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SPECIAL POINTS OF INTEREST

- 2010 HIGH-LIGHTS
- BOWLING FUNDRAISER
- ISO CERTIFICATION
- KANDU GOLF
- FACES OF KANDU
- WAYS TO MAKE A DIFFERENCE

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KANDU INCORPORATED

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SPRING - 2011

2010 Highlights

By Tom Vreeman, CEO

As we prepare for the Kandu annual dinner meeting we reflect back on the highlights of 2010.

Each year as we review numbers, outcomes and events there are results which surprise and amaze us. At times throughout the year as we are going through day to day challenges, it feels as if we are moving forward, but often the results seem minor as we continue to serve more people needing services with less resources and time. However, when we add the numbers up and see the number of people we served,

the number of jobs filled by people with significant challenges to employment, all accomplished with the challenges of today's economy... it is truly humbling.

All of this can only be accomplished in a community of people, agencies and businesses which are willing to support the mission of Kandu through hiring people, providing work opportunities, supporting training and evaluations and assisting us in raising the awareness of the challenges we face. And beyond that, the support of donors and volunteers at our

events and through our requests continues to allow us to prepare and build for the future needs of the people we serve.

Kandu continued our focus on diversifying our partnerships with business and industry to expand the opportunities to individuals we serve with additional assembly and manufacturing expertise.

Our true measure of success remains in the stories and accomplishments of the people served, and hearing about their long-term contributions to their workplaces and our community.



Let's get the ball rolling!

KANDU BOWLING FUNDRAISER

WHEN: Saturday, April 30, 2011 1:00 pm to 4:00 pm

WHERE: CENTURY LANES

478 E. 16th Street, Holland

COST: \$50.00 per player - it is suggested that each bowler raise donations to cover this cost - please see event information for more details. Includes 3 games, shoes, ball, and goodie bag.

For more information on how you can participate, please call Kandu at 616.396.3585 or visit our website at www.kandu.org.

Sponsorships and donations are needed!

Did you know

Kandu Incorporated is ISO certified? What does this mean?

By Cinda Stark, Quality Manager



The International Organization for Standardization (ISO) was established in 1947 and is (currently) an association of 160 members, which each represent their own country. ISO employs a system of Technical Committees, Sub-committees and Working Groups to develop International Standards. Besides the National Standards Bodies, ISO permits other international organizations that develop standards to participate in its work by accepting them as Liaison Members. ISO works in accordance with an

agreed set of rules of procedure, the *ISO/IEC Directives*, which also include requirements on the presentation of standards.

Kandu has received a 3-year re-certification for ISO 9001:2008 and ISO 13485 by BSi Management Systems for our Quality Management System.

ISO 9001:2008 is a process approach of developing, implementing and improving the effectiveness of a quality management system, to enhance customer satisfaction by meeting customer requirements.

Kandu, along with all community rehabilitation programs with NISH (National Industry for the Severely Handicapped) contracts were required to be ISO9001:2000 certified by the beginning of 2006. More and more of our local business partners are requiring ISO certification in order to quote new business or to provide products and

services. We received our initial certification in December 2004 and were upgraded to ISO 9001:2008 in January 2010.

ISO 13485 specifies requirements for a quality management system where an organization needs to demonstrate its ability to provide medical devices and related services that consistently meet customer and regulatory requirements applicable to medical devices. We received our initial certification in December 2008. This standard is more complex than ISO 9001:2008.



Mark your calendar August 25, 2011

*Please join us at Grand Haven Golf Club on
August 25, 2011 for the*

15th ANNUAL KANDU GOLF OUTING

*For more information, please visit our website or call Kandu
to be placed on the mailing list.*

KANDU TOURS

We welcome you and your group to visit our facility, experience the spirit and commitment of the people we serve and recognize how the commitment of a community of individuals, staff, businesses and partner agencies makes the greatest difference in an individual's life and allowing them to become a valued and contributing member of that very same community. To schedule your tour, please call Tami Elhart at 616.355.3216

Faces of KandU

By Laura Bosch, Curriculum Development Specialist

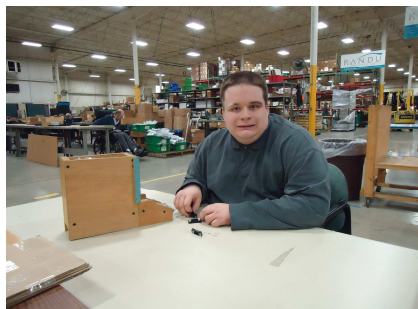
Spend any time at KandU and you will quickly feel the passion and inspiration that have made the organization a community presence for over fifty years. But, what makes an organization? The answer: people. Just as it is the strength of individual links in a chain that make up the strength of that chain, individuals are the foundation that make up the organizational strength of KandU. It is the dedication, commitment, passion, and character of individuals that has allowed KandU to grow and expand over the past five-plus decades; and it is this same dedication, commitment, passion, and character of those individuals highlighted below that will allow KandU to continue to grow and expand in the coming years.

