



Annual Report 2012

BUSINESS
with a **PURPOSE**

ENTERPRISING for a better TOMORROW



2012 was another busy year for Orion.

We saw unprecedented growth in our *employment services* and our *business enterprises*, and we completed several strategic initiatives including the examination of our vision, mission and brand. **Business with a Purpose** is a theme that emerged as part of this effort. I like this theme because it gets to the essence of what we do. Orion operates successful businesses that support human services. We saw an increased demand for these services in 2012 due to the ongoing impacts of the recession.

The growth in our business enterprises provided us with the resources to respond to the increased demand for our employment services. Orion served a record number of people in 2012, providing them with valuable training and work experience as they transitioned to community jobs. This is truly Business with a Purpose.

The Business with a Purpose model has been so successful for Orion that we have outgrown our current facility. After spending much of 2012 looking for an alternative location, we completed the purchase of property in Auburn, where we have begun construction of a new facility. We anticipate moving in December of 2013. The new building will double our current square footage and bring all of our operations under one roof. Most importantly, the new location is located next to a King County Metro Park & Ride and is a short

distance from the Auburn train station. This exciting new location will increase accessibility for program participants and make Orion's services more accessible to individuals in Seattle and Tacoma.

Another theme that emerged from our vision/mission project was the idea that Orion not only changes the lives of the people we serve, but that we strengthen our community, providing every individual with an opportunity to contribute. Everyone wants and deserves the opportunity to contribute and those communities that offer these opportunities are stronger for it. Orion's diversity is a major reason we have such a strong culture that nurtures great results.

We consistently hear stories from employers who hire our program participants about the positive impacts they see in their workplace as a result of a more diverse workforce. This is a message we intend to bring to many more employers in the coming year.

Thank you to all of our community partners who work with us to grow our mission and expand our results.

A handwritten signature in white ink, reading "J. Theisen".

John Theisen
President & CEO



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ORION HISTORY

delivering BRIGHT FUTURES precision manufacturing SEAMLESS INTEGRATION

Orion Industries was founded in 1957 as a vocational program for students with disabilities.

Headquartered in Federal Way, WA, Orion operates two businesses and conducts training & employment services for program participants.

Orion's Training & Employment Services division provides training in each of our enterprises and offers personalized employment support services to program participants.

The division also offers office skills, hospitality and customer service training programs utilizing both self-directed and group instruction.

Orion's Aerospace division is a manufacturing enterprise supplying precision manufactured parts and sub-assemblies to aerospace, defense, automotive, and

marine industry customers throughout the world. Orion is certified to the international aerospace manufacturing quality standards ISO 9001 and AS 9100, and is the recipient of the Boeing 2011 Supplier of the Year award.

Orion's Contact Center Services division features an outsource contact center that prepares program participants for careers in the customer contact industry. Its foundational operations program was co-developed with NISH to create a contact center employing people with disabilities while adhering to industry best practices.

Throughout Orion's divisions, program participants gain skills and knowledge to be successful in a variety of positions in multiple industries.



Orion Industries is a social enterprise supporting its mission of enhancing career opportunities for men and women with barriers to employment through two successful enterprises, **Orion Aerospace** and **Orion Contact Center Services**, where participants are trained in specific skills; and through our **Training and Employment** division, where participants receive assessments, training in soft skills, and help locating community employment.

We offer training in the manufacturing, office skills, hospitality, customer service, and contact center industries. We receive referrals and support from state, federal and local organizations. Every year, Orion supports more than 300 people in gaining marketable skills and esteem. Over our 55 years, we have assisted thousands of people gain the experience and confidence needed to enhance their lives.

ORIONMISSION

We strengthen our community and change the lives of people with barriers to employment by building esteem and creating life and career opportunities through training, education and successful business platforms.



Every employee at Orion embraces and exemplifies the following values during each interaction they have and each job task they approach.

