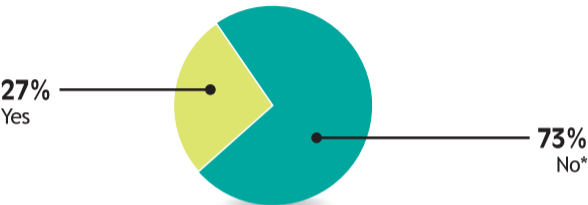


Within the last year, has your department been threatened by outsourcing?



* How have you kept the threat of outsourcing at bay? Maintain performance and efficiencies; Keep expenses down; Hire/maintain reliable/dedicated employees; Flexibility in job duties; Operate on skeleton crews; Proactive employee training; Regular inspections; Open communication policies; Quality control and customer satisfaction surveys.