

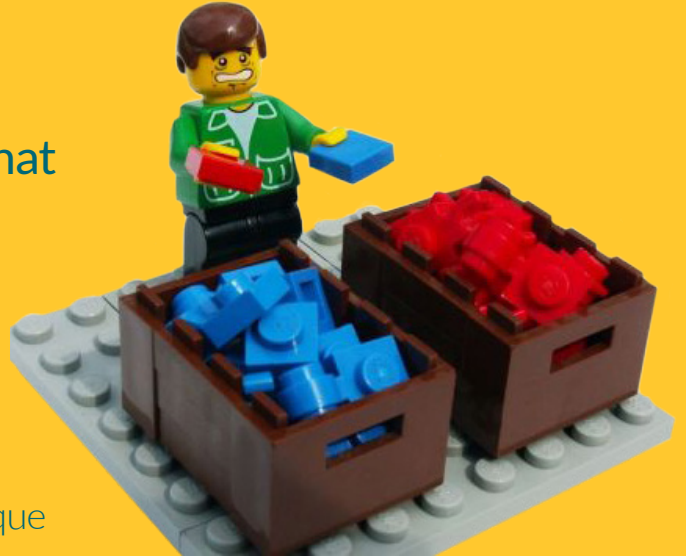
WOODY'S WORLD

SORT

Remove from the workplace all items that are not needed for current production (or office) operation.

- Sorting means leaving only the bare necessities
- When in doubt, throw it away

Lean Manufacturing 5S Technique



ANOTHER COG IN THE MACHINE, OR NO UNIMPORTANT JOBS

SUBMITTED BY CLINT YOUNG, FINANCE DIRECTOR

This company we call Wood's Powr-Grip can be compared to a huge machine with various parts that all need to be working together in perfect sync in order to perform it's intended function. Operations which has smaller departments such as welding, machining, fabrication, handcup and machine assembly, cleaning and powder coating, molding, etc. is typically responsible for producing the products that we sell. Engineering designs new products and tweaks changes to existing products. Purchasing makes sure the materials needed by Operations are available on time and in sufficient quantities. Logistics and Inventory Control handles shipping, receiving and internal movements of materials to the right department at the right time. QA ensures the quality of both raw materials and finished products. Safety helps

to keep us all safe. Marketing makes sure that our brand is recognized in the industries we sell to, and is constantly working to expand markets and sales

**Thank you to all of
you who take pride
in your jobs and
keep us moving
forward. Let's keep
the cycle going
and the business
growing!**

channels as well as providing instructional materials and internal publications like this one. The Sales department handles, well... Sales as well as customer relations. Of course, we couldn't

function without the Information Technology department to keep all of our computers, software, telephones and other electronics humming the way they need to for us all to do our jobs. The HR department keeps a steady supply of new employees coming, as well as keeping up with the myriad of government regulations and administration of all company benefit programs. Building and Machinery Maintenance keeps us all warm in the winter and cool in the summer (well, I'm sure they do their best) as well as making sure that machines are running at their optimum efficiency and breakdowns are repaired as quickly as possible, providing a clean work environment and, oooh, satisfying our weekly popcorn craving. Executive Management keeps an eye on the big picture, getting into every other group when needed and making sure communications



**QUALITY &
CONSISTENCY
ARE A TEAM
EFFORT**



MARCH BIRTHDAYS

Mike Longbottom	2
Kyle Renouf	2
DeeJay Webb	3
Cameron Schriver	5
Carl Ritterpusch	6
Randy Davis	17
Kent Kulesa	17
Mike Manders	18
Heidi Denis	19
Erin Calhoun	23
Sherry Engen	23
Bob Robinette	24
Bryan Wood	25
Kevin Wilson	27
AJ Speidel	31

APRIL BIRTHDAYS

Doug Jablonski	3
Jake Knaub	4
Don Hayes	10
Amanda Wilkey	11
Jeff Dionne	12
Brenda Lawver	12
Daniel Meuchel	17
Jason Wheat	17
Seth Green	20
Paul Moe	22
Valerie Seymour	28

between departments are flowing freely on a daily basis.... Anyone attended a huddle meeting lately?

And then we come to the group commonly referred to as the Office department which actually is comprised of several functions: Payroll - Need I say more? Who doesn't like getting paid? Reception and Administrative Assistants answer phones and connect people to the right person or department, manage people coming through the front door, office supplies, maintain the company meeting calendar, as well as helping out with Accounts Receivable and Purchasing and a ton of other stuff I'm sure I'm forgetting.

Finally, the Accounting Department. Wake up everyone! I know I just said Accounting, but that's no reason to fall asleep. Functions covered by Accounting include Financial Accounting, Banking, Accounts Receivable and Accounts payable.

The Financial accounting function covers monthly and yearly financial statements and performance monitoring, preparing income tax information, Property tax monitoring and appeals at times, and filing what seems like an endless stream of regulatory reports required by government and insurance agencies. We also monitor daily cash positions and move money between accounts to ensure sufficient cash is available to cover operating costs such as payroll, payments to vendors, taxes, donations, etc. Cash forecasting, although not an exact science is necessary to help Executive Management plan for future purchases and expansions like the one we are currently going through and planning for known day

to day expenses and handling "surprises" when they come up.

Accounts Receivable is responsible for invoicing sales to customers and ultimately collecting the related receivable. Believe it or not, there are some customers who need a gentle reminder from time to time to pay their bills. Our accounts receivable department does a great job of keeping our receivables as current as possible and only occasionally has to get our friend "Guido" to pay a visit to a customer. I've been an accountant for almost 38 years and have never seen a lower bad debt ratio.

