 19-23*	Plymouth
	June 12-15	Plymouth
	June 12-15 June 23-26	Yorba Linda Plymouth
Painter Certification Rule 45	March 31-April 3	Yorba Linda
Painter Certification Rule 1151	April 28-May 1	Yorba Linda
Distributor Paint Certification	March 24-27	Yorba Linda
	May 12-15	Plymouth
Distributor Paint Certification Rule 45	May 5-8	Yorba Linda
Advanced/OEM Certification	March 31-April 4	Plymouth
	April 21-25*	Plymouth
	May 19-23	Yorba Linda
	June 2-6	Plymouth
	June 23-27	Plymouth
Design and Special Effect	Available upon request and dependant on maximum student registration.	

*Course already filled to maximum student registration.

Standex training centers provide participants with the opportunity to work with the very latest in equipment: high-capacity downdraft spray booths with baking capabilities, a vacuum sanding system, infrared dryers, wet/dry prep stations and the full range of Standox color tools.

For more information or to register for an upcoming training course, contact the Standox Training Administrator at 800-551-9296, extension 3442.



DuPont™ Performance Coatings

