

HMF EXPRESS

Volume IV, Issue 2

February 15, 2008

Customer newsletter debut is a hit!

The HMF Express customer newsletter debuted at the end of January. It is an electronic newsletter developed by Shannon Dougall, Brett Miles, and other contributors.

This newsletter has a very professional look and feel, reflecting well on the quality of our products and services. It covers a range of topics interesting to customers, including product information, links to our order forms, and a topical greeting from our sales team.

Corner gusset

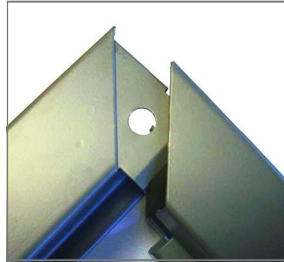
Featured in the first edition is an article on the HMF Express corner gusset design. This is an important selling feature of our

frames, and customers who understand installation challenges will appreciate this detail.

Contact

The newsletter is a component of our customer communications. It is another way we can use technology to improve their business as well as ours.

To see the newsletter, you can visit our website and look under "cool stuff." If you want to receive copies, talk to Shannon and she can add you to the e-mail list!



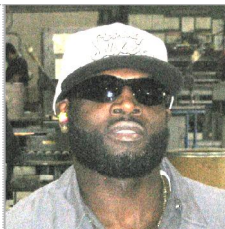
What are you doing to improve quality?:



The first thing is to carefully read the work order, then do exactly what it asks for.

Then I inspect my own work. It has to look like quality.

I ask myself, "Would I want this in my house?" If the quality is good enough for my house, then it is ready for the customer. If I need to rework, then that's what I do.



To make sure that my product has great quality, I make sure that I check every measurement.

You need to check, check, and double check all measurements.

I keep on checking until there is no doubt in my mind that what I did will be right.



For a great quality product, the most important thing I do is read the work order and understand exactly what the requirement are.

After I finish my work, I go back and check

every measurement.

That is very important — you need to check every measurement.



We are working on three things to improve quality right now.

We check the finish for lumps in the powder coat. If that happens we get it reworked.

We are using a lot of lumber in packaging to be sure product is adequately protected when it ships.

For head loads, we are putting OSB sheets in the truck to prevent potential damage.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Employee of the month

This program recognizes exceptional employees like:

Billy Prince



★ Billy is a dedicated worker and

takes on every job with caution, meaning he wants to get it right the first time around. He has a keen interest in quality control and he "walks the walk" when it comes to making process improvements.

Currently Billy is running two machines while Curtis Pait is out and he makes sure that both the custom line and the butt edge line have work waiting for the welders every morning.

Billy is a valuable gem in the door department. Thanks Billy!

★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Question of the Week: If you could have a "super-power," what would it be?

"My one super-power would be to be able to get a door or frame in 24 hrs. No, wait, you've already got my super power."

(from our customer)

Team members take advantage of PPE

Mona was recently working with the employees in Cell 2 when James Jones came over to ask if he could have a set of Kevlar sleeves. He was wearing the regular leather gloves at the time but realized that the Kevlar sleeves would offer better protection for his work.

James was temporarily over from the door department to help on the punch. In this new assignment, he realized that he needed different personal



protective equipment (PPE) to be safe. Our January safety meeting topic was on PPE. This gave us all a chance to re-look at our work environment and make sure that we have the right equipment to do the job safely.

If you think you need different PPE or support for a process change to improve quality, see Mona or your supervisor.

Whether you are at home or at work, think safety.



Doggon' it!

The reason a dog has so many friends is that he wags his tail instead of his tongue.

-Anonymous

My dog is worried about the economy because Alpo is up to \$3.00 a can. That's almost \$21.00 in dog money.

-Joe Weinstein

If you pick up a starving dog and make him prosperous, he will not bite you; that is the principal difference between a dog and a man.

-Mark Twain

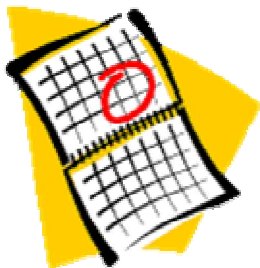
If you think dogs can't count, try putting three dog biscuits in your pocket and then give him only two of them.

-Phil Pastoret



Left: Wilmington got pelted by winter weather, paralyzing local schools and businesses. However, HMF Express did not miss a beat and delivered 99% customer service in January.

Bob answers your employment questions:



Dear Bob:

I am worried about what happens if I have to miss some time from work for health or personal reasons. How can I protect my job?

Signed,

Afraid that I'll get sick

Dear Afraid:

Don't worry so much! Our attendance policies have several options for employees who need to miss time for many types of personal or family situations. Our attendance policies try to balance the business needs of our customers (on-time delivery, high quality, produced efficiently) with conflicts that occur when "life happens."

First, you have 32 hours of discretionary leave every 6 months. To use this leave you just need to call your supervisor before your shift begins. These hours are also used in 1 hour increments when you are late for the start of your shift or late after lunch.

For sickness or family situations covered by the federal FMLA laws, the company offers all of the benefits specified by that law. For the situations that qualify, these benefits include up to 12 weeks of unpaid leave while keeping your job available for your return. FMLA runs concurrently with other types of leave, and you are required to use all of your accrued vacation when your absence is covered by FMLA.

The company also offers bereavement leave, leave for jury duty, and 4 hours of leave to attend your children's school events. You may also be allowed to use some vacation days in advance of accruing them, with the caveat that should you leave the company before earning the days you will pay them back.. The company also considers reasonable leave requests made in advance between Labor Day and the next Memorial Day.

There are additional considerations when you take unpaid leave, such as paying for health insurance. For more information, see the handbook or come by to talk!

New benefit - Global Emergency Service

As part of your life insurance and long-term disability policies, you also get emergency global services.

The insurance company, USable Life, provides assistance with medical emergencies in other states and other countries. This might include medical referrals, insurance validation, emergency medical evacuation, and other help.

If you are planning any long trips and would like to know more about this benefit, stop by HR and pick-up one of the program brochures.

February Birthdays		
Gary	Swann	1
Charles	Bullock	7
C.C.	McAllister	9
Rufus	Pickett	9
Harold	Hayes	12
James	Jones	15
Robert	Clark	15
David	Perez	17
John	Morris	18
Roger	Benton	22