

CROWN

MAY 1988

Shipping the Goods

JIM PUTZ, SHIPPING SUPERVISOR, also refers to himself as Traffic Manager. As a "travel agent for cargo" he worries about what "ain't here yet or is already gone", so to speak! In addition to the shipment of Crown Finished Goods Jim also is working on development of purchased goods shipment control (vendor compliance).

MARGARET "MAGGIE" FREDRICKSON, SHIPPING ASSISTANT, is in her fifth year at Crown. She was a shipper at Kent Corp. in Elkhart before coming here. Maggie's primary responsibilities are computer inventory control and UPS Electronic Manifest Order Processing. In 1987 she processed the "lion's share" of 16,250 shipments which amounted to 357,000 lbs. of freight.

JAMES MARK HARRIS also came to Crown with a distribution background, having been a mover of household goods for United Van Lines. He appreciates what heavy lifting is. He does all the Finished Goods material handling and most export (Amcron) order processing. Mark started at Crown as a Prep/Packer on Line 7.

With the current sales activity this department is "very busy" shipping 15 to 18 tons of Finished Goods every week. Jim says, "That's the way we like it. That's the way a service department should be."



This operation services all Crown departments (and individual employees

(CONTINUED ON PAGE 2)

Mother's and Grandmother's Day

I am the picture she never painted,
The book she never wrote;
I am the symphony in her soul and
The song within her throat.

I am the statue she never started,
The solitude she sought;
I am the poem she might have written--
These things to her meant naught.

I am the pain she often suffered,
The poverty life dealt;
I am the prayer she ever uttered
To heal the hurts I felt.

I am my mother's child forever
Because, from heaven above,
Her heart and hand still guide me with
Her undying love.

- Blanche Landers, IDEALS
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employee committee report

COMING EVENTS:

WED. MAY 11, NOON - Spring Carry-in
SATURDAY, JULY 16 - Cubs game
AUGUST - Crown Annual Picnic
SAT. NOV. 19 - Shopping Trip(s)

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sports shorts

SEE THE WOMENS C LEAGUE SLOW PITCH
SOFTBALL SCHEDULE ON THE BULLETIN BOARDS

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continued...

for occasional personal shipping) and the customer base extends throughout the United States and to fifty free world destinations, including South Africa. In the picture Jim pointed to Indonesia.

80% of the orders arrive in Shipping early in the week with the other 20% ("a lot of surprises") requiring same day processing. They use five primary domestic carriers and "build consolidations" all week, to organize shipments into geographical areas.

The process begins with the orders from **JAN SMITH, ORDER ENTRY ADMINISTRATOR.** They pick units from inventory to fill the orders and label them. The order is processed on the UPS Manifest System which figures shipping amounts when order information is entered. Orders are invoiced on the NCR system every night.

Early each afternoon air and truck carriers are dispatched for same day service so they know what pickups to expect. It is not always possible to dispatch orders late in the day, since the trucks are already arriving to make pick-ups. Space and destination are critical factors. Department hours are 7:30 am to 4:10 pm, but Jim and his crew stay until pick-ups are made.

Weather conditions, such as snow, can cause delays, but stranger things have happened. One delay was caused when Crown's fork lift fell through the floor of the truck trailer. The truck driver was somewhat dismayed by the rotten floor but no one was hurt!

Several years ago the department hustled to get out a shipment of \$50,000 worth of goods only to have it burned up when the semi-trailer carrying the shipment caught fire. A similar incident occurred in West Germany when a desperately needed parts shipment for Crown was destroyed with the bombing of the truck, a suspected terrorist act.

Jim says some people are surprised to learn that 40 to 50% of our shipping is done by railroad, which Jim also arranges. Local brokers arrange "piggy-back" shipments. Trucks usually go "on the flats" (flatbed RR cars) in Chicago.

"No news is good news" for the Shipping Dept., which gets little feedback. If a customer reports a problem the Electronic Data Interchange Service (EDI) allows us to dial into the mainframes of domestic carriers to trace shipping information.

International shipment problems are more involved. Jim once had to call

Paris and he succeeded in tracing a lost Crown shipment to the bottom of the Atlantic Ocean. It seemed that the Captain of the ocean freighter carrying Crown's shipment, was forced to declare "general average" because his ship was listing more than 11° in a storm. That resulted in the dumping of the uppermost goods into the ocean to correct the situation.

100% accuracy is necessary in the Shipping Department for computer inventory and because customers are next to see the results of their efforts. This department is not claiming perfection but they have achieved a highly efficient and successful operation. Neither can they rest on their laurels. They must "keep on truckin'".