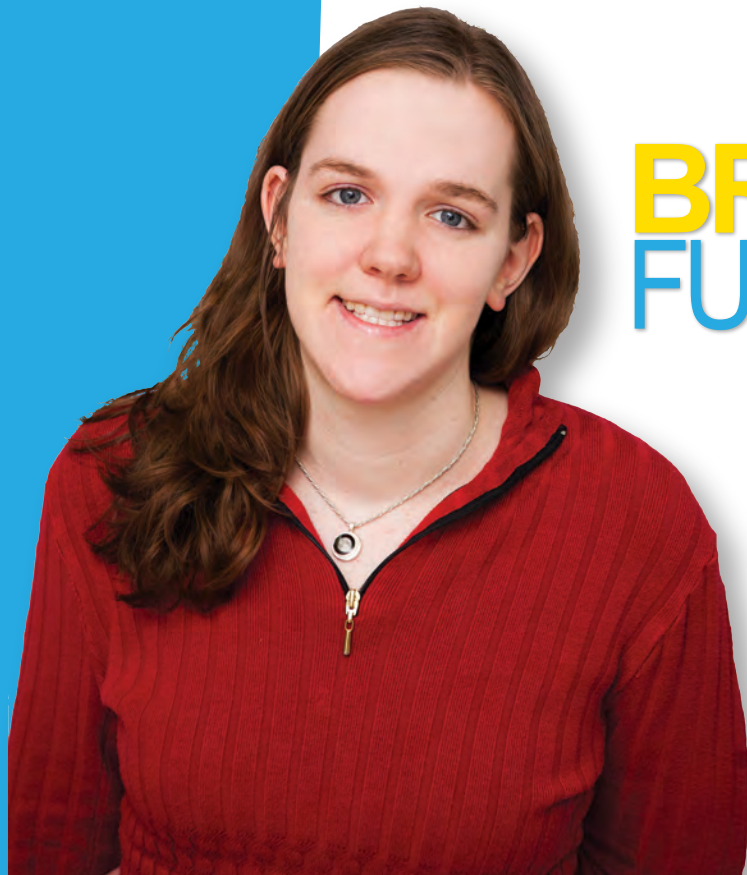
INNOVATION Our ongoing challenge is to seek and create new solutions for our customers.

CUSTOMER SERVICE We strive to exceed the expectations of our customers.

ACCORD We meet our customers' needs through unity, teamwork and collaboration.

RESPECT We treat every customer with the courtesy and professionalism that we ourselves expect.

EXCELLENCE Quality, integrity & continuous improvement are the foundation of everything we do.



BRIGHT FUTURES

our mission your success



OTAC Skill Areas

Customer Service Skills

Basic Computing/MS

Internet Explorer

Keyboarding
(Typing & 10-Key)

Microsoft Office
2003 and 2007

QuickBooks Pro2009

Telephone Etiquette
& Systems

Windows

Filing Systems

Office Machines

Business Writing

Manufacturing Skill Areas

Machining

Assembly

Sheet Metal Fabrication

job development JOB RETENTION

[Job development and retention services](#) assist individuals who have vocational goals. Assistance is one-to-one. We identify the aptitudes and capabilities that can be turned into marketable skills resulting in long-term, living wage employment. Our job developers assist participants in locating employment that matches their defined goals. Orion provides follow-up services to successful program participants and their employers. Individuals can participate in job development services after participation in one of Orion's training programs or can be directly referred for job development assistance.

Participants do not pay for vocational and placement services.

ORION TRAINING & assesement CENTER

[Training](#) in our *Office Skills and Customer Service Program* and our *Hospitality and Customer Service Program* focuses on skills, building on specific learning objectives. [Assessment](#) provides information to assist participants and their team in determining a vocational path.

ORION manufacturing TRAINING program

[Training](#) in our *Manufacturing Training Program* helps program participants build skills in machining, assembly, and sheet metal fabrication. [Assessment](#) provides information to assist participants and their team in determining a vocational path.

SERVICES

[Independent living services](#) are provided under a contract with the Division of Vocational Rehabilitation.

Orion staff work one-to-one with individuals to address barriers to employment such as budgeting, medical needs, and time management. [Labor & Industries services](#) provide technical skills training for injured workers in assembly or machine operation. [School district work experience services](#) provide work experience and credits for special education students in the Federal Way and Puyallup school districts.