Sallie remarks that “working and trying my best” are the best things about her job at KandU. Due to her thoughtful, quiet nature and strong work ethic, Sallie is an example for those working around her. Sallie currently attends KandU’s Employment and Training Services (KETS) both in Holland and Grand Haven and enjoys the variety and scope of available opportunities. In recent months, she has had the opportunity to participate in water aerobics classes at the Grand Haven YMCA, and has enjoyed the ability to learn about and access community resources.



“Working and trying my best” Sallie on the job

Jeremy uses his excellent memory - he can get you from his home in Grand Haven to Florida without having to use a map! - to learn new jobs, build computer skills, and volunteer in the community. Jeremy uses opportunities available at KandU to build work skills in both Holland and through the Grand Haven KETS program. The program in Grand Haven offers community-based vocational services, volunteering, mobility training, and other curriculum-based resources to provide individuals services directly in the communities in which they live. As evidenced by the constant smile on his face, Jeremy takes great pride in his accomplishments.



Jeremy takes great pride in his accomplishments

“earn money and work with her friends”

Melissa

Melissa is a reliable, hard worker. Melissa’s favorite things to do are “earn money and work with her friends,” which she is thankful her job allows her to do. Melissa is a regular volunteer in the community, most often at Community Kitchen where she helps serve food to her fellow community members. Volunteering in the community has allowed Melissa to meet many new people. At KandU, Melissa serves on the Employee Advisory Council, and is a strong advocate for herself and her co-workers, bringing thoughtful, insightful comments to the group each month.



Melissa always greets with a warm smile

These are just several of the many stories that make up the rich, strong fabric of KandU. We invite you to come in and experience first hand the work that is done here. We are confident you will feel the passion and commitment of not only Jeremy, Sallie, and Melissa, but of every single person at KandU.

“working and trying my best”

Sallie

“It is the dedication, commitment, passion, and character of individuals that has allowed KandU to grow and expand over the past five-plus decades”

Laura Bosch, Curriculum Development Specialist



4190 Sunnyside Drive
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RETURN SERVICE REQUESTED

SAVE THE DATES



APRIL 30, 2011

“Let’s Get the Ball Rolling”
Bowling fundraiser at
Century Lanes



AUGUST 25, 2011

15th Annual Kandu
Golf Outing at
Grand Haven Golf Club

*Call Kandu for more details on
these upcoming events!*

Ways to make a difference

“Do all the good you can, in all the ways you can, to all the souls you can, in every place you can, at all the times you can, with all the zeal you can, as long as ever you can.”

John Wesley

Kandu has many exciting ways for you to get involved and make a difference in the lives of the people we serve!

Our first bowling fundraising **“Let’s get the ball rolling”** has been set for **April 30, 2011** (see page 1 for more details) - please consider sponsoring or participating in this event. Excitement is building - we hope you will join in the fun and help us get the ball rolling!

We welcome you to golf in our **15th Annual Golf Outing**, scheduled for **August 25, 2011** and will be held at Grand Haven Golf Course.

Last year was our biggest and best outing yet - won’t you consider participating or sponsoring this event?

Join us in the **“Celebrating Opportunities” Gala dinner and auction** scheduled for **October 6, 2011**. We are excited to welcome Jeff Daly to this event as keynote speaker. Jeff tells a touching story of his search for his institutionalized sister Molly. This search lead Jeff to a life changing mission. Six years, one self-made documentary, and thousand of phone calls, e-mails and business trips later, Jeff Daly and his wife Cindy have become the driving force behind a generation’s search for thousands of sisters, brothers, aunts and cousins who disappeared into America’s mental institutions decades ago.

Please call Kandu at 616.396.3585 for more details on any or all of these events

KANDU DONATION OPPORTUNITIES

- White dry-erase boards, any size
- Material Flow Racks
- Low torque, hand-held electric or pneumatic drills
- EZ-glider torque arm
- Stand-up battery-powered lift truck
- Sit-down battery-powered lift truck
- 4-wheel drive pick-up with snow plow attachment
- Enclosed entry-way - design and construction
- Sponsorship in our Bowling, Golf or Gala fundraisers
- Prize donations for our Bowling, Golf and Gala Fundraisers