

HMF EXPRESS

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Progress in the Break Room continues with the HDTV, new ice maker, and more on its way!!!

Break room

"It ain't the Taj Mahal," one HMF Express team member noted, "but it is an improvement!!"

It is actually a series of improvements, starting with a new ice machine that will get tested this summer. The 500 lbs. per day output is an improvement over the old machine, and it will be a lot more reliable.

The flat-screen TV is also new. In addition to making our in-house training easier, this monitor displays over 20 local broadcast stations for your viewing enjoyment.

Plans include new furniture, a new coat of paint for the walls, and new ceiling tiles as well.

The fresh break room will give everyone a chance to refresh, recharge, and refocus on workplace safety, quality, and efficiency!



On time, every time

One of the main reasons our customers buy from HMF Express is because they know our products will ship on-time, every time.

How do we do that??? We do it because we are here on-time, every time. That is why your attendance is so critical to our business success. As soon as a customer places an order with us, we are all "on the clock."

YTD 2010, we have 8 team members who have met the high standard the customers expect from us all. They are here "on-time, every time."

These intrepid people are **Brandon Bradley, Walter Byas, Dave Gibboney, Lynette Hudson, James Peoples, Jolene Piner, Ron Piner, and Al Restrepo.**

If they continue through the end of the month, they all will be awarded a \$100 gift card redeemable at Walmart stores. This is a small way of showing that our reliability is what customers pay us for.

Thanks to these people and the rest of you who strive for 100% on-time performance!

The filmmaker Woody Allen once said "80% of success is just showing up." That was later extended to "and 90% is showing up on-time." It is not that product quality, accuracy, safety, etc. are unimportant. They just don't matter if you are not there.



It happens all the time . . .

I wanted to let you know that the frames that you sent were "great".

The welding job was perfect and welding the top and bottoms of the large windows was a huge help in our getting these frames welded and out the door.

Please let your welders know that I appreciate the job that they did on this project!

HMF Express is truly the best.

Thanks,

KD

Project Manager



A new pallet vendor and outstanding housekeeping make our shipping pad a beautiful site (sight).

Think about fire safety



Fires are a constant threat in our manufacturing environment.

We have open flames, flammable materials, and products that don't fit into any standard workflow.

In the case of fire, check into the location of the nearest fire extinguishers.

If an extinguisher fails to control a small fire, then you must evacuate.

Evacuation procedure:

- 1) Power down your machine & go to the closest exit.
- 2) Calmly proceed to the front of the building
- 3) The supervisor will call roll

Considerations

- 1) Look at the fire evacuation map
- 2) Find the location of the fire extinguishers
- 3) Keep aisles and exits clear for fast egress
- 4) Keep flammable materials in containers of one quart or less

Can you see what is new about the HMF Express entrance sign? If you noticed, then you probably have the attention to detail and quality that help to set HMF Express apart from our many competitors.



If you can't see what is different, ask Mark Poston and he will be glad to point it out!

Bob answers your employment questions:



Dear Bob: Recently, a friend of mine died and his family is having trouble getting benefits paid. How can I be sure my family does not have this issue?

— **Prudent Planner**

Dear Prudent:

I am glad to hear that you are proactive in protecting those you love. You need to ask the above question every time you get married, divorced, or welcome a new child into your life. Also think about it when a personal relationship changes, your financial situation changes dramatically, or your beneficiaries have such changes.

When that happens, you may want to update the named beneficiaries on your life and disability insurance policies, IRA accounts, will, and other such financial instructions. To change the beneficiaries on the policies you get from HMF Express, pick up a form from the HR office. We will be happy to update your designated beneficiaries.

Supervisors Corner



We believe that our customers are all happy with our products, but we don't get to talk with most of them, so we don't really know.

Sometimes customers stop buying from us, and when they stop, they don't tell us why. So, we need to guess at the reasons.

The most obvious reason would be a customer that was not pleased with our product and service. If so, how would you respond? Why wouldn't they like our product?

First ask yourself, did I do everything in my power to read the work order and do what the customer requested? Did I put quality in my work as if it was my very own? Do I think about quality when I do my job each and everyday? Ask, "When the production comes down the line and I see something wrong with it do I let it go or do I get it corrected before it reaches the customer?"

Making all the right decisions can have a very big impact on our business, and our success.

It is a challenging time, so re-focus on customer satisfaction. Keeping customers happy is the key to our success.

Despite our good efforts, freight carriers still find ways to beat-up our products.

Freight damage is the #1 reason for missed shipments. The customer only counts an order as being on-time if they receive it.

Protecting freight starts in sales — with crating charges and dedicated trailer space where possible. In the shop, we use extra lumber, add straps and wraps, instruct shippers not to stack, and more. Keep up these diligent efforts to "crunch" the freight damage problem.



<h2 style="margin: 0;">May Birthdays</h2>		
Sheldon	Patrick	4
James (J.D.)	Robinson	4
Ronald	Piner	7
Yadir	Espinoza	10
Robin	Edney	15
Rufus	Brown	29