[Community Development Block Grant services](#) through the City of Federal Way provide vocational assessment, skills training and job placement assistance for Federal Way residents. [Veterans Administration services](#) provide work assessment and training services to our returning military personnel.

[Community non-profit services](#) include vocational planning, job training & placement, and retention services. Community partners include drug treatment centers, mental health programs, and community service organizations.



SEAMLESS INTEGRATION



our mission *your brand*



award
WINNING
staff

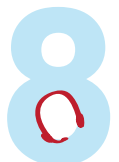
Orion's Contact Center Services award-winning staff meets the highest standards in training, experience and certification – all in a fun, respectful workplace.

Our customized solutions offer seamless integration for customer service and sales support activities partnering with our customers as a transparent extension of their brand.

We offer superior services managed by a mission-based nonprofit organization that adheres to extensive quality standards.



- US-based organization providing nationwide support in the Pacific Time zone
- Rapid-expansion capabilities with a high level of supervision
- Support for existing contact centers for after-hours, overflow, weekend and seasonal demand
- Cutting edge customer contact technologies ensure contact at customers' convenience
- Adherence to privacy and security requirements meeting Federal standards
- Modular and scalable services, allowing for customization
- Orion Pilot Assessment Agreement allows for a low-commitment evaluation of our services



FLAWLESS EXECUTION



CREATING advantage THROUGH PERFORMANCE

precision SHEETmetal FABRICATION

Orion is a world-class provider of precision sheet metal products to the aerospace, defense, automotive, medical and marine industries. Orion uses the latest technologies and a wide range of production processes to efficiently deliver the highest quality products possible. Orion utilizes the latest CAD/CAM programming, including CATIA and AmadaCam to meet unique customer requests.

CNC machining

Orion uses the most advanced CNC milling and turning equipment, and the latest CAD/CAM software available, including CATIA and MasterCam, to produce precision machined products and to assure our customers' needs are met using the most efficient methods possible.

mechanical ASSEMBLY services

Orion specializes in vertical integration of products using our complementary core processes. Our mechanical assembly team has the expertise to tackle complex mechanical assemblies. Riveting, bonding, bolting, tube swagging and complex layouts are routine processes performed to demanding specifications. We employ state-of-the-art equipment and processes including VISUAL ERP, which integrates estimating, engineering, shop floor control, quality, inventory management and accounting processes.

Orion is ISO 9001 and AS9100 certified, ITAR registered, and is a LEAN manufacturing facility. Cage code 6X195.



hydraulic ASSEMBLY services

Orion provides final assembly services for hydraulic, pneumatic and fuel system components. We configure pumps, valves, filter modules and tubing assemblies to specific customer requirements and provide kitting services direct to production lines.

equipment LIST

Shaping (1)

Techno 59"x60" 3 axis CNC router

Milling (10)

Multiple axis horizontal and vertical CNCs up to 40"x17"x23.5"

Turning (1)

CNC lathe with 8"x20" travel, 12" cutting diameter and 2" bar feed

Shearing (2)

72"x.250"x36" back gauge

Surface Graining (4)

CEMCO wet system widebelt sander, Vibrodyne vibraburrs, and Hammond roto finish

Blanking Press (3)

Metallic and non-metallic dies up to 21"x40" with 45, 65, and 176 tons

CNC Brake Press (3)

96"x.250" aluminum and .109" steel; .032"-1" bend radius; 35, 55, and 80 tons pressure capabilities

Punch Press (1)

AMADA Pega CNC 24 station with auto index, 144"x.250" aluminum with .060"-2" hole and slot sizes

Water Jet (2)

4'x4' table, up to 2" thick

Piercing (4)

KENCO; 8, 15, and 20 tons pressure capabilities

Riveting (8)

General Pneumatic C frame and Chicago Pneumatic Alligator

Inspection (1)

19.6"x27.5"x19.6" Brown & Sharpe CMM



in
2012
we...