Our Accounts Payable Specialist seems to take all the blame for so much cash going out the door, but at the end of the day, if suppliers don't get paid and tax obligations aren't met, people in those organizations tend to get a little cranky and might even refuse to do business with us.

At the end of the day, I guess what I'm trying to say is that we all have our own jobs to do, all of which are necessary to the smooth operation and ongoing viability of this big machine that is Wood's Powr-Grip. If raw materials and parts aren't ordered and paid for, if pay and benefits and work environment don't attract the right type of talent to our workforce, then products can't be made and sold to our customers. If there are no products to sell, or no customers to buy them, or no way to collect on those sales when they happen, then there will be no money to pay workers, suppliers, taxes etc. and things could grind to a halt fairly quickly.

Thank you to all of you who take pride in your jobs and keep us moving forward. Let's keep the cycle going and the business growing!



TISE 2017

SUBMITTED BY, ROSS KING,
TECHNICAL SALES MANAGER

The International Surface Event (TISE) was once again held in Las Vegas and this year's dates were 1/18-1/20. Attending the show from WPG was Brad Wood, Ross King, and future sales manager Weston Wood. The show now includes any type of flooring or countertops that you can imagine so many of the attendees don't need vacuum slab lifters and in their minds they don't think they need hand cups.

This show hasn't been as productive for us since they changed to this new concept but we have kept displaying because the stone countertop industry seems to be growing again. We received a few leads that we are following up with and the show did provide us opportunities to meet with our dealers. We even had two glass industry dealers, Ontario Glazing and Colorado Steel Sash, come to the show to meet with us.

The dealers that were displaying offer a full line of product for a stone shop and they all were very pleased with the attendance and the quality of leads they received. Many of these dealers had our hand cups in their booth and Salem Stone had a P1FS10T04DC2 on display. At this time our plan is not to have a booth next year and work more closely with our dealers to keep our product in their display and try to get more lifters on display.

TOP TEN MOST RIDICULOUS LAWSUITS OF 2016

WWW.FACESOFLAWSUITABUSE.ORG

Too much ice in an iced coffee? Illegal monkey selfie? Legal action over a typo? Yup, it's that time of year again. ILR has officially released the Top Ten Most Ridiculous Lawsuits of 2016 and, as expected, these cases don't disappoint.

The Top Ten Most Ridiculous Lawsuits of 2016 were chosen from the year's ten most popular stories featured on FacesOfLawsuitAbuse.org, and then ranked according to a national Google Consumer Survey of 5,000 consumers across America. That survey was conducted November 16-18, 2016.

Business Owner Fights **10** Back Against Overzealous Government Prosecutors — and Wins

It took \$25 million dollars and one hundred lawyers for a Minnesota company to beat overzealous federal prosecutors in court. The Feds' suit claimed products were sold without proper government approval. The jury disagreed.

Mom and Son Sue Over **9** SAT Typo that Gave Students Extra Test Time

Test-taking is nerve-racking... but a lawsuit over extra test time? That's what one mother and her son did after SAT test instructions mistakenly gave students five MORE minutes to complete a section.

Hot Air: Man Sues **8** Nebraska Cornhuskers To End Balloon Release

For 50 years, University of Nebraska football fans celebrate Cornhusker touchdowns by

releasing thousands of red balloons. But one fan's lawsuit says this threatens the health and safety of wildlife. We should note that the balloons are environmentally friendly and biodegradable. Perhaps he's not feeling that 'Husker school spirit.'

SoulCycle Rider Alleges **7** Injury to Sue Trendy Indoor Cycling Outfit

Celebrity SoulCycle instructor Angela Davis got sued for running too rigorous a workout. A California woman claimed the instruction, the equipment and the music caused her to fall off the bicycle while the still-moving pedals banged into her ankle.

Lawsuit Turns \$40 Printer **6** Sale on Craigslist into \$30,000 in Damages

How does a \$40 dollar printer on Craigslist turn into a \$30-thousand dollar nightmare? When the buyer sues. The printer was broken, he claimed. And six years after the original sale, the case is ongoing. Can you say: most expensive printer EVER?!

MasterCard Blasts **5** 'Baseless' Lawsuit Over Its 'Stand Up To Cancer' Fundraising Promotion

MasterCard has raised more than \$30 million for cancer research . . . and that was too much for one card member, who sued claiming the company continued fundraising after the original \$4 million dollar goal was met. The legal costs of raising more money for a good cause?? Sadly, not Priceless.

Monkey Business Coming **4** to Ninth Circuit, Courtesy of PETA

In 2015 A British photographer used his camera for a series of popular "monkey selfies..." Animal rights activists sued on behalf of the monkey, claiming the primate—NOT the photographer—owns the copyright! In 2016, a court ruling allowed the lawsuit to continue.

Woman walks into a **3** ladder while 'engrossed' in her cellphone; jury awards her \$161,000

"Walking-while-texting" is now common. But it turned into a payday for a Georgia woman. She walked right into a ladder, causing her phone to hit her forehead! And now . . . she's 161-thousand dollars richer.

Court Tosses Lawsuit over **2** Lip Balm Left in Tube

Did you ever think there was just a bit more lip balm at the bottom of the tube? Ever consider suing? That's what a California woman did when she claimed Fresh, Incorporated conned consumers into thinking there was more "Sugar Lip Treatment" in the empty tube. Her case was thrown out... along with that empty tube.

