

# Omaha Standard Newsletter



April 2005



### Birthdays

|                 |    |
|-----------------|----|
| Jon Milner      | 1  |
| Harold Casteel  | 4  |
| Becky Schuning  | 6  |
| Daniel Hammel   | 7  |
| Scott Plambeck  | 7  |
| Heath Haines    | 12 |
| Matthew Blue    | 13 |
| Randall Hedrick | 14 |
| Larry Jensen    | 14 |
| Elizabeth Moser | 16 |
| Alfred Puntaney | 17 |
| Michael Rhoten  | 21 |
| Keith Bush      | 22 |
| Sotero Ruiz     | 22 |
| Larry Evans     | 23 |
| Joe Gregoire    | 26 |
| Roger Schepker  | 27 |
| Richard Reid    | 28 |
| Shawn Lefluer   | 30 |

### Anniversaries

|                     | Day | #Years |
|---------------------|-----|--------|
| Rick Ramsdell       | 1   | 2      |
| Rob Harper          | 1   | 2      |
| Gary Mace           | 3   | 10     |
| Dennis McNamara     | 6   | 6      |
| Timothy Blocki      | 9   | 26     |
| Joe Gregoire        | 11  | 5      |
| John Williams Jr    | 12  | 15     |
| Sidney Dillon       | 13  | 17     |
| Larry Hollins       | 13  | 34     |
| David Lingle        | 14  | 12     |
| Dick Metteer        | 14  | 5      |
| Lyndon Byers        | 15  | 12     |
| Robert Magers       | 15  | 14     |
| David Wall          | 17  | 2      |
| Nick Metteer        | 17  | 7      |
| Craig Mabbitt       | 17  | 7      |
| Michael Hartkops    | 19  | 1      |
| Larry Jensen        | 23  | 6      |
| Steve Mauseth       | 23  | 26     |
| Michael Rhoten      | 23  | 3      |
| Jeffrey Miller      | 23  | 21     |
| Elbert Lenear       | 25  | 5      |
| Charles Pedersen    | 25  | 5      |
| James Hughes        | 25  | 17     |
| Elizabeth Moser     | 26  | 1      |
| Harry Schneckloth   | 26  | 1      |
| Clifford Hendrix    | 26  | 1      |
| Christopher Collins | 28  | 7      |
| Kara Applegate      | 29  | 1      |
| Michael Dempsey     | 29  | 6      |
| Lee Reese           | 29  | 11     |

## Lean 101

Omaha Standard recently partnered with Iowa Western Community College to provide lean manufacturing training to some of our employees. Participants came from and represented every department in Omaha Standard.

IMEP is an organization that coordinates training classes for the state of Iowa. They identified the instructors and set up the times for the class. The instructors for the class, Roger Farquar and Giselle Olney, come from diverse backgrounds where they have implemented and taught others to implement and teach the concepts and methods of lean manufacturing. Both have been involved with large companies such as John Deere and Caterpillar, some of the automobile manufacturers, and numerous smaller companies.

This training was put together to give people of Omaha Standard an opportunity to understand the basics of lean manufacturing. The class provides a wealth of information in a short period of time through

the use of lecture and simulation. The trainers set up a fictional company called Buzz Electronics to show how to convey the terms, concepts and methods of improvement of lean manufacturing. Buzz Electronics used similar processes and departments that a "typical" manufacturing company would use. Some examples were the use of material handlers, tool cribs, instruction books, batch and queue processing, etc. As the day went on, by virtue of lean methods, Buzz Electronics made incremental changes which improved customer delivery, product quality, and lowered the cost to make the products.

The market for our products is more competitive than ever. To be a "player", we must improve everyday. With the tools of lean manufacturing to create a solid foundation, we can improve our processes. It will take hard work, dedication, self-discipline and teamwork to make it happen.

LET'S DO IT!!!!!!!

## Quality Corner—Nonconformity Reports—not just for defects

While the Nonconformity Reports (NCR's) are the documents that are required to be filled out when defects are found – the NCR's are NOT just for defective product. They are also a great way to

provide management with YOUR Feedback. If you've got an idea you'd like to share with the company, would like to request a change to a process or procedure – write down your idea or suggestion on an

## Thank you!! To all those that participated in the Lean 101 Training

Bill Watkins  
Carl Salmons  
Cliff Fowler  
Craig Mabbitt  
Dan McGrath  
Dave Parrot  
Denny Nelson  
Don Hoadley  
Doug Clark  
Elizabeth Moser  
Gary Mace  
Gene Cemper  
Heath Haines  
Jay Coffelt  
Jeff Rolfe  
John Drummond  
Josh Randall  
Kevin Anderson  
Lance Mabbitt  
Mike Anderson  
Randy Hedrick  
Ray Humphrey  
Shawn LeFluer  
Shelly Swope  
Steve Mauseth  
Tim Skudler  
Tony Brown  
Trevor Rehfeldt  
Troy Fulton  
Tyler Michael  
Wallace Ruckman  
William Head

NCR, check the "Employee Feedback" box and forward it to our Quality Department. EVERY item noted will be brought to management's attention. Thanks for your continued support.

