

NAMM Highlights New Products

For Jan. - Mar.
We focus on:

NAMM!

"For I know the plans I have for you," declares the Lord, "plans to prosper you and not to harm you, plans to give you hope and a future."

— Jeremiah 29:11

by J. C. Utter

The National Association of Music Merchants (NAMM) put on a winter extravaganza January 17-19 in Anaheim, California. Crown Division's new booth was impressive, and the products were even more impressive. Here are some of the things that excited show-goers.

First, the booth was located right between the two gates at the front entrance. When people came in, they couldn't miss it. But they didn't just pass through the area on their way to other booths, they came to see Crown products.

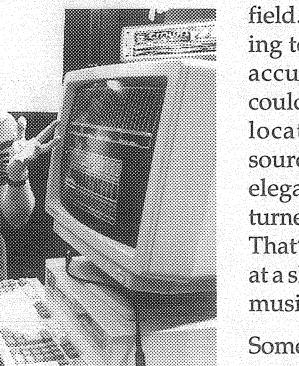
Crown engineer Andy Archias was present for the unveiling of his most ambitious project yet, the Macro-Tech® 5000VZ™. The MA-5000VZ had Crown's leading competitors scrambling in and out of the booth. Sales and engineering personnel from these companies were scratching their heads, wondering, "What are these guys from Crown gonna' do next?" Answer: "Send you guys back to the drawing board."

Dr. Clay Barclay and Jim Stembel showed the new IQ software. The Mac Version 1.4 software received a lot of attention with its color graphics and MPX-6™ multiplexer control. Attendees were thrilled by the IBM-compatible software version 0.481. Many show-goers thought that the most exciting aspect of the version 0.481 software was its control over the new SMX-6™ multiplexer. The menus, automation and security of the IQ Sys-Config software also attracted many people.

Part of the microphone team, Bob Herrold, Tom Lininger, and Steve Mills, showed six new products at the show. The new CM-200a was on display. Crown's new stereo mic, the SASS®-P MK II, really got people involved. At



Jim Stembel explains the IQ system.



Zoro and his wife, Andrea, inside the Crown booth.

one point, the president of a sound company put on headphones and closed his eyes while a friend walked around and snapped his fingers at different locations in the sound field.

It was truly amazing to see how easily and accurately the listener could determine the exact location of the sound source. The PCC®-170, an elegant boardroom mic, turned some heads as well. That's pretty impressive at a show designed for the music industry.

Some well-known and important people visited the booth over the three days. Zoro, the drummer for Lenny Kravitz, came by and thanked us for making the SASS-P microphone.

Continued on page 2.

NAMM Highlights, Continued



Gerald Veasley

Gerald Veasley, the bassist for Grover Washington, Jr., stopped by to thank us for the Power Base amplifiers. He's been using a Power Base 1® with his bass rig, but once Gerald saw the new Power-Tech™ amplifiers, he was ready to trade.

Billy "Shoes" Johnson, M.C. Hammer's new drummer, took a long look at the Macro Reference™, and was particularly excited to hear the CM-310 Differoid® microphone.

Larry McCall, front-of-house mixing engineer for Chick Corea, spent over an hour at the booth learning about the IQ System® and its many powerful features. He said Crown amplifiers have been at the top of his list for years because of their superior sound and reliability.

M.L. Procise of the touring sound company, Showco, stopped at the booth. He was interested in the Macro-Tech 5000VZ. M.L. was looking for an amplifier with more watts-per-dollar-per-pound-per cubic inch. It was obvious that M.L. found what he was looking for.

Roger Meachem and **Jerry Stutzman** displayed Amcron products and experienced a good show response, as well. They occupied a suite in the Jolly Roger Inn where international attendees could escape to relax and have some hot coffee.

Enough international businessmen showed up at the Crown booth to keep everyone on their toes. A few from the Crown crew had the opportunity to rediscover how well they learned their foreign languages in high school and college.

The NAMM Show took lots of planning and hard work. The Marketing team of **Verne Searer**, **Clay** and **Gerry Barclay**, **Bob Herrold**, **Jim Stembel**, **Dennis Badke** and **Mike Pappas** put it all together with the help of the Crown sales team, **Jim Beattie**, **Chuck Gring**, **Scott Robbins**, and **Maurice Paulsen**, plus engineers, technicians and support staff. They created plenty of excitement for Crown's products by demonstrating what the products can do.