A teenager gave this to her grandma.
Grandmas like you

Make grandchildren like me think of
Freshly awakened flowers on a cool
spring morning,

The splash of crisp, clean raindrops
after a hot summer day,

The contentment of a kitten's purr
after a warm bowl of milk,

The feeling of bright, soothing sun
rays laying blankets of warmth on
your face;

But most of all, feeling the serene
pleasure and excitement of Jesus Christ
in your life!

Cheryl

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

THE NEXT ISSUE WILL BE JUNE 1988.

DEADLINE FOR CONTRIBUTIONS, MAY 31.

EDITORLibby Marshall
EMPLOYEE COMMITTEE REPORT..Jeff Bender
SPORT SHORTS

PERSONNEL PARAPHERNALIA

ON THE OTHER HAND..R. David McLaughlin

NEW EMPLOYEE PROFILES

CUSTOMER COMMENTS.....Shelda Jensen

VITAL STATISTICS.....Art Rowe

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TECHNICAL ASSISTANCE.....Sandra Arnold

DISTRIBUTION.....Sherry Hochstetler

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personnel paraphernalia

C.J. HARTIGAN, Line 2, knows the feeling of heroism. Last month while shopping at Pierre Moran Mall she heard and saw a three year old boy gagging. He was turning blue while the adults with him wondered what to do. C.J. grabbed him from behind and tried the Heimlich Maneuver. It didn't work the first time but the second time the piece of candy popped out of his throat. C. J. was rewarded with a smile she's not likely to forget.

There is a moral to this story. We don't need the American Lung Association to tell us that little round hard candies are easy for anyone to choke on and small children also choke easily on chunks of apple, carrot, peanuts etc.

CONGRATULATIONS TO RHONDA BALDING IN "CABINET LAND" (Specialty)! She is engaged to be married to Bruce Chapman, July 23 at the Northside Nazarene Church. Bruce works for CDM Enterprises, Inc., in Elkhart.

This is really a Crown family affair; **MARCIA GALL** is Rhonda's Mother and **SABRINA GALL** her aunt. Sabrina and Marcia are busy making red silk roses and white silk carnations for the bridesmaids' bouquets. Flower-making is a sideline of Sabrina's which she would like to develop further.

Pictured here are **LISA, SARAH, AND MARC MILLER** posing after the baby shower given by the Wire Cut Dept. and Line 8. By the way, Sarah was born Feb. 9 and not Feb. 10 as previously published.



MIKE AXMAN of HCJB is to be congratulated on having two talented teen-agers in his family. Playing Tevye in Concord High School's production of "Fiddler on the Roof" April 8, was Mike's handsome son, Keith, who captured the spirit of the swaggering, soft-hearted character. Daughter, Bethany, who played Tevye's daughter, Shprintze, portrayed one of the loyal, loving sisters who find life is full of difficult decisions.

DON EGER, TECHRON MANAGER, AND DON KEELE, MANAGER OF SOFTWARE DEVELOPMENT at TECHRON, presented technical papers at the Acoustical Engineering Society conference in Nashville, Tennessee, May 4-6. Don Eger discussed the history, process and fundamentals of the TEF. "Evaluation of Room Speech Transmission Index and Modulation Transfer Function by the Use of Time Delay Spectrometry" is the title of the paper Don Keele wrote and presented.

SCOTT ROBBINS became a Product Specialist in the Customer Service Dept. in April. Congratulations, Scott!

CONGRATULATIONS TO THESE PROUD PARENTS:

DAVID AND VICKIE GRANT on the birth of **ZACHARY SUMNER**, April 1--Good Friday took precedence over April Fools' Day! The baby was welcomed by two other children, Marissa and Ian.

DON AND JUDY CURTIS, on the birth of their first child, **MINDY**, April 2.

WHOOOPS! With the doubles team standing by, paddles in hand, **HAROLD GREELEY** stoops to conquer the mess he made trying to move the ping pong table. It looked like a disaster but a determined Harold held up the buckling ping pong table with one hand and slipped the legs back in place with the other and the game has been going on ever since--much to **JOE MAGUIRE'S** glee. How can serious competition be so funny, Joe?



JIM BUMGARDNER a regional sales manager for Crown for 6 years, is now managing the Dynasty van conversion business with his father. We will miss "the Bum", as he was fondly known, and wish him success in his new endeavor.

ANGELA GROPP is the new Clerical Coordinator for Fab.

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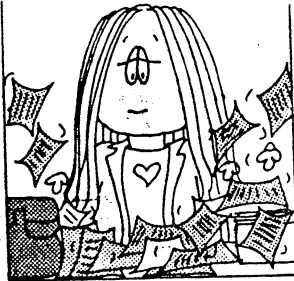
The Forms of April

Death and taxes. If you have a choice pick death. It's easier and cheaper. I have always filled out my own tax forms, not because the process is so rewarding, but mostly because I can't wait to see what will happen. Who will get the prize this year?

