

# CROWN

SEPTEMBER 1986

## special contribution

A CROWN employee submitted a "Letter from the President" from the STARTIMES, Starcraft Company Employee's Newsletter. The question is asked, "Who's the Boss?".

The answer—"It's the customer!". Starcraft's President, Don Cuzzocrea, explains in this way.

The man who works deep inside a big plant on an assembly line might think he's working for the company that writes his pay check, but he is not. He's working for the person who buys the product at the end of the line, the customer. In fact, this customer can fire everyone in the company from the president on down. And he can do it by simply spending his money someplace else. This is one of the reasons why taking pride in the work we do is so important to us personally. Doing an exceptionally good job will not only bring joy and satisfaction, it will help get more customers, keep the ones you've got, and insure that you continue to get a pay check from your company.

Some of the largest companies that had flourishing businesses a few years ago are no longer in existence. They couldn't-or didn't-satisfy the customer. They forgot who the boss really was!

## customer comments

TransAudio

June 24, 1986

Mr. Don Peterson  
c/o Crown International  
1718 West Mishawaka Road  
Elkhart, Indiana 46517

Dear Don,

Just a note to say "thank you" for the tour of Crown you gave to Bob Sheffield and myself on June 11th. I was really impressed with the design and construction facilities at Crown.

As you might recall, we brought in my six Micro-Tech 1000 amps to change the volume pots and to also update the amps to current standards. All are working fine and I appreciate Crown's co-operation in servicing these amps under warranty.

You might be interested to know that I own ten Crown amps (four 1200 LX's in addition to the 1000's). They drive the Bose 302 and 302 pro speaker system in bi-amp configuration. The sound with a CD source is absolutely amazing!

Any future suggestions from you on how to get better sound and stay at the forefront in sound re-inforcement would always be greatly appreciated.

Best wishes for continued success in your work.

Cordially,

*Mark Lindemer*

Mark Lindemer  
Trans Audio, Inc.

Advice from John Wanamaker, owner of Wanaker's Dept. Store in Philadelphia:

Whatever you have to say to people be sure to say it in words that will cause them to smile and you will be on pretty safe ground. And when you do find it necessary to criticize someone, put your criticism in the form of a question which the other fellow is practically sure to have to answer in a manner that he becomes his own critic.

## continued...

Barry W. Girling, Stage Electrician for the York Suburban School District, PA, writes for our new literature on microphone applications.

"We have several Crown PZM microphones, as well as Crown amplifiers. I am very impressed and pleased with these Crown products."

\*\*\*\*\*

"Hello, I am currently employed by Massachusetts Mutual Insurance Co. as the resident Audio Technician in the video production facility here. We currently own a PZM30GPB (along with 6-8 D-75's....) and we are very pleased with all of them.

As a personal aside, I've been a Crown Amplifier user for years and would be very interested in info on the Micro-Tech Series amplifiers. After bouncing 300's around in the back of a truck for 6 or 7 years, I can happily report only one failure, and that was the oldest one in our rack, we had worn out one of the volume pots. I think that was due to one of the guys asking me to turn the monitors down!

Jim Lash

## new employee profile



**JOSEPH A. CHEEK** is the new Computer Services Coordinator in the Information Systems Dept. He plans to move to Elkhart from Warsaw in a month. Joe has a birthday coming up Dec. 30.

Joe's hobbies and interests include playing golf and basketball and watching movies and athletic events.

He hopes to make a vital contribution to Crown and start on the way up the corporate ladder!

The **CROWN CRIER** is the monthly newsletter of **CROWN INTERNATIONAL, Inc.**, 1718 W. Mishawaka Road, Elkhart, IN.

## DEADLINE FOR NEXT ISSUE - OCT. 2

EDITOR.....Libby Marshall  
SPECIAL CONTRIBUTIONS.Shelda Jensen  
..Leora Overholser  
VITAL STATISTICS.....Dee Dee Poe  
BABY FACE(s).....Chip Estep  
PERSONNEL PARAPHERNALIA  
SPORTS SHORTS.....Rod Growcock  
KALORIE KORNER.....Kathleen Stout  
NEW EMPLOYEE PROFILE  
TYPESETTING.....Sheryl Gingerich  
PUBLISHING.....Margaret Eaton  
DISTRIBUTION.....Carol Laws  
TECHNICAL ASSISTANCE...Rox Ann Hart

## vital statistics



### YURIKO LAVELLE

BIRTHPLACE: Tokyo, Japan  
HUSBAND: Chuck HOME: Mishawaka  
MODULES DEPT., Sub Assembly  
PROJECTS: Getting ready for a Japanese Dance Recital on Nov. 15th.; fixing up my house.  
FIRST JOB: Electro plating parts in uncle's business.  
WEAKNESS but FAVORITE FOOD: Sushi  
FAVORITE PERFORMER: Paul Newman  
FAVORITE TV SHOW: Family Ties  
HOBBIES AND INTERESTS: knitting and dancing  
FAVORITE CHILDHOOD MEMORY: Staying all summer with my Grandmother at her summer house.  
NOBODY KNOWS: I have a temper!  
BEST JOB IN THE WORLD: Anything with big pay!  
IF I WERE GOING TO THE MOON, I'D TAKE: my husband and a large supply of \_\_\_\_!  
IF I'VE LEARNED ANYTHING IN LIFE, IT'S: good friends make life better.

