



ADVENT RESOURCES

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IN THE NEWS

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Long Term Dependability Not Exclusive to Luxury Models

While it is generally true that in order to get the latest safety and technology features or cutting-edge design, car buyers need to shop the luxury brands, the same principle does not necessarily apply when it comes to vehicle dependability. According to the J.D. Power 2017 U.S. Vehicle Dependability StudySM (VDS), long-term quality isn't exclusive to luxury brands.

The Vehicle Dependability Study, now in its 28th year, examines problems experienced during the past 12 months by original owners of 3-year-old vehicles. The study determines overall dependability by examining the number of problems experienced per 100 vehicles. (PP100), with a lower score reflecting higher quality.

The study finds that the 10 top-selling models from the 2014 model year average 134 PP100 — significantly lower than the industry average of 156 PP100. Two perennial best-selling models — the Ford F-150 pickup truck and the Toyota Camry sedan — also lead their vehicle segments in the 2017 VDS.

"We find buyers are increasingly avoiding models with poor reputations for dependability, so manufacturers can't afford to let quality slip, particularly on their best sellers" said Dave Sargent, vice president, global automotive at J.D. Power. "While many expensive and niche vehicles do have excellent quality, the fact is that most consumers are shopping in the high-volume mainstream segments. The good news is that you don't have to spend a lot of money to get a very dependable vehicle."

Also of note, the study finds that long-term quality is a key factor in contributing to higher residual values for vehicles.

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We Know Who We Are

Advent is a product company. Over the last 29 years we have invented, designed, built and supported many unique and innovative products. We never forget who we are because unless we are vigilant about staying a product company we will lose the edge that got us where we are. We want to remember that innovation, technology leadership and quality products and services are what have made Advent a company which punches well above our weight.

Our design methodology is what we have defined as business process engineering. In order for a technology to be successful and useful in a business application environment, it must solve problems and support successful business practices. Work flow, accuracy and reliability matter! The basic design principles of system architecture matter! Functionality matters!

We take the approach that the foundational decisions about application design, database functionality and coding tools are decisions that will either support your efforts through a long product life or they will prevent you and your audience from accomplishing the goal of provisioning software to support a business process for a financially viable time line.

Our method starts with months to years of analysis around a given business process, examining the details of what the technology needs to accomplish to solve existing problems and support the business process in a better way. Our product managers, application architects, support managers and Installation managers all have input as to the final design. We engage the business owners, in this case our clients, to seek feedback about our direction and the ultimate design of the applications. We build consensus with all stakeholders in order to come to market with products that

are highly functional, highly reliable and intuitive to use. Then, once the product is delivered, we cycle back and challenge ourselves to enhance it and make it better.

Modern tooling and thoughtful design gives us the ability to move and enhance the applications at a rate unknown in the past. Again, this is a result of the right design decisions which are made before the software exists.

We dedicate a part of our Research and Development budget to challenge our teams to think outside the box, to

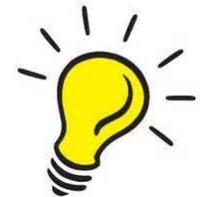
attempt zero-based thinking as it relates to our chosen vertical market, to come up with new products and innovative approaches to problems, to enhance our user's experience with our software.

Bottom Line: We are a product Company! We live to build high value software applications using our domain expertise in the automotive vertical and to provide solutions for our valued clients. 

'We live to build high value software.'

Bright Idea

We know your time is valuable, so we have created training videos to either get you started on your way quicker, or take a refresher course. Either way, we have you covered!



Use the password provided to you by your Advent Resources representative and log on to the training section on Advent's website at www.adventresources.com/training.

Then select the video you would like to watch. We think you will be delighted with the convenience of training at your workplace on your schedule. Grab a cup of coffee and enjoy the show!

If you have not been provided the necessary password to the training videos, please contact Advent at this number:

888-9-ADVENT 

You know that feeling you get after vacation when you're just so happy to get back to reality?

Me neither.

Vacation Vignettes

Throughout our tour of an early American bathhouse in Hot Springs, Arkansas, I explained to my four-year-old grandson what people once did there. When we came upon a mannequin at a desk, I told him, "She was probably writing a letter home to her friends telling them about her vacation to Hot Springs."