Have I forgotten any children? (My own rule is: "If it moves, deduct it.") Have any other children eaten enough potato chips, peanut butter and jelly, and downed enough soft drinks at my house to qualify as dependents in the last year?

Is car repair an expense or a contribution? Credits, child care, taxes, interest...lack of interest. Either my eyes or my calculator begins to blur from the effort.

Why is it that if I owe more money they claim I have underpaid? There is no such thing as underpaying taxes. How come it's never a case of them overcollecting? But I give in.



"Dear IRS, I realize you think you need this money or you wouldn't have asked, but I want this to be the last time. You already have more of my money than I do, so this is the last time I am going to be so nice about it. Warmest personal regards, David."

When the IRS owes me money, I whistle the tune to "Rocky" all the way to the Post Office. A victory of character and financial insight over the heartless, money-grasping minions of Internal Revenue.

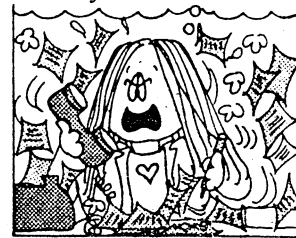
"Dear Heartless Money-Grasping Minions, Once more you have coldly taken more than your already exorbitant share of my income. Send back the difference in small, unmarked bills and make it snappy. Let this be a lesson to you. Cordially, David."

For this year and the next several I will get to wrestle with our entirely new and newly simplified tax code. This will keep changing each year until it reaches its final monumentally simple form, which even a child of ten (with a Ph.D in economics, a personnel accountant, and several industrial-

-R. David McLaughlin

strength computers) will be able to handle. Although I would never question the sincere intentions and noble purpose of our elected representatives who thought all of this up, I am uneasy about their understanding of the term "simple". I can hardly wait to see how it all works.

Someone once said that no other country of any size is foolish enough to allow its citizens to figure out their own taxes. I can't prove that this is true, but I hope they keep on letting us do it. A person is entitled to a little fun if he's going to be relieved of all that money.



new employee profiles

BECKY BROOKS - LINE 6

Full Time from Flex-Force in January 1988, Becky's birthday is Aug. 5 and she lives in Elkhart. Basketball, football, crafts, camping, church activities, Bible quizzing, walking and family time keep her busy. Her ambition is spiritually growing in the Lord.

RANSE CLARK - LINE 4 PREP-PACKER

Ranse's birthday is Feb. 5 and he lives in Goshen. Ranse came to Crown through LeAnn, his wife, who works on Line 2. His hobbies/interests are Bible study, coin collecting, reading and watching science/fiction, and camping. Activities include U.S. Army Reserves (428th Field Artillery Brigade Hdqtrs.), watching son, Eric, play little league baseball for 1st Baptist Church and speaking Russian. Ranse's goals are to acquire a position using his computer communications skills learned in the army, to learn more of the word of God, and to grow as a Christian.

RICK RIGGS - DESIGN ENGINEERING

Rick's birthday is April 1 and he lives in So. Bend. He came to Crown because he knows many people here and because of the HCJB project. His hobbies are electronics and astronomy. Rick will work on graduate courses when possible while developing an RF product line for Crown and assisting in HCJB transmitter development.

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DAVID SCOTT SIMMONS - MAINTENANCE

David's birthday is Feb. 4 and he lives in Elkhart. He builds scaled models for a hobby and bike racing is his main activity. His goal is to get a QA job.

YVETTE WINTHER - MODULES

Yvette went Full Time from Flex-Force in February. Her birthday is Dec. 21 and she lives in Granger. She likes to work Crossword puzzles, camping, fishing, and going to the health spa. Her goal is to keep doing her best at anything new that comes along.

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customer comments

Thank you for your cooperation concerning the problem with my Micro-Tech 1200. ...It is one fantastic piece of equipment. ...Crown's employees' dedication to a quality product is matched only by its solid reliable design. - Gregory D. Will, Winfield, IL

I have now connected this [PL-4] back into my stereo system, which includes the SL-2 and FM-2...it sounds much better than when it was new. Maybe it had some problems when I first purchased it on March 17, 1983, but I do not remember it ever sounding this good. This is my fourth set of Crown amplifiers-pre-amplifiers, and no one would question...that performance is unsurpassed and more than satisfactory. - Homer Tanner, No. Little Rock, ARK

We are a high-quality Audio store in West Palm Beach, having been in this location for four years. We are presently marketing our own line of loudspeakers and 100 watt Stereo Class A power amplifiers. We are looking for a 100 watt stereo amp that is ready-made that we can package as our own. Thanking you in advance, for your assistance. - Danny O. Quinn, Strictly Speakers, West Palm Beach, FL



vital statistics



DEAN RAY SNYDER is a Painter in Crown's Board Room/Paint Line Dept. He was born in South Bend on Dec. 9, 1964 and graduated from Mishawaka H. S.