Starbucks feels the heat **1** from two abusive lawsuits

Starbucks, the world's largest coffee chain, was hit by TWO class action lawsuits over how much java is in their cups. One says there's a quarter inch too much steamed milk instead of coffee. Another says there's too much ice in . . . you guessed it — the iced coffee.

NEW EMPLOYEES



JOSHUA SCHREINER
Night Shift



PAUL MOE
Night Shift



TRUTH LIRA
Night Shift



DANIEL LASHINSKI
Night Shift

Welcome Back!



ASPEN RYDER
Handcup Assembly

CURRENT JOB OPENINGS

- ✓ **Production Technician** – Night Production Technician
- ✓ **Production Technician** – Frame Assembly
- ✓ **Production Technician** – Hand Cup Assembly
- ✓ **Technical Sales Representative**

UPCOMING EVENTS:

Blood Drive
Thursday, March 23rd

Employee Garage Sale
Saturday, May 13th

Woody Open -TBD

WPG Photo Contest
Mon., July 10th -Deadline

Blood Drive
Thursday, July 13th

Blood Drive
Tuesday, November 21st

PASSION PENS: THE MAN IN RED

SUBMITTED BY JAKE KNAUB, WRITER & GRAPHICAL SUPPORT

Clint Young, the Finance Director here at "The Grip", has a special hobby: During the holidays, he's Santa Claus. As Father Christmas, he currently does charity work, stops by a couple churches, visits local parties, and is the professional man in red for his daughter's photography business.

"It's generally after Halloween that people begin to start noticing me," says Clint. He has a large, white beard, and during this season, he likes to wax his mustache and wear a subtle, yet noticeably Santa-red plain coat. The smiles and wide eyes, piqued with interest, begin to follow him, as though they've just spotted the real Santa, attempting to go unnoticed amongst the mere mortals. "But they don't want me to know they're looking," says an amused Clint, "So they generally do one of these." Clint suddenly looks away and throws up a nonchalant, innocent expression.



But it's not just from Halloween through Christmas that Clint gets special attention. Next to his house is Clint's woodworking shop. He likes to make furniture, and yes, toys as well. The neighborhood kids will frequently drag a headshaking skeptic over to see "Santa," upon which they recognize a man with a white beard, making toys in an old-school workshop. Obviously, their beliefs are restored. "Sometimes kids will come by with carrots for the reindeer," says Clint with a laugh.

Not so long ago, Clint was a professional mall Santa – something he plans on doing again someday. "An old coworker of mine had a couple of pictures in her office, of her and two different Santa Clauses. I said, 'That's what I want to be when I grow up,' and pointed at the photos." His coworker actually knew the two Santas – they were her uncle and father. Both

"I do it because it's fun and it makes people happy."



also happened to be professional Clauses and part of a sort of guild, called Naturally Santa (real beards only please).

Soon after, Clint joined up, set off to the mall, and donned his suit. His first gig was in a poor section of Los Angeles, a mainly Hispanic community. "Sometimes you hear stuff that just breaks your heart," Clint said, remembering his time there, "One little boy said he didn't need anything for Christmas, just a new pair of shoes for his sister. Another kid wanted a fuzzy blanket for her mom."

In 2013 Clint worked in a much larger mall north of Seattle. Clint worked mornings, splitting the time with another pro Saint Nick. Over the course of the season, Clint estimates the two of them must have taken wishes from some 40,000 kids, with Clint seeing about 12,000 due to the less busy morning hours.

Clint has gathered all sorts of interesting Santa stories over the years. One time a lady asked if he was the same Santa she had seen there six years ago. He said, "I think that must have been one



of my helpers." She pondered this for a minute, then said, "Hmm, that may be true – you do all look alike to me."

Other comments come from concerned parents, who worry Santa is part of a secular tradition—one that diminishes the Christian traditions of Christmas. "Santa Claus is based on a real man: Saint Nicholas, who was the Greek Bishop of Myra," Clint will explain, "He was the patron saint of children, and liked to secretly give gifts." In fact, in some European countries "Santa Claus" is simply referred to as "The Good Saint."

When Clint's granddaughter was of age to learn the truth about



Santa, about 8, her mother had to break it to her in the best way possible. "Saint Nicholas was a man who loved God very much, and loved children very much too. And like all people, he got old and passed away," explained

Clint's daughter. "You mean Santa is dead!?" exclaimed Clint's granddaughter. "Well, when he was gone, people wanted his love and generosity to continue. Now that you're old enough to know, you can be a Santa's Helper and continue his tradition of being kind to children. You can help with the shopping and wrapping presents – and of course, you'll still get presents from Santa."

Another concern Clint has heard from people is the idea that Santa is part a commercialization of Christmas—turning a season that's about kindness and generosity into a money-making enterprise. "Don't get me wrong," he says, "the money is definitely part of it. I'd say about three or four photography companies control 80-90% of the malls."

Clint explains how at Macy's in New York, the line to see Santa diverts into several separate rooms, each presumably with their own Santa. Personally, Clint least likes it when he has to spend under a minute-and-a-half with each kid and their family, just to get as many through as possible. "That's enough for a photo," he says, "but not very long to give the family the experience of a visit from Santa."

Despite the hard-cash realities of Christmas, Clint has shared many memorable stories with fellow Santas. Stories that affirm the meaning of Christmas and the positive impact they can have on children's lives.

"You can make a fair amount of money doing it," Clint says, "but that's not why I do it. I do it because it's fun and it makes people happy." And a lot of other Santas and Santa's Helpers, each filled with the spirit of the season, feel exactly the same way.

Here's to that Christmas spirit, and continuing Saint Nicholas' traditions of kindness.