- were chosen as *Boeing's Supplier of the Year for Outside Manufacturing* from over **17,000** suppliers worldwide
- shipped **1.4** million parts to customers
- were awarded *Washington Non-profit Manufacturer of the Year* by the *Seattle Business Magazine*
- opened our second manufacturing facility, adding **8,500** sq ft to house our hydraulic assembly business unit and to accommodate additional growth in our manufacturing business
- selected the site for our *new facility* and started the design
- ran **10** improvement workshops to increase performance
- hired **45** new manufacturing staff members
- trained over **160** program participants in our shop
- successfully upgraded our quality system to AS9100 Rev C



CUSTOMERS

Orion provides top-of-the-line quality, delivery performance, and value to OEM, Tier 1 and manufacturing leaders.

AIM Aerospace
AMT Senior Aerospace
Amprior Aerospace
Boeing Commercial
Boeing Defense, Space and Security
Danner Corporation
EZ Access

Gemini Engineering
Hexcel
Lovitt Technologies Australia
Primus International
Spirit AeroSystems Inc.
TECT Aerospace
Triumph Composite Systems





Jordan came to Orion looking for new skills to find employment. As a referral from the Division of Vocational Rehabilitation, he became an Orion program participant in our aerospace training program, and utilized Orion's job development and retention services. Now, Jordan is working at an international company, Northstar, fixing and repairing airplane windows, doors and hydraulics.

"I like my job. I enjoy the atmosphere. The bosses are fair—they work alongside us."

These values that Jordan holds in esteem are also part of the Orion culture. At Orion, staff are mentors for program participants and work alongside them as they are in training. For many people like Jordan, it is a way to a bright future. "Orion taught me skills that helped me work in aerospace."

Orion Job Developer, Cathy Wegner, worked with Jordan during and after his time at Orion. "She did a great job. She was spot on about keeping in contact with me." Jordan valued his time at Orion. "It is a great place and a great program. The staff does a terrific job teaching the clients. It was a wonderful experience."

Jordan plans on staying at Northstar, which is consistent with the majority of Orion's program participants, who have a higher-than-average retention rate. "I want to see what I can learn at Northstar and where they can take me."



tombrosius
general manager



seandwyer
business development manager



joannaboatwright
sales associate



carriemartinson
production control lead

Orion

Aerospace

33926 9th Avenue South
Federal Way, WA 98003
253.661.7805 p
253.661.7846 f
orionquality.com

LinkedIn

fb



erinjackson
quality manager



randygilleland
machine shop supervisor



shawncristensen
materials manager



lizhickman
production control lead

in
2012
we...



- successfully processed more than **73,000** inbound calls
- successfully delivered and processed more than **450,000** outbound calls
- launched satisfaction survey and effective reporting system, measuring satisfaction of all program participants
- provided excellent results for Orion participants in **11** different categories of contact center services:
 - outbound fundraising
 - telethons
 - business-to-business lead generation
 - inbound sales
 - inbound customer service
 - appointment setting
 - overflow
 - surveys
 - bi-lingual translation services
 - mailing campaigns
- received **4** international contact center awards:
 - Contact Center World Gold Medal #1 Small Contact Center in the Americas region
 - Contact Center World Silver Medal #2 Small Contact Center in the world
 - Contact Center World Silver Medal Best Community Spirit
 - American Teleservices Association/SOCAP 1st Place Gold Medal Best Employee Motivation/Recognition Program

Orion Contact Center Services helps customers maximize operational savings for continued development and growth, and for enhanced customer satisfaction and retention.

Our communication solution provides a versatile, reliable and scalable platform that allows us to tailor our services to fit your needs. We operate on a multi-channel platform with SIP architecture for IP communications.

All Orion system servers, database servers, and incoming phone lines are hosted in a hardened data center meeting rigorous SAS 70 Type II standards.

Our communications platform meets the 1,700 security specifications required for JITC certification for use by the US Department of Defense, and it meets all requirements of US Federal and commercial contracts.

Orion has a secure facility, requiring individual access codes for entry into the building. The communication center room is secure and also requires an individual access code for entry. Both access points and the center floor have image-capture cameras recording 24x7.



