

A Way to Find Good Solution – Listening

OpenAxis, Inc. offers "EzQC", a system for easy quality control of hotel and office building maintenance.

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Weekly Meeting

A company's owner and several managers were discussing a few issues on their operations at a weekly meeting. One of the issues was why many of our round banquet tables are abused and damaged.

Some say "The employees are part timers and have never been trained before. They do not care." One of the managers said "You could be right, but there must be some reasons for these damages. People here are not so bad."

Site Visit and Fact Finding

They went to the storage room where large and heavy round tables and other furniture are stored. The storage room is located outside of the building about 30 yards away from banquet rooms.

In the storage, the round tables were standing against the walls on the concrete floor. Every time when there is a

banquet or a reception, the employees load a cart with tables and move it between the storage and the banquet room. The banquet manager said "We have only one cart, which can hold 5 or 6 tables at a time. To move more tables, we need to load and unload the cart many times, and this damages tables." He continues, "To avoid the damages, we need additional 4 carts. If all the tables fit to the 5 carts, we can leave and store the tables on the carts and we won't have to load and unload heavy tables in the storage anymore. Our staffs do not have any intention to damage furniture." Everybody agreed with him after we learned what has been happening at the working site. The employees simply did not have a right tool to do the job.

The banquet manager knew exactly what to do to solve the problem. In fact, he requested the management for 4 carts

2 years ago, but his proposal was not accepted at that time. Management should listen to employee's proposals carefully.

Listen with Open Mind

If a leader listens to and takes quick actions, employees will listen to the leader. They would become positive and open, and would contribute a lot to the leader.

The management approved the purchase of 4 carts. Only "action" can change employees' attitude because they are always watching the management.

Training and Learning Together

Since human resource is important, training employees are also important. However, management cannot teach people. Both management and employees learn better in an active process of working together, and any action must be followed-up together. For example, after purchasing the 4 carts, the manager



and his staff need to monitor together how new carts are working.

For a better communication, management needs to set up a communica-

tion tool - a weekly meeting for example.

Let's not forget to listen to your employees, and learn new things together. By listening to

your colleagues and employees, you can find a very good solution to a problem.



OpenAxis, Inc. has opened a new office in Las Vegas to expand our business in the following areas.

- Assisting real estate developers
- Hotel management
- Incorporation of Business in Nevada State

OpenAxis, Inc.
3970 Starfield Lane
Las Vegas, NV 89147

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Should You Outsource?

Key Factors That Make Companies Outsource

1. Cost of labor is often several times less than full-time employee's.
2. There is no need to maintain the whole technical infrastructure
3. Company can concentrate mainly on marketing tasks

Although that sounds good and promises bigger profits, outsourcing can be a trap if you are not careful. Do not forget that you may be entrusting your reputation to a company that is miles away. Hence, if you have made a decision to outsource a part or the whole project, you should take into consideration five simple tips.

1. Make Proper Research

The simplest way to find outsourcing companies is to try search engine or relative online directories.



However, even with inspirational promises any website has, you may find cheaters. Spend several hours and try to find the most information about the companies you have found.

2. Consult Alliances and Associations

Almost each country where IT industry is well developed has national alliances of software development companies. These pools of developers can become your first step in search for an outsourcing company.

3. Communicate Carefully

When you have decided to contact several, as you think, most reliable companies, you should not provide them with complete information regarding your project at once. Keep a little intrigue and give

partial information. That will make you aware about professionalism of companies' project managers as well as about their communication policy. Communication is what you will appreciate during the whole project's development. Therefore, it is better to find out whether they are communicative enough before you sign the contract.

4. Ask for References/Samples

See if they have several clients that can provide you with references whether they are bad or good. If there are no references at all, ask for some sample of the work that company has done. See and try each example of their work as much as you can. That will make you aware about the quality of

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their services.

5. Phone or Visit Them

The best way to test the company, which you would like to outsource to, is to contact them directly. E-mails are good, but you can find out more information about the possible partners if you phone them. Additionally, you can make them relax a little, so they will be less defended against your research of true situation. If you visit them personally you will see exactly

who and where will work for you. At least, if the company does not mind you visit them, that can mean that they are open enough for collaboration and they have provided you with more or less true information.