BOND'S BITS

SUBMITTED BY GARY BOND,
PRODUCT ENGINEERING MANAGER

As I write this from the Phoenix airport, I understand that back in Laurel the first of the updated MR24 lifters has been built. The second one should not be far behind. I suppose this is the 3rd generation of the MR24 design. This is how we manage continuous improvement in our designs. The first design was built to a customer order and met the basic requirements with a few shipping considerations and appearance modifications added to fit in our overall product range. With the 2nd generation we were able to look at some of the issues and ideas that came from building the first. In this 3rd generation some specific customer needs were addressed and, some new design concepts were incorporated. The customer needs pushed for a new pad frame design. In that process it was possible to incorporate a much more adjustable pad frame that is much lighter as well. This lifter offered a great place to try a new design for getting dual vacuum system from the lift bar to the pad frame. It is the first time for this method. It has shown some production challenges that we can learn from. The Intelli-Grip™ design was getting finalized at the same time so it was incorporated as well.

We will still be coming out with a special pad frame for the lease MR24 for curved material. We keep seeing the demand for higher capacity lifters and curved glass applications. This will help us meet those needs and provide market testing at the same time.

We have been working on getting the Intelli-Grip™ system defined and refined as it moves into full production. The components of the system have been documented on standard drawings. The pad frame weldments for the 3 lifters are getting updated in the standards. The assembly drawings will be updated soon as well.

We are also in the final stages of converting from the cinch connector to the new connectors. We used the change to update more lifters to the smart chargers but several things will still use the small black chargers including customer replacements. As is often the case, 80% of the use was easy to update with a few drawings. The other 20% were scattered through many products and drawings.

I am looking forward to seeing the first MTA8FS10T get built soon. This is a product that uses existing designs to make a simplified lifter that replaces multiple lifters such as the MT5HV11. It offers more capacity and more features but should be easier to build.



COMMUNITY EVENTS

(see Billings365.com for more information)

01 FEBRUARY

- Geek Out! Harry Potter - Billings Public Library
- The Artist's Way: A Spiritual Path to Higher Creativity
- Amy Grant - ABT
- Irration, Protoje - The Pub Station

02 FEBRUARY

- Central vs. Hardin Basketball - MetraPark
- Fort Knox 5 - The Pub Station

03 FEBRUARY

- Red Lodge Mountain Town Series - Red Lodge Mountain
- Taste of Billings 2017 - Billings Depot
- Artwalk - Downtown
- Kids Campfire Fridays - Montana Audubon Center
- Free First Fridays - Wise Wonders
- Cedar Ridge - Yellowstone Cellars & Winery
- The Dixie Swim Club - Billings Studio Theatre
- Funky Bunch - NOVA
- The Magic Beans, Cycles - The Pub Station
- DJ Reece Presents Game Night - Shooters Bar & Casino

04 FEBRUARY

- Big Sky Little Britches Youth Rodeo - Miller's Horse Palace
- Yellowstone River Walking Tour - Montana Audubon Center
- Sweet Success - Fundraiser
- Taste of Billings 2017 - Billings Depot
- Ellen from Ellen & The Old School - Yellowstone Cellars & Winery
- The Dixie Swim Club - Billings Studio Theatre
- Venture Improv - NOVA
- Billings Symphony Norther Lights - ABT
- END ever, Stranded by Choice, Not Your Boyfriend's Band - The Pub Station

05 FEBRUARY

- Big Sky Little Britches Youth Rodeo - Miller's Horse Palace
- The Dixie Swim Club - Billings Studio Theatre
- Latte Art Throw Down - MoAV Coffee House

06 FEBRUARY

- Spirituality on Tap - Thirsty Street Brewing Company

07 FEBRUARY

- Crosstown Classic - MetraPark
- Barefoot in the Park - ABT
- Tribal Seeds, Nattali Rise, Raging Fyah - The Pub Station

08 FEBRUARY

- Open Mic Night - Yellowstone Cellars & Winery
- Dead Horses - The Pub Station

09 FEBRUARY

- The Dixie Swim Club - Billings Studio Theatre

10 FEBRUARY

- All Class State Wrestling - MetraPark
- Red Lodge Mountain Town Series - Red Lodge Mountain
- Valentine Festival - Shrine
- Beer Sampling and Dinner with Live Music - GoUnite
- Music Night with Krystal Hudak - Yellowstone Cellars & Winery
- The Dixie Swim Club - Billings Studio Theatre
- 1964 The Tribute - ABT
- My Furry Valentine Fundraiser - The Pub Station

11 FEBRUARY

- All Class State Wrestling - MetraPark
- Docent 2nd Saturday: Art for Kids - Yellowstone Art Museum
- Valentine Festival - Shrine
- Music Night with Sal & Kathy Garibay - Yellowstone Cellars & Winery
- The Dixie Swim Club - Billings Studio Theatre
- Kane Brown - The Pub Station

12 FEBRUARY

- The Valentine Festival - Shrine
- The Dixie Swim Club - Billings Studio Theatre
- Righteous Vengeance CD Pre-Release - The Pub Station

14 FEBRUARY

- Sweetheart Lunch at Raven's Cafe D'Art - Yellowstone Art Museum
- Yellowstoned with The Grant Jones Band - The Garage at Yellowstone Valley Brewing Co.
- Crosstown Classic - MetraPark
- The Sleeping Beauty - ABT

15 FEBRUARY

- Sweetheart Lunch at Raven's Cafe D'Art - Yellowstone Art Museum
- Art Action 49 Noon Tour - Yellowstone Art Museum
- 7th Avenue Band at The Powderhorn Lounge - Mussle Loader Cafe
- Open Mic Night - Yellowstone Cellars & Winery

TRAINING TRIP TO BARRANQUILLA COLOMBIA

SUBMITTED BY BARRY WOOD, VP MARKETING & COMMERCIAL DEVELOPMENT

The week of January 16-20, Carl Ritterpusch and Barry Wood made a trip to Barranquilla Colombia to meet with one of Bohle U.S.'s customers. This customer is actually three different companies that are



separate legal entities, but work together very closely. Technoglass does window fabrication. E S Windows assembles curtainwall. And Alution does aluminum extrusions for the other two companies. To date there is not a float plant in the group to make the glass itself, but there is talk within the company that one is probably coming soon.

