

Production
Automotive

(02) 4731 6660

CONGRATS
TO OUR
CUSTOMERS...

- Massive congratulations to Jack Sweeney, whose hard work and talent in gymnastics now see him training with the NSW Institute of Sport High Performance Program at Homebush — you are awesome Jack!
- Congrats to Amanda Pikse, Brittany Orr and Yvonne Grady on the purchasing of their new homes!
- More congrats to Janette and Carol Potter on the arrival of their gorgeous new daughter/granddaughter, Isla-Rose!
- Huge congratulations to Adam Dimech who flew the Aussie flag and represented us all at the Hawaii Ironman with a brilliant race ... top stuff Adam!
- Congrats to Tanya Butler, Robert Lee, Marion Bament, Callum and Kylie George, and Tina and Mick Calarco, on their new cars!
- More congratulations to Ben and Corrine Whitsun-Jones who are expecting the pitter-patter of tiny feet in March!
- Best wishes to Brett and Vicky Mathison, and James and Kate Clancy, on their weddings!
- Huge congrats to Derek Brock and his gorgeous finance Susan, as well as super-fit couple Erica and Brian Price, on their engagements!
- Well done to Jackson Hoffman, son of Julie and Wade, on his selection into the Penrith Panthers Harold Matthew team — awesome effort Jackson!

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Straight Torque

OCTOBER 2009

Welcome to the first edition of Straight Torque!

A huge hello to all of our customers, and welcome to the first edition of Straight Torque! Why are we doing this, you may be asking yourself? Well, as you will see, there is just so much happening at the workshop and we have no way of letting everyone know about everything, so this was our answer! We have a new website, as well as Facebook and Twitter pages, which we update constantly, but for those without a computer (or without a Facebook/Twitter account!) thought we would develop a quarterly newsletter to keep you in the loop about what's going on!

Please let us know what you think ... all feedback is gratefully appreciated! And as always, if there is anything at all we can do to help you out with your car, or if you have any concerns or questions about your vehicle, please don't hesitate to give us a call!

Take care,
Brendon, Mel, Danny and Olivia @ Production Automotive



L to R: Mel, Brendon and Danny at the Awards

New website launched!

www.productionautomotive.com.au

We are excited to let you know that we have launched our new website! Check it out at www.productionautomotive.com.au ... you can even book in your car online!

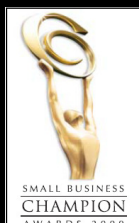
The site features:

- Information sheets about car servicing, timing belts and brakes (and info about us!)
- Information about the workshop and our services
- Photo galleries
- News
- Online booking forms, and heaps more!

Let us know what you think at info@productionautomotive.com.au or give us a call on (02) 47 31 6660 ... we'd love to hear your opinion!

Penrith Press 2009 Business Achiever Awards ... we won!!!

Thank you to you all ... after your votes, a secret shopper and an extensive questionnaire, we took out the Motoring Industry Award for the Penrith Press 2009 Business Achiever Awards! We are overwhelmed — thank you so very, very much!



**Production
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Production receives Government Grant

We are delighted to let you know that we have been successful in obtaining a generous Government Grant for implementing a family-friendly workplace. The grant will enable us to make Olivia's room more comfortable for her (with the provision of a bed, air conditioning, a TV and DVD player, table and chairs, and much more!), and will also provide the team with a laptop to enable more flexible working arrangements.

Once we receive the funding we have two months in which to implement, so keep your eyes peeled for developments!



L to R: Danny, Brendon, Mel and Olivia in the playroom

SMALL BUSINESS CHAMPION AWARDS 2009 - STATE FINALISTS!

We are so proud to let you know that we were State finalists in the 2009 Small Business Champion Awards!

We were absolutely bowled over by this and incredibly excited! We had a



SMALL BUSINESS CHAMPION AWARDS 2009

wonderful evening with Linda, Jim and Liz Kemp from *Complete Recruitment Solutions* who

were also finalists ... congrats to the *Complete Recruitment* team, as well as fellow customers *Urban Painting & Decorating* who also made the finals. It is a huge honour and one of which we are all very proud!

GUESS WHO IS THE FIRST MECHANIC IN PENRITH TO OBTAIN THE FEMALE FRIENDLY ACCREDITATION?

Next time you visit you'll see our new signs — including our new Female Friendly Accreditation sign! We are proud to let you know that we are the first Female Friendly Accredited mechanic in Penrith. We had to go through an extensive process in order to obtain the accreditation, and apparently 'flew through in record time' according to the Female Friendly team!

What does it mean?

This means we are a business that is used by, and highly recommended by, women. At its core, it means that all customers know that we are an honest and trustworthy business, and can confidently work with us without the worry of being over-charged, under-serviced or ripped off. It also gives us the opportunity to reflect our achievements and — vitally! — our individual qualities rather than being judged by mechanical industry stereotypes.

The Female Friendly Code of Ethics resonates strongly with us given that it forms the basis of our own core values, valuing integrity, service and responsibility.

For more info check out our website...
www.productionautomotive.com.au/web/services/other-services/female-friendly.html



www.femalefriendly.com.au



We hosted the Penrith Valley Chamber of Commerce Small Business Support Group function in August. We had a great night and have received fantastic feedback from our guests who also enjoyed the evening! We've met some amazing small business owners through the Chamber and we encourage all business owners to join — it is really rewarding and exciting to meet other local business owners who are as passionate about their services as we are.

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