After the three-day mega-show was over, the members of the team, which numbered about 25, concurred, "This was Crown's best show ever!"



Verne Searer with M.L. Procise

Major Touring Companies Abandon Rivalry for 3 Day Workshop

by J.C. Utter

The company is Synergetic Audio Concepts (Syn-Aud-Con), run by Don and Carolyn Davis. Don and Carolyn have worked as consultants for years. Because of their dedication to provide the best training possible, they have cultivated some of the best talent in the professional audio industry.

During the three days before the NAMM show, Don and Carolyn put together a Concert Sound Reinforcement Workshop that brought together the touring industry's arch competitors. Lecturers included **M.L. Procise** of Showco in Dallas, **Will Parry** of Maryland Sound in Baltimore, **Albert**

Leccese of Audio Analysts in Colorado Springs, **Mick Whelan** of Electrotac in Canoga Park, CA, and **Ron Borthwick** of Clair Brothers in Lititz, PA.

Audio professionals from sound companies across the country attended. Attendees from Crown included **Andy Archias**, **Mike Pappas** and **J.C. Utter**. Subjects ranged from stage rigging to transfer function, from power distribution to TEF analysis of loudspeaker arrays. The lecturers dined with the attendees which stimulated informal discussion as well. There was something for everybody.

Many New Mics Revealed At NAMM

by Bruce Bartlett



Bob Herrold with David Joseph of Omni Media and his new salesman

The CM-200a was used in the Special Olympics at the Closing Ceremonies. Sigmet's Sam Helms, Technical Advisor for Special Olympics sound reinforcement, commented on the CM-200a:

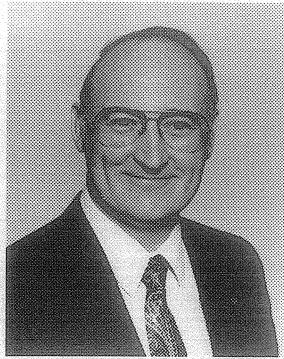
"This new version performed unbelievably. The mic had presence; it had warmth, great gain, and low handling noise. The mix engineer could get a high degree of gain-before-feedback and still retain very good intelligibility."

1992 should be a great year for microphone sales. Here's one reason: at the National Association of Music Merchants show this January, Crown Division displayed six new models of microphones.

- The SASS®-P MK II is an upgraded version of the SASS-P stereo microphone with greatly improved tone quality. Several classical-music recording engineers have field-evaluated this change, and all thought it was a substantial improvement. The enhanced model—SASS-P MK II—sounds warmer and smoother, and has more air or openness in the high frequencies.
- The CM-31 miniature microphone is for overhead miking of choirs and theatre performances. Unlike the CM-30, which has a power module you mount in an electrical box, the CM-31 has a tubular in-line power module. This arrangement allows more flexible placement of the module. You could place it in a hole in the ceiling, hang it from a mic cable for easy access, or mount it to an overhead beam.
- The CM-200a is our latest handheld vocal mic. As the successor to the CM-200, the CM-200a has a warmer, fuller sound.
- The LM-301 is an elegant, miniature dual-gooseneck microphone. It was designed for use on lecterns and pulpits, and for inconspicuous miking of musical instruments. The LM-301 can be screwed onto a mic stand, mic boom, or an Atlas AD-12 male flange. Because of the unique design of the mounting collar, the mic cable can be routed either outside or inside the mounting device. That is, the cable can exit either out the side or straight down.
- The LM-300L is a good-looking, economical lectern microphone that plugs directly into a panel-mount connector in your lectern. Five inches longer than the LM-300, the LM-300L has a silent-operating dual gooseneck.
- The PCC-®170 is a trim, elegantly styled microphone for use on conference tables. It provides clean, clear pickup of speech.

Word from the President

- 1991 in Retrospect -



This year, Amcron will be as large as the entire corporation was in '84. Last year, the Crown Division was nearly as large as the entire corporation was in '85. Techron in '92 will be as large as the corporation was in '86.

- '91 is the first year we averaged over 500 employees.
- By the end of '92 we expect to have over 600 employees.

Crown International has had a long history of growth every year. One of the advantages of growth is job security. One problem that comes with this growth is that the company becomes too big unless you divide it into appropriate groups.