Joshua came to Orion to accomplish his goals of gaining marketable skills and a long-term community job. "Orion's office skills and contact center front desk training gave me important training in both customer service and clerical-based skills. I was really happy to improve my computer skills and reach a typing speed of 70 wpm. Also, my data entry speed was 10,500 kspw when I completed my program.

Joshua credits the time he spent working at the front desk in Orion's Contact Center for improving his customer service skills. "It built my confidence in communicating with both co-workers and the general public."

Joshua is now looking toward his future. "I am in the customer service department at a major retail/wholesale company in Seattle. My job as an order administrator keeps me busy entering purchase orders and interacting with the account executives." Joshua likes the work he's doing and his job, and hopes to spend many years there. "With my disability (Aspergers), having this job has a good balance of working without too much interaction, yet still being part of a team." Joshua says even the commute via public transportation is helping him adjust to being with a large number of people.

"My long-term goal is to have a well balanced life, with social and practical skills in my career and my personal life. I want to live a 'normal' life despite having Aspergers." Joshua credits the support of his Orion Job Developer, Erin Colwell, as part of the reason for his success. "I had an advocate when adjusting to my new job."

Joshua was initially referred to Orion through the Division of Vocational Rehabilitation Kent office with the intent of being trained for an office position. He went through Orion's Office Skills and Contact Center Services programs and front desk training. "In addition to everything else I liked at Orion, I also liked putting my clerical skills to practical use, and I surprised myself that I actually liked handling the phones."



steve tyler
director

Orion
Contact Center Services
1717 South 341st Place
Federal Way, WA 98003
253.946.4411
info@orioncontactcenter.com
orioncontactcenter.com

[LinkedIn](#) [fb](#)



uriah moore
lead supervisor



nick trutman
supervisor

in
2012
We...

- supported **192** people in our manufacturing program
- served **260** people at our headquarters site
- supported **83** people in locating jobs from our manufacturing training program
- supported **77** people in our Office Skills & Customer Service Program and in our Contact Center Programs, of which we supported **21** in locating jobs
- developed our **A STEP** program in our manufacturing division, targeting specific skill-based training tracks
- created comprehensive curriculum for our Hospitality and Customer Service Program
- helped **191** people through job development services, of which,
 - **101** became gainfully employed
 - the average wage was **\$11.51** per hour
 - Orion worked with **85** employers for placement
- Assisted participants to gain the following types of jobs and average hourly wages

• janitorial/grounds	\$11.43
• food service	\$ 9.24
• warehouse/labor	\$13.15
• healthcare	\$10.22
• clerical/customer service	\$11.96
• manufacturing/production	\$11.55

Orion's Office Skills & Customer Service program utilizes self-directed and group instruction to prepare students for careers in administrative, clerical support and customer service positions. Class sizes are small with a 1:6 staff-to-student ratio. Pre and post testing track progress and achievement. Assessment and Training are both offered in this program. This program links to Orion's contact center division, where we offer customer service skills training.

Orion's Hospitality & Customer Service program consists of structured training focusing on positions in the hospitality industry. Program participants are part of a classroom cohort for six weeks, culminating in work experience through a community-based job shadow.

Orion's Manufacturing Training program offers participants immediate wages, assessment of soft skills such as attendance and communication, and specific training in manufacturing processes. Many participants move onto jobs in production and manufacturing, while others utilize their unique skills and experiences to move into other careers. This training program offers a stepping stone for people transitioning into competitive employment. Program participants earn minimum wage as they work closely with Orion's manufacturing staff and vocational counselors. Assessment and Training are both offered in this program.



The impact of Orion's services on the lives of program participants can be significant, but that doesn't mean it has to be complex. Take Kelsey, a referral from the Division of Vocational Rehabilitation. Kelsey was a recent graduate of the Tahoma Transitional Program, preparing to start culinary school, but she and her mom knew she needed a job as a pathway between the two.

Barb Panush, Kelsey's job developer at Orion, worked with Kelsey to identify where she would look for a job based on bus routes, and guided Kelsey as she crafted her resume and identified job skills. Then they took action.