If you can do at least three of these five steps, there will be little chances for you to be cheated by an unreliable company thousands miles away. You will be able to experience that kind of wise outsourcing

that can give you required competitive ability. Each time you are going to give some project for offshore development, take into account that you should be an initiator and wise decisions maker. Research, consult, and communicate. That is the motto of any company that is successful in outsourcing. It is not too complicated, is it?



If you have any requests for topics to be discussed in Open Axis News, please e-mail us at Info@OpenAxis.com.

IRS Increases Mileage Rates

The Internal Revenue Service and Treasury Department increased the optional standard mileage rates from 40.5 cent to 48.5 between September 1st and December 31st, 2005 for all business miles driven.

“This is about fairness for taxpayers,” said IRS Commissioner Mark W. Everson. “People are entitled to deduct the real cost of operating a vehicle. We’ve responded to the recent gas price increases by making this special adjustment so taxpayers get the tax benefit they deserve.”

In recognition of recent

gasoline price increases, the IRS made this special adjustment for the final months of 2005. The IRS normally updates the mileage rates once a year in the fall for the next calendar year.

“With many predicting a decline in gas prices over coming months, we will hold off on setting the 2006 rate until closer to January,” Everson said. Next year’s rate could be lower than 48.5 cents.

The optional business standard mileage rate is used to compute the deductible costs of operating an automobile for business use in lieu of

the extra burden of tracking actual costs. This rate is also used as a benchmark by the federal government and many businesses to reimburse their employees for mileage.

The new four-month rate for computing deductible medical or moving expenses will be 22 cents a mile, up from 15 cents for the first eight months of 2005. The rate for providing services for charitable organizations is set by statute, not the IRS, and remains at 14 cents a mile.



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OpenAxis, Inc.

901 Corporate Center Dr. Suite 400
Monterey Park, CA 91754

Phone: (323) 265-3000
Fax: (323) 265-3330
Email: info@openaxis.com
www.openaxis.com



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Farewell Windows 2000

If you have Windows 2000 products (Server or Workstation), you may be aware that Microsoft finished supporting Windows 2000 products on June 28, 2005. This means that Microsoft will not provide any software upgrade for Windows 2000 unless it is related to the security vulnerability.

You may be wondering that Windows 2000 will be usable as long as Microsoft provides the security patches. However, the situation is not that simple. Microsoft has urged to make their products more secure for the past a few years, but it seems that Windows 2000 is not one of their priority products any more.

For example, Microsoft has not released any add-on programs for Windows 2000 for the critical security features that are included Windows XP and Windows 2003 Server, such as Windows Firewall, Windows Security Center, or Pop-up block for Internet Explorer, and etc. It is clear that Windows XP and Windows 2003 Server is much more secured products because of these features. And it seems that you will never get these features

if you are still using Windows 2000 products. In fact, up to the middle of the year 2004, Microsoft told the public that it would release the new Service Pack (SP5), but it was not released. Considering the fact that Windows 2000 is still the most used Windows products in the world, we have to conclude that Microsoft abandoned Windows 2000 users and forced them to upgrade either Windows 2003 Server or Windows XP (or the next Windows product called Windows Vista).

To say impartially, Microsoft has supported Windows 2000 products (126 months) longer than Windows 98 (96 months). Based on the fact that it is costly and time-consuming to develop these feature's update for Windows 2000 (it took Microsoft one year to develop XP Service Pack 2), Microsoft may consider Windows XP and Windows 2003 Server as their "most reliable" products.

The critical fact here is that Internet Explorer 7, which Microsoft plans to release in the end of this year, will not be supported by Windows 2000. It will be supported only by Windows XP (with Service Pack2) and Windows 2003 Server (with Service Pack1).

This situation tells us that unless you upgrade to Windows XP or Windows 2003 Server, you will not be fully protected. It could be a tragedy that companies have not upgraded as Microsoft have anticipated.