We are realizing that we do not have to be part of the same organization to work together. Separating Amcron, Crown and Techron manufacturing allowed significant improvements in all three areas, while, at the same time, they supported one another. In the last year, Techron personnel helped out on Crown lines. Amcron and Crown have supported one another by exchanging personnel numerous times. All three divisions have swapped personnel to help out Fabcom with different projects.

Divisionalization has improved our ability to work together by increasing the focus of each group and removing activities that are not part of that group. Hassle and confusion have been reduced. Manufacturing lines are now focused around fewer products causing quality and efficiency to hit new records in 1991. At a time when the economy is tight and customers are looking for quality, we are delivering better quality products.

"Management is the process of intervening between natural circumstances and good intentions."

Tom Brown gave us this quote which he heard from a business and management professor.

Appropriate divisionalization improves the number of people you know well and strengthens friendships. In a larger organization, there is a limit on the number of people you are able to be acquainted with and know well enough to know their names, their family, and be able to relate to them. Divisionalization allows the work family to become smaller in number and therefore increase the friendships and the quality of those friendships. The people you do not know well you seldom can care for, nor they for you.

If we look into the future we see the increasing probability that each division will have its own building. When we do, people will be able to work more effectively together. Part of Fabcom has already moved into its own building. By dividing into groups, each group can pull together and be much closer to each other, thus enabling them to support each other far better than when we were all one group.

Divisionalization will allow us to have closer, more immediate work families. However, we will continue "family gatherings" which pull us together as a larger group, such as Special Olympics, company picnics, family days, Thanksgiving carry-ins, Christmas parties, and goody days. No matter how large our Crown Int'l family grows, we want to uphold the values that allow us to relate and work together as an extended family.

ED

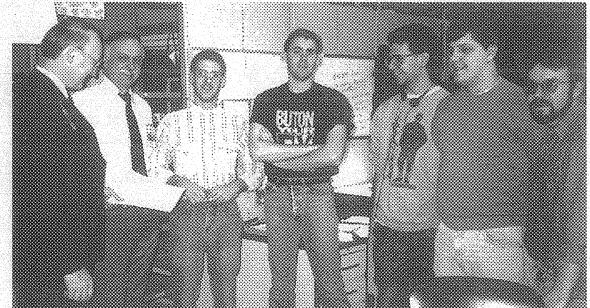
Clyde W. Moore

Fabcom Employees Meet Challenge

Terry Frick, Fabcom Manager, challenged Fabcom departments, Board Room, Paint Line/Silkscreen, Fabrication, Modules and Wire Prep, to achieve a 90% rate of work orders completed by due dates. They all not only hit 90%, but hit the 100% mark the last week in January and continued in the weeks following.

In the photo, Clyde Moore and Terry Frick congratulate the Board Room team for achieving 100% of work orders completed on time the second week in January through February 8, for a four-week record.

Pictured are (L. to R.) Scott Funkhouser, Brian Bussard, Jeff Laws, Ron James and Tom Hornblower. John Mendez, Bruce Cogswell, and Ronnie Wagers were not available for the photo.



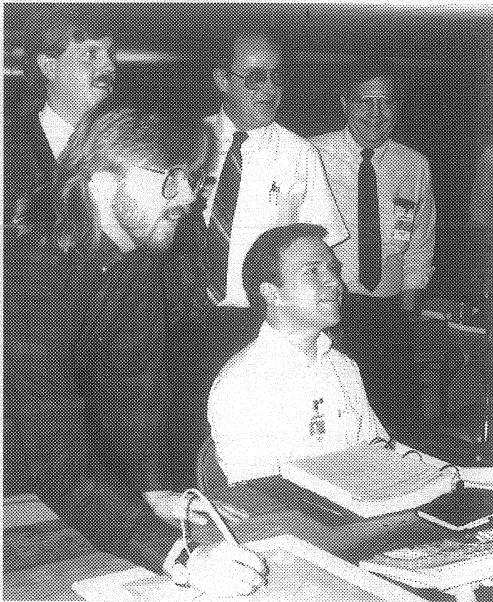
Techron Brings University of Wisconsin Classes In-House

by Julie LaFollette

If you see something that looks like a classroom at the north end of the assembly area, you are absolutely right. Classes in this room originate from the University of Wisconsin. Crown International students are participating, without the expense and hassles of flights, housing and scheduling time away from home.

The technique of bringing these classes to remote locations is called audiographic teleconferencing, dubbed WisView by the university. The system basically uses telephone and computer technologies to transmit audio and video graphics among the various sites participating in the class. The WisView network can simultaneously deliver this course live to students throughout North America and Europe.