"Barb and I walked around Renton and went into every restaurant. I was nervous because I don't have a lot of confidence around people. So, it was helpful Barb was with me." They went from restaurant to restaurant, then "I only had one resume left when we went into the last restaurant."

"Once we went inside, the owner said he'd be right with us. We sat there for about half an hour and then decided to leave. But he said, 'Where are you going? Sit!' So we waited a little longer." It was a decision that would have wonderful results. Kelsey was hired on the spot. She immediately called her parents to let them know the good news. "Everything changed. I never had a job before, so it was a lot to get used to. My goal is to be a chef, and this is a way to get there. There's an executive chef there who was a chef in Pakistan and they said he will be able to teach me."

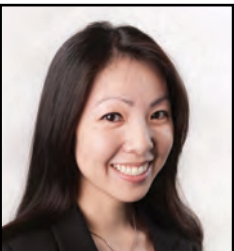


kathypowers
MS/CRC
director of services

Orion
Training & Employment Services
33926 9th Avenue South
Federal Way, WA 98003
253.661.7805 p
253.661.7846 f
orionworks.org

Linkedin

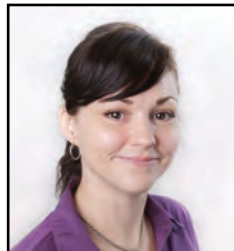
fb



cynthiawong
MA
training program manager



jasonperson
MA/CRC
vocational counselor



triciacleavelin
MA/CRC
vocational counselor



cathywegner
job developer



erincolwell
job developer



barbpanush
job developer



dustinnicholson
job developer

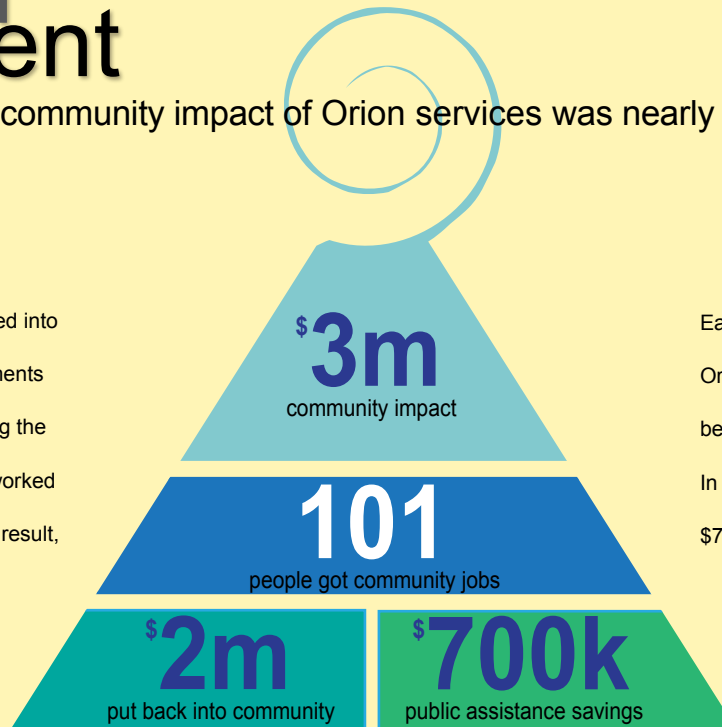


laurafogle
job developer

return on investment

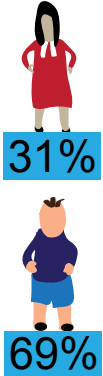
In 2012, the combined community impact of Orion services was nearly \$3 million!

Orion calculates the money generated into the economy through our job placements of program participants by multiplying the actual hourly wage x annual hours worked and adding a 25% benefit rate. As a result, \$2,030,138 was put back into the economy in 2012.



