

**24 Feature Article**  
A Blueprint for Inkjet Quality

This in-depth article identifies the factors that must be considered in any inkjet cartridge remanufacturing operation in order to create products of consistent quality. What or who defines quality and what processes are needed to put a quality control procedure in place are discussed in detail.



By Marcel Kunz, RTI, Inc.



**59 Smart Biz**  
The Price is Right—Or is It?

Avoid competing on price alone by asking the right questions. Learn how to uncover the triggers for customers' buying decisions and position your company as a solutions provider.



By John Maxwell, Blue Engine



**37 Feature Article**  
STMC Goes Back to School

This story of an intensive internship provides a glimpse into how testing standards are integrated into the operations of an imaging supplies remanufacturing company.



By Jed Heyes, Continental Imaging Products



**43 Feature Article**  
A Paint by Numbers Approach for Consistent Production

A "Paint by Numbers" approach, or following the preferred method, a step-by-step sequence of actions to be taken by every technician, will help to produce cartridge after cartridge of the exact same quality. The author explains how to establish a production process that produces consistent results.



By Chip Beziat, Cartridge King, Inc.



**67 What Works**  
Remanufacturing the Okidata C5400 Image Toner/Drum Kit

This illustrated guide to remanufacturing the Okidata C5400 Image Toner and Drum Kit offers clear instructions and detailed photographs of each step.



By Chris Howard, Future Graphics

**9 Your Voice**  
Readers sound off on industry issues. This month a reader addresses the crucial role that vendors play in the future of our industry.

**10 Inside Int'l ITC**  
The recent Major League Baseball All-Star Game prompted Int'l ITC President Darrell Stepp to reflect on changes in the imaging supplies industry.

**15 In the Limelight**  
Business is people. All the news about industry players. Who is moving up and making headlines.

**18 Int'l ITC in Action**  
Mark your calendars for upcoming chapter meetings and find out the latest enhancements to the Int'l ITC websites: [www.i-itc.org](http://www.i-itc.org) and [www.consumerchoice.info](http://www.consumerchoice.info).



### 30 Feature Article

#### Who Needs a Quality Management System?

With a proper quality management system (QMS) in place, suppliers safely can assure their customers that their products will fulfill expectations. So what are the essentials of a quality management system? Find out in this article written by an expert at the Rochester Institute of Technology.



By Oula Nahas, NCR3, RIT

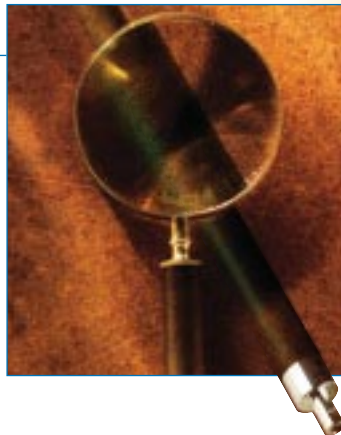
### 63 What Works

#### An Easy and Unforgiving Mistake to Make

A remanufacturer that wants to produce a quality cartridge, one that matches the OEM, must address the mag sleeve coating problem. Read about what are the best options and why.



By Lester Cornelius,  
Optical Technologies Corporation



### 52 A Memorial

#### In Memory of Joe Barry, Cartridge Remanufacturing Pioneer

It is with deep sadness and regret that Oasis Imaging Products, Inc. of Nashua, N.H., announces the death of Joe Barry.

### 78 What's New

...for your production line. What's new from the industry and the OEMs that you need to know.

### 88 Advertiser Index

A complete listing of companies advertising in this issue of *Imaging Spectrum*.



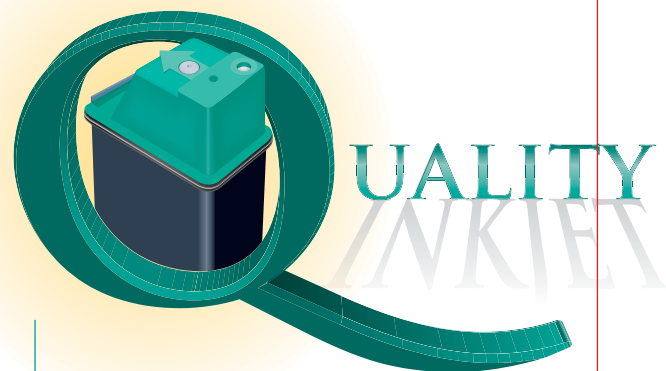
### 54 Outsourcing Focus

#### A Simple Plan for Building Sales

Print audits, used by OEMs and copier dealers, can be an effective sales tool for imaging supplies dealers in competing for business. This article provides tips on how to execute a print audit to help keep existing clients and gain new ones.



By Norm McConkey, PrintFleet, Inc.



### 49 Feature Article

#### Franchise Systems Tackle Inkjet Quality

The explosion of refill retail outlets has given consumers a chance to learn about remanufacturing. So how is quality being assured from one franchise store to the next? The staff at Rapid Refill Ink addresses ways that franchise systems can achieve quality inkjet production.



By Kelly Cahill, Rapid Refill Ink International Corp.

### 88 Product Guide

All the products advertised in this publication arranged for you to find them easily and quickly.

### 96 Last Word

Another important legal battle is headed to the U.S. Supreme Court. Find out how this case, centering on tying arrangements and patents, could impact our industry.