The physical setup for the class requires two telephone lines; one for conversing among the class sites, and one for computer interactive graphics transmission. Students sit in front of microphones and can ask questions of the instructor at any time, barring technical disasters such as disconnected lines. Shared images such as graphs, charts, writing and drawing are displayed upon a large screen in front of the class.



Mike Haun writes his name on the electronic sketch pad while (L. to R.) Marty King, Ross Brady, Roger Sunday and Dave Evans (seated) watch the screen for results.

Note that this is not the video teleconferencing you read about in business magazines. As yet, transmission of live video images requires prohibitively expensive technologies. In order to "see" their instructor in audio conferencing, the teacher's picture was sent and displayed upon the screen.

The graphic communication interface is an electronic "sketch pad" and mouse stylus for writing. Images appear on a large screen in front of the class just as it would on a computer screen. Each site can view what the other site has produced.

The class currently being offered is titled Project Management: Using Critical Path Network Techniques to Manage Projects. The course focuses on management tools that rely on network techniques to organize, plan, schedule and control projects. Typical students are engineers, managers, project leaders, schedulers, planners and other individuals who manage, direct or supervise projects.

Crown Int'l students currently taking the Project Management class are Larry Stevens, John Reynolds, Dave Evans, Russ Jones, John Hall, Marty King, Mike Haun, Ron Reynolds, Ross Brady, Roger Sunday, Bob Sproston, and Ed Collins. Five participants are taking the class for credit, and they will be required to take three exams and develop a project based on the information covered.

The class will cover such topics as: 1. How to plan a project. 2. How to plan a time schedule. 3. How to allocate resources of time, money and people. 4. How to monitor progress. 5. How to manage and control projects.

The entire project has taken the efforts of many departments and people; from the original requests from Engineering's Ron Reynolds and Larry Stevens, to Tom Brown, Human Resources, who handled scheduling and Roger Mertz, who handled the technical work.

The class instructor shared that common learning theories state that we remember 10% of what we read; 20% of what we hear; 38% of what we hear and see, and 90% of what we see, hear and do.

The Crown Int'l University of Wisconsin "extension" promises to deliver on the best requirements for learning.



New Report Record Set

by Ed Collins

I have held the unofficial "report record" for about four years. Of all the reports ACCIDENTLY sent to the Data 3 system print queue, mine had the most pages! In the early days of Data 3, I tried to access a screen inquiry of the master routing file. When I entered the dates, and hit "Return," the screen returned to the input screen. I did this two more times before I realized that I was generating a report each time I hit "Return." I ended up sending three reports of more than 1200 pages each to print queue before I realized what had happened and had them canceled.

Well, that record has been obliterated! On December 18 and 19, 1991, Patti Harris, while working on a special assignment for Dan Lutz, destroyed the old "unofficial" record many times over. I observed a minimum of three reports that Linda Paris in EDP had to cancel, which contained more than 6,772 pages. The reports were even longer, but the memory reserved for print queue is only large enough for 6,772 pages and then calls out an error.

I congratulate Patti for her new "report record." And may it remain the record for some time to come. (Whew!) 

Correction: It was Mary Duncan's hat that twinkled with red and green lights during Spirit Week!

New Positions Filled!



Congratulations to Kim Laffoon (left) and Kathleen Stout on their new positions in the Techron Engineering Department. Kim is Configuration Control Coordinator and Kathleen is the Documentation Control Assistant.



A Customer Comments

Submitted by Dale Kauffman

Attention: Service Manager

Please accept our sincere thanks for your excellent service on our church's PS200 amplifier on Tuesday, January 7, 1992.

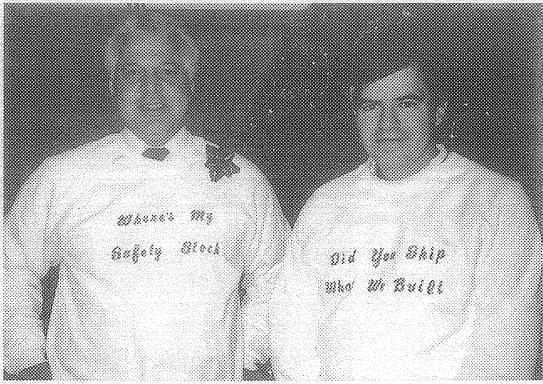
Sometimes it pays to be a volunteer. My wife and I combined a visit to our son, near Kalamazoo, Michigan, with the delivery of the amplifier, allowing us to meet people from your staff at Plant #4. After a very courteous welcome and some conversation, the unit was repaired, under warranty, carefully repacked and placed in our car, then we were on our way...