## **personnel paraphernalia**

### **NEW BABIES ABOUND! CONGRATULATIONS TO:**

**DARLA AND KIM CURRY** on the birth of son, Shawon, August 18.

**MICHELE AND ROD GROWCOCK** and their new son, Steven Matthew, born July 22.

**JOY AND DREW FRAILEY** (former QA Supv.) and Andrea Elizabeth, born Sept. 4.

**IT WOULD SEEM EASY TO EAT A DONUT OFF A STRING.** Actually most donuts fall to the ground at the first nibble. The winning form is to crouch down so your open mouth is directly below the donut and then take careful bites until the whole thing drops in your mouth. **CONGRATULATIONS TO TOM ESTEP**, who demonstrated perfect technique at Winding Waters Brethern Church "Dedication Day" Games. If only we had had our camera!

**CONGRATULATIONS TO DAVID EVANS** who first worked for Crown last summer as a student. Dave is now a full-fledged Project Engineer in Enos Yoder's group.

### **BEST WISHES TO NEWLY WEDS:**

**ROBIN AND TIM KUEPPERS**

**MARY AND DON PETTIFOR**

**PRAYERS AND GOOD WISHES ARE WITH RAY STATZER AND CARL BOWERS** for complete recovery from recent surgeries.

**WE ARE PROUD OF STEVE PEER** who is so ably serving the Michiana Chapter of APICS (American Production and Inventory Control Society), which recently celebrated its Silver Anniversary.

**CONGRATULATIONS TO BECKY STUBER** who just passed a 2nd part of the exam for Certification in Production and Inventory Control Management (CPIM), given by APICS.

### **IS YOUR VACATION FILM FINALLY DEVELOPED?**

We would like to see some of your best snapshots up on the bulletin board next

to the fountain in the assembly area! Add a little note about the location and help yourself to the push pins. **WE REALLY DO WANT TO SEE YOUR VACATION PICTURES!!**

**ARLINE BONTRAGER**, spent the last week of July in Philadelphia, PA at the annual International Convention of PSI, Professional Secretaries International. The 1st of September she was the guest of the Ernie Taylor family in Singapore. Ernie is working for Youth for Christ International.

**GLORIA BALOY** visited another beautiful location for nature lovers. Voyagers State Park, Minnesota is 340 square miles close to Canada and International Falls, Minn. The fishing is good and they saw much wildlife including a wolf and a large bear (while they were driving, fortunately), egrets and heron. A cruise in an authentic Indian birch bark canoe was one of the highlights. Hiking trails and facilities are excellent.

=====

### **MARK YOUR CALENDARS!**

**- THE CROWN EMPLOYEE CHRISTMAS PARTY** will be Monday, December 8, 1986. All employees and spouses (or guest), Board of Directors and Spouses, and retired employees are invited. More information forthcoming!

**- THE CROWN THANKSGIVING CARRY-IN** is scheduled for Wednesday, November 5 at Noon. Crown Employees, Crown Retired Employees and the Crown Board of Directors are invited to attend. Please bring a dish of food to pass and your own table service.

**A BIG THANK YOU TO THE EMPLOYEE COMMITTEE FOR A GREAT PICNIC!** We met at Ox Bow Park for lots of good food, visiting, walking the trails, some energetic games of volleyball, and a prep football game. Everything was well-organized thanks to Chip and Carol Estep, Dave Juday, Randy Secor, Sue Ramsby, Mary Miller and her sister, Roberta Hughs. Even the babies, Sammy Braden and Shawon Curry enjoyed!

## kalorie korner

Elizabeth Klein's recipe for -  
HEATH BAR CAKE

### Blend:

1 C. Dk. Brn. Sugar      1 tsp. Vanilla  
1/2 C. Gran. Sugar      1/2 tsp. salt  
1 Stick Margarine      2 Cups flour  
Set 1/2 - 2/3 Cup of this mixture aside.

### Beat and add to dry mixture:

1 Cup Buttermilk  
1 tsp. baking soda  
1 beaten egg

Blend quickly and pour into a large, well-greased, baking pan.

Break up 6-10 Heath Bars which were chilled - not too fine - and mix with 1 cup chopped pecans. (Using Heath Chips might be easier. ED.) Mix this with remaining dry mixture and sprinkle over batter. Bake at 350° oven, 30-35 min.

One pkg. of milk chocolate bits added to dry topping makes it richer. You might also try butterscotch or minted bits.

Affectionate son to his dad: "Don't forget to write, Dad--even if it's only a check."

\*\*\*\*\*

Most people would like to be delivered from temptation--but would like it to keep in touch.