Over the last several weeks, Carl has put considerable effort into converting his standard presentation from a book format to a Power Point presentation format. The current book format involves reading from a book with a lot of stopping to show the concept of what was just read. The Power Point format includes a lot of photos, videos and moving gif's that illustrate the point being explained as the presentation is read.

On top of Carl's efforts, Byron was then tasked with translating the text of the entire presentation to Spanish. Being that the company is in Colombia, the level of English skills among the maintenance group was very

low to say the least.

The presentation was expected to take about a day and a half, with a break occasionally to offer further explanation and/or demonstrations of what was being described. However, with the new Power Point format, and thanks to Byron's excellent job of translating the presentation, there really were very few questions. So it only took about five to five and a half hours to get

Thanks to Carl's preparation and Byron's help getting things into Spanish, the training went much better than I ever expected it to.

through. Carl then demonstrated the Intelli-Grip system and gave the class a chance to play with the demo model we had brought. He transitioned into a quick hands-on demonstration of how to locate a leak in a vacuum lifter.

It was about this time that two guys brought in an old MRTA611LDC that looked like it had been used pretty hard. It took Carl less than five minutes to determine that there was a leak in the hose inside the frame. Actually he took his flashlight and looked and could see disconnected fittings. So it showed how fast a person can work when they know what they are doing. He asked for some replacement hose so that he could replace the

leaking hose. They didn't have any. Well, Technoglass had some, but we were in the E.S. Windows facility. So in the end the answer was, "We have hose, but you can't have it, but we would really like it if you would fix this lifter and two more that we have downstairs." Fortunately, Carl had 15 Spanish speaking repair people who gathered around and enthusiastically helped him as he tried to remove the hose without damaging any of it. (OK help is the wrong word. They were talking loudly, pulling on things, casting shadows and basically doing everything but help. At least it was hot in the room.) Carl was in Hell. The re-routing of the hose was the first step, and was simply fixing the problem caused by the maintenance crew when they were trying to find another leak; which turned out to be a fitting that they didn't have either (for several hours, until one magically appeared with no explanation.)

About eight hours into the repair, Carl officially declared the lifter "as fixed as it was going to get without someone providing some replacement parts." And we moved to the next lifter.



I am not sure how to describe this lifter. Basically everything was broken on it. That is to say the parts that were still on it were broken. There was no hose on

the lifter. As mentioned above, they had no hose to offer us. Yet there we were being asked to fix it. It turns out that the lifter had been dropped with the load on it. It was being operated from a boom, and when it grabbed the glass, the lifter plus the glass plus the weight of the boom exceeded the counter balance weight, and it fell to the ground. The head maintenance guy pointed out a switch that was hanging from a broken box and was supposed to be attached to the circuit board



and said, I think this switch might be the problem. Recall that there was no hose on the lifter. I asked if maybe we could take a look at the other lifter. "Oh, that one is worse." He said. And he was right.

We moved outside to look at a fourth lifter that has been casually not counted when we were told that there were three lifters not working. This lifter looked like it could be fixed. But it couldn't, because they had drained the battery and it wouldn't run the pump. So it was not possible to test anything.

We were taken on a tour of the facilities that lasted about an hour. However, to give you an idea of what we were able to see, we were not the only Americans in the plant. On Friday morning we were able to speak with another group of Americans who had taken a tour on Thursday. They said that they walked all day. The facility is enormous, and it took a full day to see it all.



So the trip was sort of bitter sweet. We had been asked to come and do a training, and thanks to Carl's preparation and Byron's help getting things into Spanish, the training went much better than I ever expected it to. On the other hand, they had the ulterior motive of wanting us to fix something that could not be fixed with the resources they provided. Had this been communicated properly, we probably could have sent the proper repair parts and made the lifters functional (by we, I mean Carl, but I was there full of moral support.) But these are lifters that really should be replaced, and in the end, that is what is likely to happen.

THE TRIPLE CROWN 2016

SUMBITTED BY DON HAYES, HUMAN RESOURCE MANAGER

Race 1: Flakesgiving

Thanksgiving is meant to be a time where through the sharing of food, nourishment is not only provided to the body, but also the soul. You all did that for people who would not have had that opportunity without you. Through the tremendous generosity of you and this company, **we won that race —\$784 raised!**



Race 2: The Blood Donation Drive

IT SAVES LIVES. Period. The response by the people of this company was extraordinary. People donating blood. People donating "doubles." People going the extra mile to figure out how they could meet the requirements to give blood when the word came out that we needed more. People seeing if their relatives with rare blood types could donate. People signing up at the last minute or accepting last minute schedule changes. **Lives saved—race won!**



Race 3: Toys for Tots

The opportunity to bring joy to a child. There was one Christmas I tore open a present to find a box for a clock radio (young people ask the old people what a clock radio was.) I thought "score!" I opened the box and it was full of socks. (Now I sound like Dr. Seuss.) No joy, but at least my feet were warm that winter. You came through again and brought joy to needy kids **—nearly \$900 raised! Victory!**