If this note of "thanks" sounds a bit overdone, it is meant to be. You see, it was my responsibility as Shipping/Receiving Foreman for 16 years at an aircraft parts plant to meet and respond to, as a representative of my company, visitors and business people from a great many companies. This time the shoe was on the other foot and we can only say, "We sincerely appreciate your excellent response to "just another customer." I'm sure that your service is a contributing factor to your growth in the electronics/communication field.

Bob and Carol Wright

Shelby, Michigan





Christmas Gifts say it all!

Nina Myers, Crown Division Order Entry Supervisor, and Bev Laws, Master Scheduler, gave these sweatshirts to their managers, Gil Nichols and Bob Leininger. We've heard these questions. Have you? "Where's my safety stock," said Gil. "Did you ship what we built," quipped Bob.



Congratulations!

- to Dawn Monroe on the birth of her son, Cody Allen, born December 22, 1991.
- to Mary Smith on the birth of her daughter, Kayla Ann, born on February 24, 1992.
- to Beth and Tom Pettifor. Their daughter, Christine Elizabeth, was born March 2.
- to Beryl Moore and Don Boughton on their engagement announced in December.
- to Pam Fothergill on her engagement to Glen Burkey. They are planning to be married May 16.
- to Debbie LeMasters and Craig Hunter who will be married April 11.

Clown Visits Jan Pletcher

It was a black balloon birthday November 19 (40) for Jan Pletcher, Universal Axial Inserter operator in the Modules Department. Her friends and co-workers, Mary Ann Carter and Tammy Grosse, called in the clown!

Employee Committee Financial Report

Balance as of November 1991	\$275.46
<i>Receipts:</i>	
*Canteen	\$1,450.98
*Chili Cook-Off	120.14
*Draft Dividend	6.45
<i>Total receipts</i>	<u>\$1577.57</u>
	+1853.03
<i>Expenditures:</i>	
* Flowers	\$138.20
* Last Days	50.00
* Baby Gifts	60.00
* Office Supplies	9.85
* Christmas Tree, etc.	107.56
* Misc.	163.31
<i>Total expenditures</i>	<u>-528.92</u>
Chiphone Balance 1/31/92	\$1324.11

Employee Committee Announces Officers

Kathleen Stout, President, Techron Eng., Ext. 812

Julie Gushwa, Vice President, Line 5, Ext. 405

Kevin Gring, Secretary, Q.A., Ext. 404

Sandy Ramsey, Treasurer, Modules, Ext. 472

Rena LaBeau, Employee Gifts, Wire Prep, Ext. 475

Bill Lawrence, Night Shift Representative, Stockroom, Ext. 400

Ray Perry, Night Shift Representative, Line 2, Ext. 402

*To call a message to the committee: Dial 255, then * (for quick message), then 785 and leave your message when asked.

Dave McLaughlin Honored by Toastmasters

by Ben Dorsey

The Crowning Achievers Toastmasters club selected **Dave McLaughlin**, Manager of Market Research, as their Communication Achievement Award recipient for 1991. Crowning Achievers President, **Cilla Meachem**, presented Dave with the award in a special ceremony during assembly on January 23.

The Communication Achievement Award recognizes outstanding contributions to communication or communication leadership. Once a year, a Toastmasters club can present the award to a deserving, non-Toastmaster in the club's community or sponsoring organization. This is the first such award ever presented by the Crowning Achievers.

The members of Crowning Achievers, who nominated Dave for the award, noted his great storytelling techniques, ability to use the right words at the right time, strong messages delivered with grace and warmth, and his contributions to both written and oral communications. He has written columns for the *Crown Crier* since its beginning in 1971.

In his acceptance speech, Dave displayed his speaking talent to explain the value of communication. Here's an excerpt from his comments:

"It seems to me that the more important communication is, the more difficult it is to do well. I would encourage each of us to recognize the fact that communication about important issues is hard. But that is not a reason to avoid it. And remember that, for each one of us, there is something that only you can communicate."



Linda and Dave McLaughlin

See "New Year's Revolution" page 9.