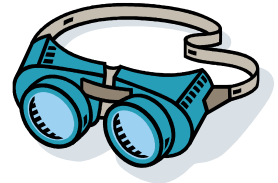
## Safety

*“If your department remains accident-free during the months of April and May, enjoy a free lunch on Omaha Standard”*

The following departments were accident free in 2004: 350 (WP - Inventory Control), 1002 (WP – 2<sup>nd</sup> Shift Machine Shop), 1020 (WP – Roll-former), 1500 (WP - Steel Racks Paint), 1650 (WP – 2<sup>nd</sup> Shift Paint), 1700 (EagleLift – Paint), 4700 (EagleLift – Loading), 5620 (WP – 2<sup>nd</sup> Shift Hoists), 8200 (WP – Receiving), 8500 (WP – Maintenance), 9000 (EP – Maintenance).

Congratulations and keep up the safe work! Please help us increase awareness of safety, especially during our busy times and when working with new-hires.

\*\*\* If your department remains accident-free during the months of April and May, enjoy free a lunch on Omaha Standard \*\*\*



## Wellness

Omaha Standard has partnered with the Pottawattamie County Tobacco Prevention Coalition to help with our plantwide smoking cessation efforts! The Coalition has a special offer for those of you who are interested in quitting.

Please stop by the Oard-Ross Drug Pharmacy at 701 16<sup>th</sup> Avenue, Council Bluffs, Iowa, 51501 to receive a

\$10.00 coupon toward the purchase of any new prescriptions or nicotine replacement therapy for smoking cessation. The coupon may be redeemed only at Oard-Ross Drug.

This includes \$10.00 off any NRT – Nicorette Gum (2mg & 4mg), Commit Lozenge (2mg & 4mg), Nicoderm CQ Patch, Nicotrol Patch, Nico-

trol NS, Nicotrol Inhaler, Zyban, and Bupropion. The \$10.00 coupon is for a one-month supply of the pharmaceutical aids and a two-week supply for the NRT. Limit one coupon per person per month for a total of three coupons.



## Critical Success Factors

Critical Success Factors are those issues which are deemed important to the organization, with regard to its present and future performance.

The Management Committee, with the help of Quality Assurance Engineer, Jamie Wilson, produced a single point presentation that will measure Critical Success

Factors (CSF) for Omaha Standard including Business Performance, Customer Satisfaction, New Plant, Lean Enterprise, Safety, and Employee Communication.

As discussed in this March's Employee Meetings the CSF detailed are:

**Business Performance** – Net Sales and Profitability

**Customer Satisfaction** - Shipping Performance and Warranties

**New Plant** – Budget and Schedule

**Lean Enterprise** – Events Scheduled and Average Scores

**Safety** – Reported Accidents

**Employee Communications** – Meetings held



## Meet Our Customer...

This month we are featuring John Ozmy, Senior Representative for TXU, a fleet account. TXU manages a portfolio of competitive and regulated energy businesses. In TXU's unregulated business, TXU Energy provides electricity and related services to more than 2.5 million competitive electricity customers in Texas, more customers than any other retail electric provider in the state. TXU Power owns and operates 18,300 megawatts of generation in Texas, including 2,300 MW of nuclear-fired and 5,837 MW of lignite/coal-fired generation capacity. (TXUcorp.com)

Mr. Ozmy related his personal and work history and talked about his relationship with Omaha Standard:

“I’ve been with TXU for 20 years. For the first three years, I started out as an outfitter on van interior shelving, installing boxes on pickups and mounting and outfitting service bodies. I moved on to the hydraulic department working on aerial bucket trucks and digger derricks for the next ten years.

Most of that was in a service truck. The last seven years I have had the opportunity to work in the office and build specifications for the TXU vehicles from cars, truck, and vans to working on all the changes in the aerial units we purchase.

When I left high school, my father had a garage that I worked at. I’ve always had an interest in transportation. I’ve built race cars and drag boats to and own a Harley Davidson touring bike. My interest is riding the HD with the Christian Motorcycle Association. Got to tell you right now, I bike less but am looking to do more. My wife Barbara and I have a daughter with a 2 ½ year old granddaughter that has blessed us to no end.

