



The air you breathe ...



Nord-Micro is building up a new repair shop to maintain excellent customer support...

This year Nord-Micro received an award from Airbus for consistent delivery of "Excellent Customer Support Performance". However, there is no time to rest: Nord-Micro continues to increase services by developing a new maintenance hall from scratch. The hall will be used for electronic and mechanic repairs. Once the hall hosted military equipment, but as commercial business is growing day by day, the hall will now become available for Nord-Micro's commercial aftermarket services. The whole complex will be redesigned within a few weeks. Nord-Micro's repair performances might slow down slightly for this period of time. But to keep the time frame as short as possible, the transfer has been supported by professional consultants from the well known Porsche Consulting company.



In the process, Nord-Micro is gaining valuable knowledge in chain process optimization, restructuring and lean management and continuously expanding fields of expertise. The final aim is more than clear: It's hundred percent customer satisfaction.

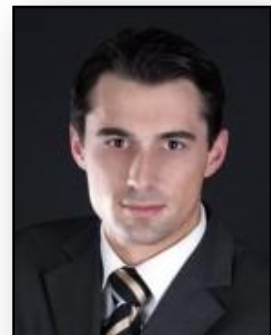
*Kai Liebig,
Director
Sales &
Customer
Support,
and Michael
Kasper,
Senior*

*Manager
Commercial
Repairs, are
leading the
pace. It is
our relentless
pursuit to make
Nord-Micro's
services even
better than
today.*

This is the last newsletter of 2012 and I am glad to tell you that the passing year was a very good one for Nord-Micro. We recorded a consistent growth of commercial business which is definitely a result of our customer orientated work. Let me assure you that Nord-Micro is going to continue so in 2013. Last but not least, apart from all that business;

*Have a happy
holiday and I wish
you and your
family all the best
for 2013.*

*Best regards
Jens T. Barlozek
Manager Aftermarket
Marketing & Contracts*



First images of Nord-Micro's new repair shop location





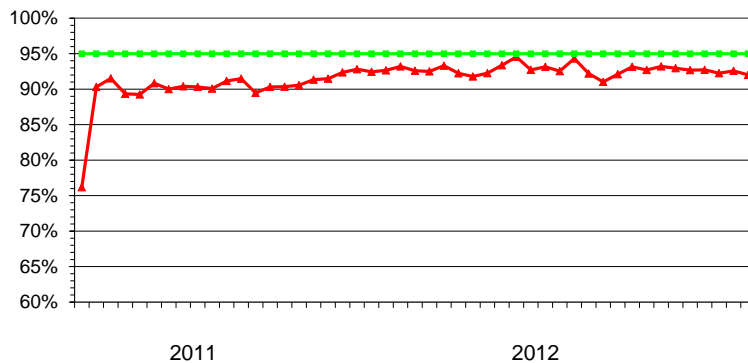
The air you breathe ...

Nord-Micro Performance Overview

Customer Service Repair Performance Overview

The third quarter of 2012 became history and previous repair performance based on Nord-Micro components has been analysed once again. The new repair shop and the other improvement plans in place, we are going forward to continue to increase our service level tremendously in 2013.

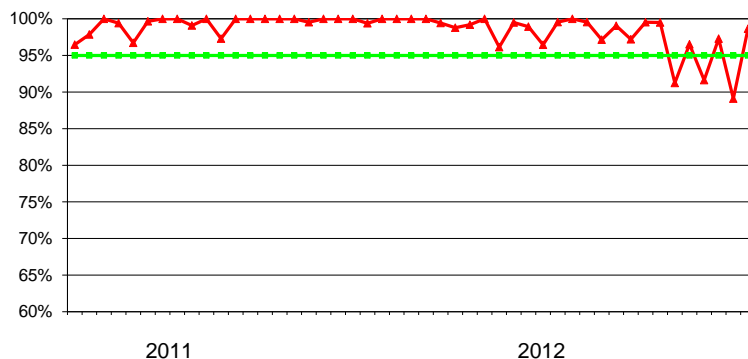
Nord-Micro Repair Performance



Customer Service Spare Performance Overview

Spares CSL (customer service level) scratched on the edge in terms of Nord-Micro's OEM components. We were able to keep the performance very close to 100% for a long time. The improvement plans for 2013 in place, we are confident to show the same performance in the upcoming year again.

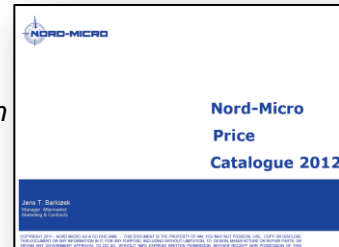
Nord-Micro Spares Performance



*** News Ticker ***

Price Catalogue 2013 is available

We are facing the year 2013, therefore Nord-Micro published a new catalogue based on economic conditions in 2013. The catalogue lists all components along with all service capabilities.



So if you would like to get the catalogue, it's just a click away. The catalogue is published on our homepage and ready for download.

In order to download the catalogue, please visit our web page: www.Nord-Micro.de

Contact information:

Do you have questions or inquiries? Would you like contact us? Here is an overview of the most important e-mail addresses and phone numbers.

Customer Support
Kuhn@nm.hsd.utc.com
+49 6109 303 317



Spares
Commercial.Spares@nm.hsd.utc.com
+49 6109 303 435
+49 6109 303 229

Repairs
Commercial.Repair@nm.hsd.utc.com
+49 6109 303 126

Aftermarket & Contract Management
Jens.Barlozek@nm.hsd.utc.com
+49 6109 303 158

Service Engineering & Training
Service.Engineering@nm.hsd.utc.com
+49 6109 303 664

Technical Publications
Technical.Publication@nm.hsd.utc.com
+49 6109 303 664