Ping Pong Winners Announced



Tammie Putz and Julie Gushwa of the Employee Committee announced the winners of the annual Ping Pong tournaments, Dec. 5, 1991. Pictured are (L. to R.) Andrew Carpenter, Men's B Flight; Lance Ponder and Jeff Bender (front), Men's B Doubles; Jeff also won the A Flight; John Reynolds and Terry Bird, Men's A Doubles; and Alan Wigent, who won the Mixed Doubles with Pamm Janowiak. Sue Whitfield won the Women's Singles. (Pamm and Sue were not available for the photo.)

Secretaries Brush up on Business Writing

Rhonda Chapman, Techron, shared information she gained at a seminar on business writing, with administrative assistants, secretaries, and clerical employees at the ASC In-Service Program, on January 10, 1992.



New Year's Revolution

by Dave McLaughlin

If you put all the months (Twelve, right?...I knew that) in a list according to how much we like them, January will be dead flat last. Always.

I noticed this because, first of all, January annoys the heck out of me and at least two other people. I asked these other two while doing my usual meticulous research for this discussion, and while I admit that they are not the most stable and thoughtful persons I've ever talked to, at least neither one is forcibly confined at the moment, and you can't always be choosy when you're scrambling after support for something you just thought up.

But don't take their word for it, or even my word for it. January is easy enough to analyze for yourself. Start by listing the attractive aspects of the month. Don't bother looking around for paper - it's a short list.

- A) The Christmas rush is over.
- B) You don't have to fertilize your lawn for four months yet.
- C) No mosquitoes.

That about it? Okay, now the bad parts. Now you need serious paper.

- A) All the Christmas fun and vacation are gone for a whole year.
- B) Salt on the cold, wet snow which turns your cars an awesome reddish-brown.
- C) Gray skies; dark gray skies; pretty much black skies.
- D) Cold (I mean like really cold water-pipe freezing) wind.
- E) Heating bills that cost almost as much as your Congressman spent last year mailing you paperwork that explained at some length his or her own personal brilliance and sacrifice spent in making your life better than it would have been if you had elected someone else.
- F) Highly paid stiff trying to dress up a 57-2 football blowout to look like a legitimate contest (especially the Super Bowl); doesn't it just rag you when you get talked into betting \$3.00 in some dumb pool, "just to make it more interesting," and before the echoes of the "The Star-spangled Banner" fade away the team you picked is behind by two touchdowns and a safety, and..aw, forget it...)

G) Warmest personal greetings arrive in the mail from the Internal Revenue Service.

H) A lot of your friends go someplace warm for a week or so, and apparently don't want you along; they never ask.

And did I mention snow and cold weather? There are lots more reasons but my publisher happened to point out that if I wanted this in-depth study to see paper I'd better keep it short.

So I personally believe we could get rid of January. Who would miss it? Jump directly from December to February. February has a lot of the same defects as January, but it's only 28 days long (except leap year, which, wouldn't you know it, happens to be this year). And February makes you think spring could be here soon in all its sun-washed warmth - and, in fact, would be here if March didn't get in the way. So we can deal with February.

A lot of your friends go someplace warm for a week or so, and apparently don't want you along; they never ask.

Let your mind wrap itself around the possibilities: no January slush, bills, cold, endless football playoffs, and depression. Goodbye to all those dead batteries and gale-force sleet blowing in your face while you scramble around looking for the car keys that slipped from your numb fingers into a snowbank. You could see the sun other places besides on tv.

We've gotta move fast on this because the people who deal with items like this (remember Daylight Savings Time?) move like turtles in hot asphalt. I think it's the Federal Bureau of Calendars and Months and Stuff Like That. Write to these people explaining you wouldn't mind if January goes away and in fact would vote for anyone who helped make that happen. Use crayons. That's all they're allowed to write with in those departments, and, between you and me, it's what they're used to reading.

Next year when all the bowl games are on February 1st, won't it be grand? (While we're talking about this, do you like March? I didn't think so. March beats January, but Michael Dukakis could beat January. Maybe after January disappears we could go after March. Think about it. It'll take your mind off the Presidential election.)



Multimedia Defined

by Libby Marshall

J.C. Utter, Crown Assistant Technical Publisher, brought new meaning to the term "multimedia" when he addressed the Society for Technical Communication, January 7th. The computer (he uses a Commodore Amiga 2000) is the key in using media, such as graphics, music and videos all in one presentation.