## Looking Backward

1959



MAX SCHOLFIELD, CROWN PRESIDENT

In Sept. 1959, International Radio & Electronics Corp.

## sports shorts

### CROWN GOLF LEAGUE

WINNERS - STEVE MYERS & CRAIG PETERSON

RUNNERS-UP - ROD GROWCOCK & RICH BAKER

2-MAN SCRAMBLE WINNERS - TEAM OF MIKE MOON & TERRY FRICK

4-MAN SCRAMBLE WINNERS - TEAM OF ROD GROWCOCK, STEVE HAMILTON, MIKE MOON, & MIKE HAUN

### COED SOFTBALL

So far--so good! First two games saw the defeat of Santino's and Homan Lumber. Everyone is invited to cheer at the following games:

Th	Sept 18	Riverview Pk 3	7:15 PM
T	23	R3	6:15 PM
Th	25	R4	6:15 PM
T	30	R3	6:15 PM
Th	Oct 2	R4	7:15 PM
T	7	R3	6:15 PM
W	8	R4	6:15 PM

ANSWERS: The young men pictured on the Bulletin Board are the ESTEP brothers, TOM (the oldest!), Steve, Mark, and CHIP (the youngest!).

The fellow looking through the funny glasses was (still is!) BROOSE (whoops) BRUCE BARTLETT, Engineer and Editor of MIKE MEMO and CROWN SONICS.

## LOVE-LIFE

### INSIGHT ON EYE CARE

Close your eyes. Tight. Now make yourself a cup of coffee. Or walk from one room of your house into your bedroom, take off your shoes and put on your slippers. Or call a friend on the telephone. You have now discovered some of the best reasons for reading this article.

Every year more than 40,000 Americans become blind. About 20,000 of them did not have to go through the anguish of never seeing another sunrise or enjoying a garden full of flowers. They did not have to know the emptiness of never being able to see their own reflections in a mirror.

About 20,000 Americans become blind needlessly every year. Maybe it is because of ignorance or laziness or fear. But whatever, the reason, by December 31 of this year, thousands of us will lose our sight because we didn't take care of our eyes.

About 29 percent of all blindness is the result of cataracts or glaucoma. Yet surgery, the only known cure for cataracts, is safe, relatively painless and successful in about 95 out of 100 cases. Glaucoma is easily, painlessly and cheaply diagnosed and treated. Yet thousands of us will live in total darkness because we didn't bother to have our eyes checked.

Injuries account for only about 3 percent of blindness. But many more people, 1,000 per day, suffer from industrial accidents involving the eye. Diseases such as diabetes or vascular disease account for another 20 percent of all blindness. But even many of these cases do not have to result in total blindness if doctors' orders are followed and medications taken.

Oh, there's no doubt as we get older our sight often begins to become less sharp. The eye ages just like every other part of the body. About half of all the blind are at least 65 years of age, while the 65 and older age group accounts for about 10 percent of the population.

Many of us who never had to wear glasses before may find we need them to read a menu or a book once we've had our 40th birthdays or so. It is not a sign of weakness to wear the prescribed glasses. Vanity is not worth risking the chance our eyes will get worse.

Glaucoma is another worry we have as we reach middle age. Figures show at least two out of every 100 persons over the age of 40 has glaucoma and about half don't even know it. Glaucoma is caused by pressure built up in the eyeball. It develops because of a faulty system that does not allow the excessive liquid in the eye to drain away. Sometimes there are no specific warnings. Symptoms can begin as innocently as an occasional headache or blurred vision. Little by little, however, vision is destroyed and if left untreated, blindness will result.

We all have to be aware that once we reach our middle years we have to pay special attention to our eyes and the quality of our sight. Here are some pointers to help make sure you don't become one of those 40,000 Americans every year who saw their last lighted birthday cake last year.

1. If your doctor has told you to wear glasses or contact lens, wear them.
2. Wear safety goggles to protect your eyes from harsh chemicals, fumes, flying sparks or particles, sunburn, intense light rays or other hazards which could injure your eyes.
3. Never rub your eye to try to remove a particle. Small particles can often be dislodged by pulling the upper eyelid out and down over the lower lid.
4. If something does penetrate your eye, do not attempt to remove the object. Do not rub, press on or wash the eye, even to stop bleeding. Loosely bandage the eye and go to the nearest emergency room.
5. If double vision, vision loss, blurred vision or pain accompanies a black eye, see a doctor as soon as possible.
6. Never share eye cosmetics because they can spread eye infections.
7. The following are warning signs telling you something is wrong. If you experience any of these symptoms, see a doctor: persistent pain or unusual sensitivity to light; seeing rainbows or halos around lights; persistently seeing flashing lights; loss, blurring or any change in vision.
8. Glaucoma can develop at any time but is most common in individuals over 35 years old. Have an examination for glaucoma every two years after you turn 35. If you experience any change in your vision at all, see your eye doctor. Don't take chances with your sight.