My grandson asked, "And then she died and they stuffed her?"

Driving across California, we stopped at a red light in a beautiful old western town. As I admired the elegant storefronts and beautiful scenery, I didn't notice that the light had turned green and back to red again. It was then that a police officer tapped on my window and said, "That's all the colors we got here." 🌴

How I see math word problems: If you have 4 pencils and I have 7 apples, how many pancakes will fit on the roof? Purple, because aliens don't wear hats.



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Numerically Challenged

- ❖ There are 3 kinds of people: those who can count and those who can't.
- ❖ Lottery: a tax on people who are bad at math
- ❖ If it's zero degrees outside today and it's supposed to be twice as cold tomorrow, how cold is it going to be? 🌴

Government Priorities

Kevin and Tammy Jones opened their guns-and-coffee store in an old bank building in Hamilton, Virginia, in August, but despite the controversies about the ease of gun acquisition in America, their Bullets and Beans shop has had a harder time pleasing government regulators over the coffee than over the firearms.

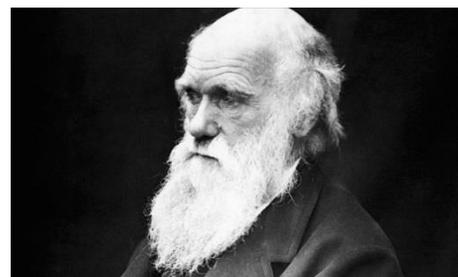
Kevin told Washingtonian magazine that there were no problems in getting gun-shop and firearms-instruction permits from state and federal agencies, but several local-government roadblocks delayed the coffee-sales permit: the property being zoned for "retail" but not food or drinks; permission to open certain businesses near residences; and a coffee shop's need to have "parking."

Rain falls from the sky, freely. Some local or state governments have a problem with that. In 2012, a man in Oregon was sentenced to 30 days in jail for collecting rainwater on his property (in a pond). In the state of Oregon, the government owns the rain, and you have to have a special permit to collect and hold it. Other states have laws against rain barrels, which is a huge plastic barrel, usually with an attached filter, that's used to collect rainwater and then water gardens. The important thing to note is that the government can't charge for rainwater freely collected.

No zombie wine for you. It's a federal crime to sell wine with the word "Zombie" in the brand name, specifically.

In Vermont, if a restaurant uses colored margarine instead of butter, it must be noted on the menu in two inch high letters.

The rest of the world is keeping up with the U.S.A. when it comes to regulation. In Saudi Arabia, a ban on Valentine's Day includes restrictions on anything and everything red being sold on February 14. It has led, however, to a thriving black market. And in Iran, banned Western hairstyles include mullets, ponytails, and spikes. 🌴



Darwin Awards

So, who has removed themselves from the gene pool in spectacular fashion in 2017? Oh, we have some inspired winners.

❖ A Russian welder stepped into the evolutionary spotlight in spectacular fashion this year. Vargas (pseudonym) worked for The Enterprise for the Construction, Repair and Maintenance of Highways in Tselinnoe when he noticed how well a fire extinguisher fits into a decommissioned artillery howitzer. Inspired, he stuffed the fire extinguisher down the barrel. He then charged the cannon with calcium carbide and water, a reactive combination that produces acetylene welding gas. The abused fire extinguisher exploded from the howitzer cannon, and pieces of the payload brained the welder--whose head was conveniently located in the ballistic trajectory of the shrapnel. In a fight between shrapnel and an empty skull, shrapnel wins.

❖ Locked in his bedroom by Mom in Rouen, France, a man attempted to escape by climbing down the Ethernet cable. Being heavier than a few gigabytes, his weight was too much for the cable and he crashed to the street from the 9th story apartment. Internet comments were harsh:

Fastest download speed ever, before the router crashed, commented Simon Garland.

100% Packet Loss, chimed in Linus Johansson.

❖ What's that smell? A burglar removed a few roofing shingles and climbed into the roof of a chemist shop in Queensbury, England in March. On his way down, the man became stuck and was strangled by his own clothes. The asphyxiated pill seeker was found several weeks later and well into decomposition. 🌴