Applications include sales, entertainment, training, and education, which is J.C.'s major interest. For example, Sears has a catalog on video disc from which patrons can order. Sherwin-Williams paint stores use it to help customers select colors. They can see a house set on a hill or downtown, and decorate it with various combinations of colors.

Entertainment includes libraries of literature such as Shakespeare, videos, games, and simulations. J.C. suggests we should experience virtual reality. It is possible, he says, to live the life of Leif Ericson, traveling through the days of his life, with a computer-controlled artificial environment.

Multimedia is replacing military training manuals and older methods of teaching. It responds to the user, creates a consistent learning environment and you can start at any desired point. Multimedia aids retention. It can address special learning needs, it allows distribution of premium learning materials and it manages voluminous materials.

The program closed with video demonstrations of "Showmaker" and "Video Toaster," truly fantastic graphics hardware and software packages, with seemingly endless creative possibilities. J.C. and partner Don Van Hulle use these packages in their business, Dynamic Multimedia Productions.



Accident Shears Telephone Pole

When Bob Sproston developed his fall photos he shared this picture of an accident which occurred outside of Plant 2A. The driver of the car literally drove up the telephone pole and landed upside down. Bruce Chapman directed traffic, while Jim Downs crawled inside the car to help get the windows down and the five passengers out. Dick Moore, Jim Beattie, Carrie Richards, Don Peterson and others stepped in to assist. The passengers were not seriously injured, but they left one telephone pole suspended in space.

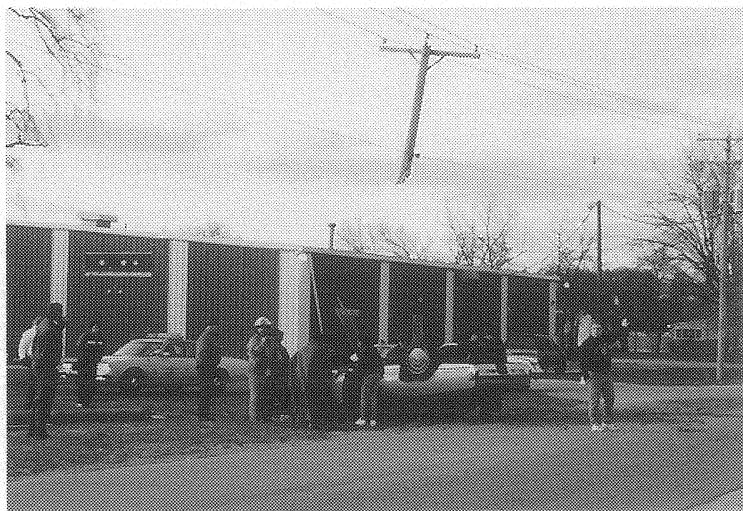


Photo submitted by Bob Sproston

Want to protect yourself...

from the nuisance of phone sales calls? This organization will take your name off the lists sold to marketing companies:

Telephone Reference Service
Direct Marketing Association
11 W. 42nd Street
New York, NY 10163-3861

Doing it Right

QIP News and Updates

by Dave McLaughlin

Working words

Throughput - Our copy editor once said, "Is this a word? Do we have to use it?" Yes, it's here to stay. It once meant production or the output of a computer. Currently, to us, it is the final result and goal of the Theory of Constraints (TOC). Throughput is the amount of money taken in by the company as a result of sales.

Manufacturability - has been around Crown Int'l for awhile but still isn't in the dictionary. In the words of the editor, it is the ability of a product to be manufactured. The easier it is to assemble, the more manufacturable it is!

Empower - to give authority or legal power to. It is gaining currency in educational circles, as well as industry. We'd all like to have it, I think! Examples: "All teachers who have been empowered by their superintendent may attend the seminar." In the same spirit, just yesterday we empowered someone here in the office to go home half an hour early. This business of sharing authority certainly is infectious. (from the Ragan EDITOR'S WORKSHOP)

Synergy - combined action or operation, as in group synergy--getting it done by working together.

Cross-generational - Jay Leno practices cross-generational humor. He can make you and your mother laugh at the same time.

One of the recent efforts on QI (quality implementation; I do not think this is an Official Quality Acronym—I just made it up) has centered on the development of an effective Corrective Action Report (CAR) form.

The form is intended to provide a convenient and easily used path for information that will trace and solve problems affecting quality. When a quality need is seen, the CAR form is to be used to describe the need and start the process of resolution. The design of the form must be such that it follows the process along and helps to keep it from stalling.