TXU is an electric company that produces and distributes electricity to 2/3rd of the state of Texas. The TXU transportation department of only 17 people manages around 7,000 pieces of equipment. We help our customer (which is the user of the equipment) from their budgeting and planning to purchasing vehicles to disposing of them. Seeing that main-

taining and buying the right equipment is part of our group’s job. My part is to build specification, work on quotes and order and receive units for deliver to the users. Working in the transportation field. I have learned that there are a lot of changes to keep up with. Every year, the vehicle manufactures will change up designs or body styles, prices of steel will increase, outfitters will come and go. Lesson learned is to know your vendors and outfitters personally. Working closely with them will generate a better product to deliver to your customer.

Working with Tim Craft and Omaha Standard for the last four years on ordering bodies has been a pleasure. Omaha Standard has provided TXU with the most outstanding quality of service in helping with the design changes to any problems that might come up when the bodies are working in the field (which doesn’t happen that often). I have had several employees that use your body tell me that they like the layout and quality of their new service bodies from the hinges to the bin doors.

Please tell your folks to keep up the good work.”

*“Omaha Standard has provided TXU with the most outstanding quality of service in helping with the design changes to any problems that might come up when the bodies are working in the field (which doesn’t happen that often.)”.*

*-John Ozmy  
TXU Sr. Rep.*

## Plant Update



Site pictures from Friday March 18, 2005 showing the removal of the surcharge soil from the building pad.

## Senator Grassley Tours Omaha Standard

## New Addition to Omaha Standard

Omaha Standard hosted a visit from U.S. Sen. Charles Grassley, R-Iowa on Tuesday March, 22. The Senator spent the majority of his visit talking with management. They discussed subjects ranging from the completion of the new plant to the Iowa workforce. Grassley was impressed with the quality of Iowa workers and our desire to remain and build in Council Bluffs. Vice President of Operations, Jeff Tilley, gave the Senator a tour of the East Plant. The Daily Nonpareil and The Omaha World Herald were on site to cover the event.

Senator Grassley captivates the Room.



Union President Don Hoadley and Tilley discuss production with Senator Grassley.



Mary Ellen Thomas is Omaha Standard's new Customer Service Representative for the Midwest Territory. She will be responsible for receiving and processing orders for the territory and also assisting our distributors with technical information.

Thomas has prior experience as a claims representative at a call center for AFLAC. Please welcome Mary Ellen!

## Making a Difference: The Results of Lean by Randy Swalve

Many of you have heard the term "5S". For those of you who have never heard it, do not fret. It is a phrase that has been Americanized from the Japanese describing the process to organize an area. The steps include Sorting, Set in Order, Shine, Standardize and Sustain. The whole lean team focuses on the first four, while the supervisor and the operators' work on the last "S," sustainment.

Recently the lean team along with the operators from the small machine shop finished up a 5S project. The focus of the project was to put more organization and visual controls into the machine shop. To start, the shop personnel went through some training to get introduced to the 5S process.

Before the teams really got started with the 1S, sorting, each machine area was audited to come up with a score that

would reflect the organization of the area. Some of the criteria used to evaluate the area included the following: any unnecessary items in the area; aisles marked or blocked; emergency equipment easily accessible and up to date; tools and fixtures identified and properly placed; documents kept up to date, organized and clean; floor clean; equipment clean and orderly; shelves arranged in an orderly manner; and material stored and arranged in an orderly manner.

Once an area was audited, the team worked to make improvements. There were many improvements to the areas' safety, quality and productivity. The teams were to look at the work areas through the eyes of a

*"Thanks for all the hard work!! Great job done!!"*

new operator. By asking themselves a couple of questions from a new operator's perspective, they could better understand different expectations. How do I know what to do? What do I need to do the job? When an operator works at a machine for the first time, it can be overwhelming. By defining where things are and what needs to be done, it makes the operator's job easier.

Once the area had changes made, a final audit was done. This showed how much improvement was made. This leaves us with the final step of 5S, which is the toughest: *sustainment*. The sustainment will be controlled through continuous feedback and auditing. Sustainment might require operators to adapt some new habits to keep the changes made. All of this requires time and effort.

A good job was done on everyone's part to get this part of the business better than it was before. We have set ourselves a new benchmark to improve from. There are still many things that can be done, which is the spirit of continuous improvement.

Thanks for all the hard work!! Great job!!

### Quote of the Month:

Jeff Rolfe describing the Lean 101 Training:

**"This actually works!"**

Submitted by: Kevin Larkowski