16 FEBRUARY

- MATE Show, Home & Health Expo - MetraPark
- The Dixie Swim Club - Billings Studio Theatre

17 FEBRUARY

- Red Lodge Mountain Town Series - Red Lodge Mountain
- MATE Show, Home & Health Expo - MetraPark
- Concert for the Arts - Yellowstone Country Club
- Nothing Yet Trio - Yellowstone Cellars & Winery
- The Dixie Swim Club - Billings Studio Theatre
- No Limits Monster Trucks - MetraPark
- The Irish Rovers - ABT

18 FEBRUARY

- 12th Annual Denistry from the Heart - Brewer Dental Center
- MATE Show, Home & Health Expo - MetraPark
- Thirsty Games - Thirsty Street Brewing Company
- Free Winter Movie - Finding Dory - Medicine Crow Middle School Gym
- Murder Mystery - Moss Mansion
- Hill Billings - Yellowstone Cellars & Winery
- The Dixie Swim Club - Billings Studio Theatre
- No Limits Monster Trucks - MetraPark

19 FEBRUARY

- PROF - The Pub Station

21 FEBRUARY

- Chef's Wine Pairing Dinner at Stacked Montana Grill - GoUnite
- Tango Lessons- Beat Ballroom Company
- An Evening with the B-Side Players - The Pub Station

22 FEBRUARY

- Super A Divisional Basketball - MetraPark
- Open Mic Night - Yellowstone Cellars & Winery

23 FEBRUARY

- Billings RV & Boat Show and Sale - MetraPark
- Super A Divisional Basketball - MetraPark
- Railroad Earth - The Pub Station

24 FEBRUARY

- Super A Divisional Basketball - MetraPark
- Billings RV & Boat Show and Sale - MetraPark
- Huff's Antique Show and Sale - MetraPark
- Geneva Copeland - Yellowstone

- Cellars & Winery
- Billings Bulls Hockey vs. Great Falls Americans - Centennial Ice Arena
- Nonpoint - The Pub Station

25 FEBRUARY

- Super A Divisional Basketball - MetraPark
- Huff's Antique Show and Sale - MetraPark
- Big Sky Little Britches Youth Rodeo - Miller's Horse Palace
- Billings RV & Boat Show and Sale - MetraPark
- Mozart's The Magic Flute - ABT
- Billings Bulls Hockey vs. Helena Bighorns - Centennial Ice Arena
- Lucero, Esme patterson - The Pub Station

26 FEBRUARY

- Big Sky Little Britches Youth Rodeo - Miller's Horse Palace
- Huff's Antique Show & Sale - MetraPark
- Billings RV & Boat Show and Sale - MetraPark
- Guthrie Brown (Dawes Afterparty) - The Pub Station
- An Evening with Dawes - The Pub Station

27 FEBRUARY

- Max & Iggor Cavallera Return to Roots - The Pub Station

28 FEBRUARY

- Tango Lessons - Beat Ballroom Company

01 MARCH

- Lights! Camera! Math! - ABT
- Martin Sexton - The Pub Station

02 MARCH

- Southern B Divisional Basketball - MetraPark
- Skillet Unleashed Tour 2017 with Sick Puppies, Devour the Day - The Pub Station

03 MARCH

- Southern B Divisional Basketball - MetraPark
- Spring Home Improvement Show - MetraPark
- Free First Fridays - Wise Wonders
- Sugar - Billings Studio Theatre
- Venture Improv - NOVA
- Funky Bunch - NOVA

04 MARCH

- Southern B Divisional Basketball - MetraPark
- Winter Carnival 2017 - Red Lodge Mountain
- Spring Home Improvement Show - MetraPark
- 49th Annual Art Action - Yellowstone Art Museum

14 E-MAIL ETIQUETTE RULES EVERY PERSON SHOULD KNOW

SUBMITTED BY DON HAYES, HUMAN RESOURCE MANAGER

Here is an article on e-mail etiquette I ran across. While there is some efficiency in using e-mails, e-mails can be easily misunderstood, they can lead to long-e-mail trails of personal debate rather than just the exchange of facts, and quite often they can sidetrack a number of people onto issues not intended by the original e-mail and not intended for those particular people.

My personal belief is that a lot of these things could probably be handled better by simply walking down the hall and having a 5 minute conversation. That 5 minute conversation might also be enough to avoid meetings of several people that often are also unnecessary.

To this list I would also add:

- To avoid an e-mail string on various subjects, start a new e-mail, with a new heading, and sent only to those involved.
- Convey facts and avoid argument.
- Make the e-mails short. Don't write a book.

Use them. Don't use. But here they are:

14 E-MAIL ETIQUETTE RULES EVERY PROFESSIONAL SHOULD KNOW

The average US employee spends about a quarter of the work week combing through the hundreds of e-mails we all send and receive every day. But despite the fact that we're glued

to our reply buttons, career coach Barbara Pachter says plenty of professionals still don't know how to use e-mail appropriately. In fact, because of the sheer volume of messages we're reading and writing each day, we may be more prone to making embarrassing errors — and those mistakes can have serious professional consequences. Pachter outlines the basics of modern e-mail etiquette in her book "The Essentials Of Business Etiquette." We pulled out the most essential rules you need to know.

1 Include a clear, direct subject line

Examples of a good subject line include "Meeting date changed," "Quick question about your presentation," or "Suggestions for the proposal." "People often decide whether to open an e-mail based on the subject line," Pachter says. "Choose one that lets readers know you are addressing their concerns or business issues."