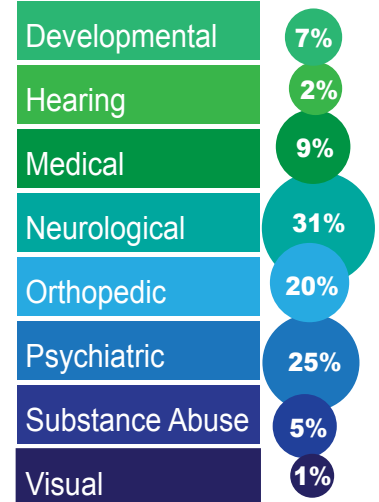
Each person gaining employment through Orion's services either receives or would be eligible for \$9000 in public assistance. In 2012, this resulted in a savings of \$702,000 in public assistance annually.

demographics



AGE		EDUCATION	
18-21	18%	In High School	3%
22-29	18%	No HS Diploma	11%
30-39	14%	GED	8%
40-49	20%	High School Diploma	26%
50-59	23%	Post HS/Associates	45%
60+	7%	Bachelors & above	7%
43% received special education			

disability



EXECUTIVE TEAM



**john
theisen**
president & ceo

John joined Orion in 2000 as president and chief executive officer. A graduate of Washington State University School of Business, he has worked in various executive capacities in Seattle, San

Francisco and Los Angeles with Westin Hotels, Restaurants Unlimited, and Frederick and Nelson Department Stores. Before coming to Orion, John was chief operating officer of Seattle's Best Coffee.

John brings an expertise in developing strategic plans and strong management teams. He has an in-depth portfolio of turning around underperforming companies and positioning companies for expansion.

John actively serves in leadership roles for the Aerospace Futures Alliance, Washington Aerospace Training and Research Center, Washington Council on Aerospace, and Washington Employers Association.



**steve
carnell**
chief financial officer

Steve joined Orion in 2001 as chief financial officer and is responsible for finance, information technology, human resources, and administrative services.

Steve is instrumental in the strategic and tactical direction of the company, and is co-leading the project plan for the development of Orion's new facility to be built in 2013 in Auburn, WA.

He graduated from the University of Washington with a degree in Accounting and General Business.

Steve spent two years in the US Army in VA where he met his wife, Katie, at the College of William and Mary.

After returning to WA State, he spent 24 years at Nalley's Foods in Tacoma as Director of Financial Accounting. In that role he managed the company's \$200 million annual budget and financial reporting system.



**tom
brosius**
general manager

Tom has managed Orion's Aerospace Manufacturing division since 2007. He began his aerospace career in the US Air Force managing aircraft flight line maintenance organizations, including

McChord Air Force Base in Washington. As the Plant Manager at Flow International, he pushed the leading edge of manufacturing water jet cutting systems.

Tom is a Board Member for PNAA (Pacific Northwest Aerospace Alliance), a non-profit organization promoting and supporting northwest aerospace industries. Tom is also a Board Member of CAMPS (Center for Advance Manufacturing, Puget Sound) an organization promoting and developing manufacturing capabilities in the region. He holds a Masters degree in Industrial and Management Engineering from Rensselaer Polytechnic Institute and an MBA from the University of Washington.



**kathy
powers**
MS/CRC
director of services

Kathy has been with Orion since 2001 and has oversight and program development responsibility for Orion's vocational training and job placement services. She has

worked with community non-profits and within the vocational rehabilitation field for 20 years.

After obtaining her Bachelors degree, Kathy provided residential and outreach support for at-risk youth in northeast Massachusetts; after which she coordinated and directed vocational programs and services at Community Work Services.

Kathy has a Masters of Science in Rehabilitation from Boston University and is a Certified Rehabilitation Counselor. She sits on the boards of numerous trade and advocacy groups nationally and within Washington that represent and support people with disabilities.



**steve
tyler**

director of contact center

Steve was Orion Contact Center's first employee in 2009 and holds more than 20 years of leadership experience in the contact center industry. He began

his career as a call center

supervisor at AAA Washington, which operated a 24/7 call center. He later moved to Regence Blue Shield and led the management team on their largest account, The Boeing Company, for 12 years. He also successfully transitioned their contact center from downtown Seattle to Burlington, WA (75 miles away), while continuing to meet all performance guarantees despite a large staffing transition. Steve is an expert in customer service, workforce management and assembling the right team to meet every task.