His FAVORITES include:

COLOR--Carbide Black; TV SHOW--Simon & Simon; PERFORMER--Matthew Broderick; SEASON--Summer when "I can water ski, swim, ride my motorcycle, play softball."; CHILDHOOD MEMORY--"Racing the go-cart I had when I was 10."

In addition to the above, Dean likes flying, parachuting and snow skiing. He is restoring from "the ground up", a '67 Chevy Impala.

THE BEST TIME OF HIS LIFE--vacationing in Hawaii; THE WORST TIME OF HIS LIFE--coming back after my vacation in Hawaii; THE BEST JOB IN THE WORLD--bartending on the beaches at Oahu, Hawaii.

THE BEST MOVIE--"Band of the Hand"; THE BEST BOOK--THE CONTENDER; THE BEST ADVICE ANYONE COULD GIVE--Be happy with who you are (and wealthy if possible).

NOBODY KNOWS THAT YOU (party heavily!)
THE ONE THING YOU HATE MOST IN PEOPLE--People who have a negative attitude and a poor outlook on life.

PERSONAL HERO OR HEROINE--Bobby Knight

BIGGEST WEAKNESS--Women

IF YOU COULD TRAVEL ANYWHERE IN THE WORLD--Hawaii, Australia, Asian continent (warm climate and beautiful women, I am told)

IF YOU COULD HAVE ONE WISH COME TRUE--to start my life over knowing what I know now.

IF YOU HAVE LEARNED ANYTHING IN LIFE, IT'S--Take life one day at a time. Make the most of each day. Have lots of friends to make the way easier.

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A PRECIOUS GIFT you can give your children is to help them believe in themselves. Your love says, "You are lovable, and to a child "You can do it" means "I believe in you." By making your child secure in your love and in the love of God, you give him a foundation upon which to build his self-esteem. Be careful what you tell your child about himself or about your expectations of him. He believes you! The self-fulfilling prophecy is a very real principle; make it work for you by reinforcing your child's strengths rather than focusing on shortcomings.

- Lois Dodds

JOLLY JOE MAGUIRE AND STEVE REIVES



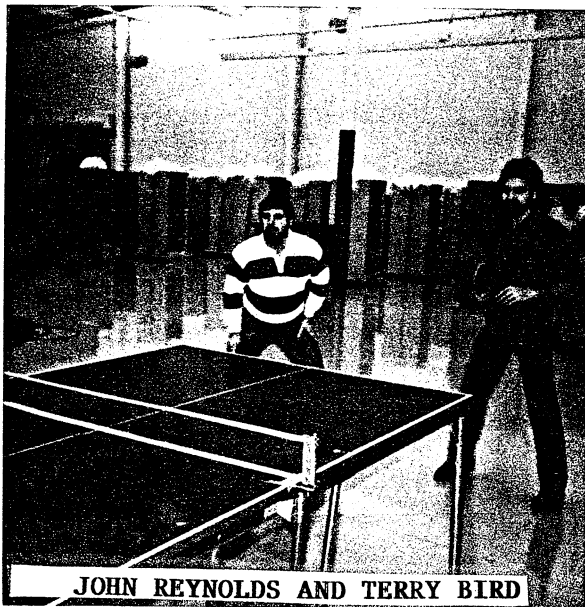
FAREWELL BALLOONS FROM BOBBI ROLL TO LINE 6—SALLY EARNHART, JACKI GIBSON, AND RENEE STANLEY



LYNN SCHOLFIELD, ANGIE GROPP, ED COLLINS SECRETARIES DAY LUNCH OUT!



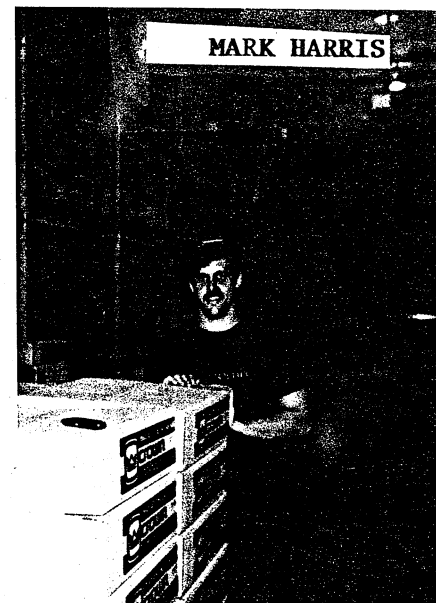
HAPPY BIRTHDAY, ANGIE JOHNSTON (HAVE FUN IN HAWAII!)



JOHN REYNOLDS AND TERRY BIRD



MAGGIE FREDRICKSON



MARK HARRIS