2 Use a professional e-mail address

If you work for a company, you should use your company e-mail address. But if you use a personal e-mail account — whether you are self-employed or just like using it occasionally for work-related correspondences — you should be careful when choosing that address, Pachter says. You should always have an e-mail address that conveys your name so that the recipient knows exactly who is sending the e-mail. Never use e-mail addresses (perhaps remnants of your grade-school days) that are not appropriate for use in the workplace, such as "babygirl@..." or "beerlover@..." — no matter how much you love a cold brew.

3 Think twice before hitting 'reply all'

No one wants to read e-mails from 20 people that have nothing to do with them. Ignoring the e-mails can be difficult, with many people getting notifications of new messages on their smartphones or distracting pop-up messages on their computer screens. Refrain from hitting "reply all" unless you really think everyone on the list needs to receive the e-mail, Pachter says.

4 Use professional salutations

Don't use laid-back, colloquial expressions like, "Hey you guys," "Yo," or "Hi folks." "The relaxed nature of our writings should not affect the salutation in an email," she says. "Hey is a very informal salutation and generally it should not be used in the workplace. And Yo is not okay either. Use Hi or Hello instead." She also advises against shortening anyone's name. Say "Hi Michael," unless you're certain he prefers to be called "Mike."

5 Use exclamation points sparingly

If you choose to use an exclamation point, use only one to convey excitement, Pachter says. "People sometimes get carried away and put a number of exclamation points at the end of their sentences. The result can appear too emotional or immature," she writes. "Exclamation points should be used sparingly in writing."

6 Be cautious with humor

Humor can easily get lost in translation without the right tone or facial expressions. In a

professional exchange, it's better to leave humor out of e-mails unless you know the recipient well. Also, something that you think is funny might not be funny to someone else. Pachter says: "Something perceived as funny when spoken may come across very differently when written. When in doubt, leave it out."

7 Know that people from different cultures speak and write differently

Miscommunication can easily occur because of cultural differences, especially in the writing form when we can't see one another's body language. Tailor your message to the receiver's cultural background or how well you know them. A good rule to keep in mind, Pachter says, is that high-context cultures (Japanese, Arab, or Chinese) want to get to know you before doing business with you. Therefore, it may be common for business associates from these countries to be more personal in their writings. On the other hand, people from low-context cultures (German, American, or Scandinavian) prefer to get to the point very quickly.

8 Reply to your e-mails — even if the e-mail wasn't intended for you. (Plus my personal advice, if you don't need or want a reply, say so in your e-mail. Something simple, but polite "I don't need or expect a reply" "Or a reply isn't necessary.")

It's difficult to reply to every e-mail message ever sent to you, but you should try to, Pachter says. This includes when the e-mail was accidentally sent to you, especially if the sender is expecting a reply. A reply isn't necessary but serves as good e-mail etiquette, especially

if this person works in the same company or industry as you. Here's an example reply: "I know you're very busy, but I don't think you meant to send this e-mail to me. And I wanted to let you know so you can send it to the correct person."

9 Proofread every message. (I am personally bad at this. I rely on "Grammar Check/Spell Check" when it turns out Bill Gates doesn't know any more than I do about either.)

Your mistakes won't go unnoticed by the recipients of your e-mail. "And, depending upon the recipient, you may be judged for making them," Pachter says. Don't rely on spell-checkers. Read and re-read your e-mail a few times, preferably aloud, before sending it off. "One supervisor intended to write 'Sorry for the inconvenience,'" Pachter says. "But he relied on his spell-check and ended up writing 'Sorry for the incontinence.'"

10 Add the e-mail address last

"You don't want to send an e-mail accidentally before you have finished writing and proofing the message," Pachter says. "Even when you are replying to a message, it's a good precaution to delete the recipient's address and insert it only when you are sure the message is ready to be sent."

11 Double-check that you've selected the correct recipient

Pachter says to pay careful attention when typing a name from your address book on the e-mail's "To" line. "It's easy to select the wrong name, which can be embarrassing to you and to the person who receives the e-mail by mistake."

12 Keep your fonts classic

Purple Comic Sans has a time and a place (maybe?), but for business correspondence, keep your fonts, colors, and sizes classic. The cardinal rule: Your e-mails should be easy for other people to read. "Generally, it is best to use 10- or 12- point type and an easy-to-read font such as Arial, Calibri, or Times New Roman," Pachter advises. As for color, black is the safest choice.

13 Keep tabs on your tone. (From personally experience this is where this can go horribly wrong.)

Just as jokes get lost in translation, tone is easy to misconstrue without the context you'd get from vocal cues and facial expressions. Accordingly, it's easy to come off as more abrupt than you might have intended — you meant "straightforward," they read "angry and curt." To avoid misunderstandings, Pachter recommends you read your message out loud before hitting send. "If it sounds harsh to you, it will sound harsh to the reader," she says. For best results, avoid using unequivocally negative words ("failure," "wrong," or "neglected"), and always say "please" and "thank you."

14 Nothing is confidential — so write accordingly

Always remember what former CIA chief General David Petraeus apparently forgot, warns Pachter: Every electronic message leaves a trail. "A basic guideline is to assume that others will see what you write," she says, "so don't write anything you wouldn't want everyone to see." A more liberal interpretation: Don't write anything that would be ruinous to you or hurtful to others. After all, e-mail is dangerously easy to forward, and it's better to be safe than sorry.