**kelly
maloney**

director of marketing

Kelly joined Orion in 2012 as director of marketing after serving on Orion's board of directors for several years.

At Orion, Kelly oversees integrated marketing communications, public

relations, media relations and branding.

She is a Federal Way City Council member (Position 2), has owned two small businesses, and has served on numerous boards. Kelly has been active in legislative issues for many years and volunteers in her community.

As a University of Houston graduate with a BA in communications, and current enrollee in Gonzaga University's MA in Communications and Leadership Studies, Kelly brings more than 20 years of branding and integrated marketing communications to Orion.

Annual Award Winners 2012

Tom Trott Staff Member of the Year

Jason Person

Staff Member of the Year Nominees

Alania Bautista
Andrew Sehlin
Angie Carter
Anthony Blanco
Bob Many
Brian Erickson

Brian Jacobi
Carrie Martinson
Cathy Wegner
Cynthia Wong
Hector Mercado
Jason Person

Jordin Weeks
Juan Castaneda
Judy Faulkner
Karl Wikman
Kenny Erickson
Lavada Colon

Liz Hickman
Mandi Magers
Mark Ford
Mary Valle
Maurcrei Thibodeaux
Miley Johnson

Paul Spencer
Randy Gilleland
Rick Gilleland
Ricky Sterling
Roger Fulton
Shawn Swift

Tanya Minerich
Tricia Cleavelin
Victor Molstad
Wendy Grant

Worker of the Year Nominees

Worker of the Year

Michelle Childers

Beverly Sandoval
Harold Felton
Helen Snowden
James Prell
Julie Beach

Kelly Johnson
Michelle Childers
Monica Wollaston
Nevin Hair
Richard Gutierrez

Staff Value Award Winners

Randy Gilleland
Jordin Weeks
Tom Barlet
Sean Dwyer

HEADQUARTERS

33926 Ninth Avenue South
Federal Way, WA 98003
(253) 661-7805 – *King County*
(253) 927-1040 – *Pierce County*

orionworks.org – *Orion Training & Employment*
orionquality.com – *Orion Aerospace*

AFFILIATIONS

Ability One
Disability Director Organization
National Rehabilitation Association
National Rehabilitation Counseling Association
Community Employment Alliance
Northwest Human Resource Management Association
Washington Business Leadership Network
Puget Sound Diversity Network

Aerospace Futures Alliance
Aerospace Industries Association
Center for Advanced Manufacturing – Puget Sound
Pacific Northwest Aerospace Alliance
Pacific Northwest Defense Coalition

Auburn Chamber of Commerce
Enumclaw Chamber of Commerce
Federal Way Chamber of Commerce
Federal Way Rotary
Kent Chamber of Commerce
Renton Chamber of Commerce
Southwest King County Chamber of Commerce

American Teleservices Association
Customer Service and Support Professionals
Society of Consumer Affairs Professionals
Direct Marketing Association – Nonprofit Federation
International Customer Management Institute
Contact Center World
American Association of Customer Engagement

CONTACT CENTER

1717 South 341st Place
Federal Way, WA 98003
(253) 946-4411

orioncontactcenter.com – *Orion Contact Center*

PARTNERS

Division of Vocational Rehabilitation
Labor & Industries
Federal Way School District
Veterans Administration
Federal Way Community Development Block Grant
Numerous community non-profits

ACCREDITATION

CARF

Employment Planning Services
Community Employment Services: Job Development
Community Employment Services: Job Supports
Community Employment Services: Job-Site Training

ISO/AS9100

Certified by United Registrar Services, LLC
in the following standards: ISO 9001 & AS9100

Contact Center Certifications

All full-time and management staff are ICMI and/or CIAC
Certified in our Contact Center Services Division

BOARD OF DIRECTORS

Jerry Knutzen - Chairperson
Karen Hoffman – Vice Chairperson
Bob Fredrickson
Rob Graf
Karen Hoffman
Linda Lanham
Al Orwiler
Brian Retzlöff
Paul Richter
Rick Schlehofer
Jack Stanford
Diane Turney