Making the form clear, easy to use, and as short as possible has been tricky. Not enough information on the form produces confusion when it is used. Too much information makes it cumbersome and generates frustration. Either way the form becomes less useful than it could be.

The current revision of the CAR form has taken into account the suggestions of users to improve it. The perfect form has not arrived yet, but the goal is important enough that improvement is always worth working on.

Gerald Stanley submitted these "Humbling Cases for Career Counselors," by Milton E. Larson, from The PHI DELTA KAPPAN, Feb. 1973:

Einstein was four years old before he could speak, and seven before he could read.

When Thomas Edison was a boy, his teachers told him he was too stupid to learn anything.

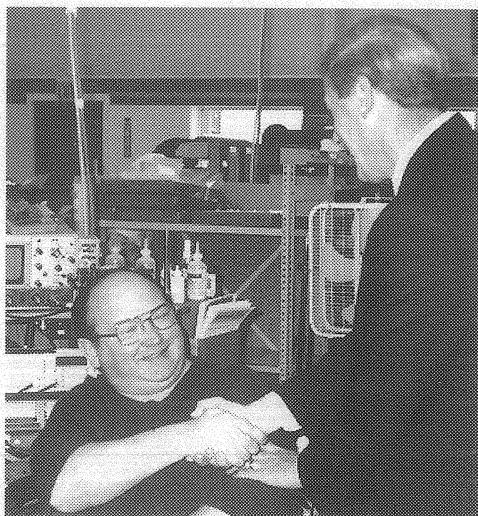
Walt Disney was fired by a newspaper editor because he had "no good ideas."

Wernher von Braun flunked ninth grade algebra.

Louisa May Alcott was told by an editor that she could never write anything that had popular appeal.

Winston Churchill failed the sixth grade in school.

Senator Dan Coats Visits



Richard Griffen, Technician, greets the senator. Paula McBrier, Crown Line 2 Coordinator, managed the greeting without letting go of those amp wires.



Benefits Alert

by Linda Jervis

A big thank you for your patience during the transfer from our former third party administrator (TPA) to Warren Steinborn Associates. Change can be challenging.

You need to get your cafeteria medical claims to our office by the Thursday before the last payroll of each month. This will guarantee you a check on the last Thursday of the month if everything was submitted correctly. If you have any questions, please talk to your supervisor or call extension 870. Your bills need to total \$50.00 before a check will be issued.

You can obtain medical, dental and cafeteria forms from your supervisor/manager's office, Plant 3 office, the Customer Service receptionist in Plant 4, and the Human Resources receptionist.

Our new medical ID cards will be handed out by the end of March.

If you have a question or problem regarding your insurance call 1-800-873-2022, extension 123 (Connie Newman); for cafeteria questions, call Lynn Buckman, extension 135.



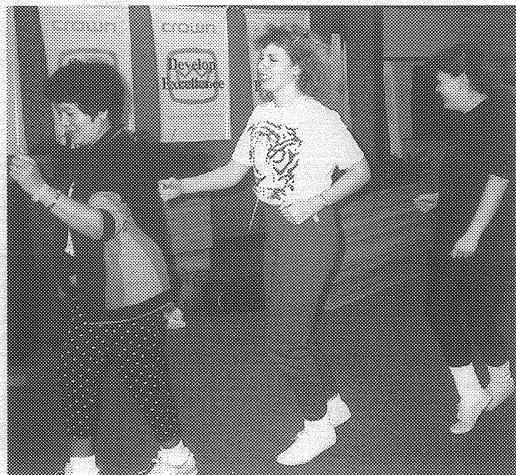
Aerobics Classes Going Strong

– every Monday and Thursday evening from 5:00 until 6:00 PM in the Plant 1 Assembly Area. All Crown International employees may attend for a small fee which will be announced.



Betty Myers and Diane Osborne display the "Dieter's Excuse" T-shirt George Lytell of the YMCA, presented to Betty during an aerobics class in January. It was her "A" for effort!

Sylvia Canell, Leann Crabb, and Rhonda Watts, Night Modules, do the "Locomotion" during the YMCA sponsored aerobics classes.



CROWN CRIER

The Crown Crier is the monthly newsletter for Crown International employees. Its purpose is to be informative, inspirational and entertaining.

Your involvement is highly prized. Please contact a CC Reporter with any material you would like to see in future issues.

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