- Sugar - Billings Studio Theatre
- Venture Improv = NOVA
- Otep - The Pub Station
- Auggie Smith Comes Home - ABT

05 MARCH

- Spring Home Improvement Show - MetraPark
- Sugar - Billings Studio Theatre
- Adelitas Way - The Pub Station

06 MARCH

- Spirituality on Tap - Thirsty Street Brewing Company

07 MARCH

- Tango Lessons - Beat Ballroom Company

08 MARCH

- Jon Wayne and the Pain - The Pub Station

09 MARCH

- Friends of NRA Banquet - MetraPark
- Sugar - Billings Studio Theatre

10 MARCH

- Beauty for Ashes Charity event - 2905 El's Clay
- James and the Giant Peach - NOVA
- Sugar - Billings Studio Theatre

11 MARCH

- Beauty for Ashes Charity Event - 2905 El's Clay
- Billings Symphony presents the Big Brass - ABT
- James and the Giant Peach - NOVA
- Sugar - Billings Studio Theatre

12 MARCH

- James and the Giant Peach - NOVA
- Sugar - Billings Studio Theatre

13 MARCH

- Red Fang - The Pub Station

14 MARCH

- Menopause the Musical - ABT
- Datsik, Crizzly - The Pub Station

15 MARCH

- NAIA Woman's Basketball Division 1 National Championship - MetraPark
- Jobs Jamboree - MetraPark
- I Prevail, Wage War, Assuming We Survive - The Pub Station

16 MARCH

- NAIA Woman's Basketball Division 1 National Championships - MetraPark
- Mufaro's Beautiful Daughters - ABT
- Sugar - Billings Studio Theatre

17 MARCH

- NAIA Woman's Basketball Division 1 National Championships - MetraPark
- James and the Giant Peach - NOVA
- Sugar - Billings Studio Theatre
- Yonder Mountain String Band - The Pub Station

18 MARCH

- St. Patrick's Day Parade and Street Fair - Downtown
- NAIA Woman's Basketball Division 1 National Championships
- James and the Giant Peach - NOVA
- Sugar - Billings Studio Theatre

19 MARCH

- James and the Giant Peach - NOVA
- Old 97's - The Pub Station

20 MARCH

- NAIA Woman's Basketball Division 1 National Championships - MetraPark
- Kari Jobe - ABT

21 MARCH

- NAIA Woman's Basketball Division 1 National Championships - MetraPark
- Tango Lessons - Beat Ballroom Company

22 MARCH

- The Naked Magicians - ABT

23 MARCH

- Horseshoes and Hand Grenades - The Pub Station

25 MARCH

- Drag Races - Yellowstone Drag Strip
- Free Winter Movie - Ratchet and Clank - West High School
- Greensky Bluegrass - The Pub Station

26 MARCH

- Rabbit Wilde - The Pub Station

30 MARCH

- Emmitt Smith - Billings Chamber Annual Breakfast - MetraPark
- Black Violin - ABT

31 MARCH

- Rescued and Reclaimed - MetraPark
- Love, Loss and What I Wore - NOVA
- Funky Bunch - NOVA



with Justin Smith
Molding Supervisor

1. How long have you worked at WPG? **2 years and 7 months**
2. How long have you been supervisor of Molding? **Just over a year**
3. What is the biggest challenge your department faces?
Trying to figure out what variables cause our specialty rubbers to run differently, even though the exact same settings may have been used the time before with good results.
4. What do you like most about your job?
1) it challenges me to figure out why we encounter some of the flaws and rejects, and 2) my employees.
5. Is there something you would like to brag about your employees?
I'd like to recognize my employees for how hard they work. Few other WPG employees put in the amount of overtime these guys do, especially when the company has big pushes or unexpected, large orders. And they do it willingly, in one of the hardest areas the company has.
6. Is there something you would like to brag about your department?
Our last quarter reports show that on average, per month, we produced 50,082 good pads and 1,182 exchange/rejected pads giving us a 2.33% reject rate. *We are producing 45.1 parts per hour*, on average, which I believe is an *all-time high*. For the year we produced 590,807 good pads and 16,568 exchange/rejected pads for a 2.73% reject rate. We produced 44.48 parts per hour, *97% of those being good, with no blemishes or functional flaws*. In 2015, Molding produced 265,739 good pads and 23,710 exchange/rejected pads for an 8.19% reject rate. We produced 23.31 parts per hour. By comparing 2015 to 2016, you can see we are definitely moving in the right direction. *I am very proud of the changes and improvements we are making and give a lot of credit to my employees.*

PRODUCTION UPDATES

SUBMITTED BY BRAD WOOD, PRODUCTION MANAGER

- Work has begun on streamlining the Molding room. The back wall was opened up to allow for the expansion of additional press space extending into the new addition. Tony has started working on a used press we purchased so that we can add more capacity as well. Trever and Sam are working with Justin and his crew to rearrange the presses and ovens to improve work flow.
 - Trever recently put on line a new pad printer for striping plungers. The new process rolls the plunger and paints a much more durable stripe onto the plungers.
 - Trever recently modified the metal pump assembly machine by adding a PLC the process has been simplified.
 - With the introduction of the new DC3 systems, we purchased a new hydraulic bender for the Machining area. We are still working out some of the kinks, but the machine seems to be doing its job, eliminating the need to build multiple fixtures for standard parts.
 - Sam has been doing a lot of data logging on the leak testers in order to improve the programs used to test pads.
 - Trever and Tony recently ordered another forklift with a tighter turning radius so that it will be able to get into tighter areas. It is a stand up forklift, so some additional training will be required for those certified to operate it.
- Other than these items, we are still busy!