

We Power Your Strongest Ideas

by Larry Stevens, Manager Techron Power Products/Medical Strategic Business Unit (SBU) and over 80 staff members.

For Jan./Feb.
we focus on:

Little Known Facts



"We love because
he first loved us."
- I John 4:19

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You've heard the slogan, "There's more than corn in Indiana." Well, "There's more than MRI in Techron."

Power strong ideas? That is what our products do. We design reliable, high-power sources according to our customers' requirements.

Our products are used in (but certainly not limited to) three major areas. We have listed some of the lesser known applications for the products within each area.

Driving Electro Magnetic Coils

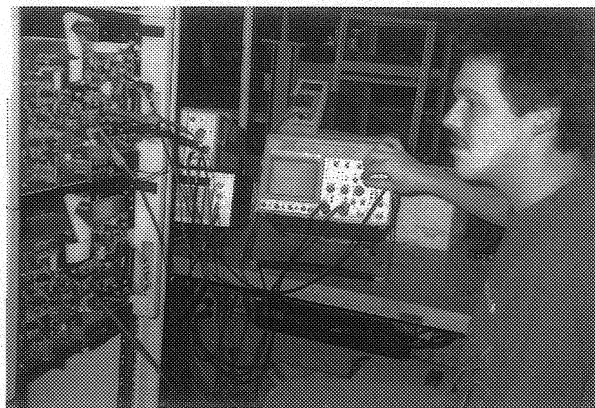
These applications of our amplifiers drive coils ranging from direct, short, single loop coils to completely reactive ones:

- Microsurgery machines for development of cataract removal systems
- Space exploration on various systems for Space Station Freedom
- Marine exploration, communication, sonar, and monitoring
- Magnetic trash sorting for new recycling methods
- Shaker tables for quality control testing, resonance analysis, and vibration test systems
- Geological exploration and mineral detection
- Robotic power control and positioning
- Antenna tracking and servos (e.g. radar installations)
- Electron beam control for particle accelerators

Generating Power Sources

The following applications show how we can meet various frequency, power level, and stability needs:

- Noise simulation for testing and design (e.g. NASA preflight testing of satellites)
- Fuse and circuit breaker testing, and analysis
- Power company protective relay dynamic testing (support of testing standards for the Electrical Power Regulatory Institute)



Don Pettifor tests 8536 amps in cabinet before shipping.

- Acoustical research (e.g. USAF noise cancellation systems, and Penn State University.)
- Transmission of signals over long distances (e.g. safer mining by underground signalling)

Altering Physical Properties

The versatility of our product produces a wide range of effects our customers may need. These applications use our amplifiers for:

- Ultrasonic cleaning for maintenance and manufacturing
- Melting various materials in manufacturing and research
- Heating, boiling, and cooking (such as in industrial microwave ovens)
- Shock experimentation for science and medical research (for safer automotive vehicles, and testing of structures like buildings and bridges)
- Crystal excitation for scientific research

As you can see, our products contribute to improvement of the quality of human life. We envision continuing that contribution for years to come.

More important, we consider our products to be much more than products shipped out the door. They include the hearts, the minds, and the souls of everyone involved in delivering value to our customers.



Serving My Customers - 1993

by Libby Marshall

"It is altogether fitting and proper (A. Lincoln)," that we honor **Chuck Michels** for the first "pat-on-the-back" for 1993. Employees were both pleased and surprised when he handed out the 1992 W-2 forms with paychecks January 21. Some of us cheered and he grinned and said, "I got 'em done!"

That's ten days ahead of last year! The law requires them to be distributed by February 1. Chuck finished preparing the forms and paychecks at 11:30 pm January 20.

To get paychecks distributed a day early, as he did the Wednesday before Christmas, Chuck worked additional evening hours. It takes three full days to balance out time sheets and edit them for accuracy, key the data into the Integral computer system, print the checks and get them ready for distribution.

Chuck thanked the Accounting Department and the other Benefits personnel who helped get the information in for the W-2 forms. **Tom Estep** also helped by installing the computer program to handle the year-end processing update from Integral.

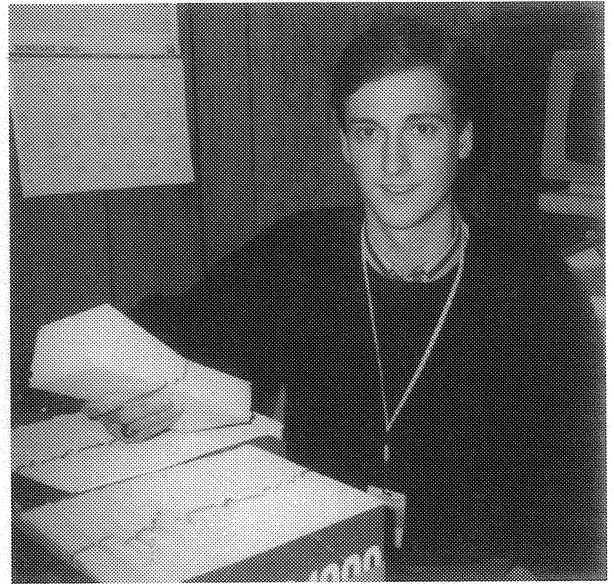
Although Chuck has a B.A. in Psychology from Indiana University, he likes to work with

numbers. He and a friend started The Business Connection, a tax service in Mishawaka, before he became Payroll Administrator. Chuck is considering study toward Certified Public Accounting (CPA).

Chuck works with the Coalbush United Methodist Youth Group, does a little running and is in the midst of remodeling the kitchen in his house. That is a paint/wallpaper project which grew. It needs dry wall first. **HELP!**

"I wouldn't trade it for anything," he says of his house, with projects. But he would accept help!

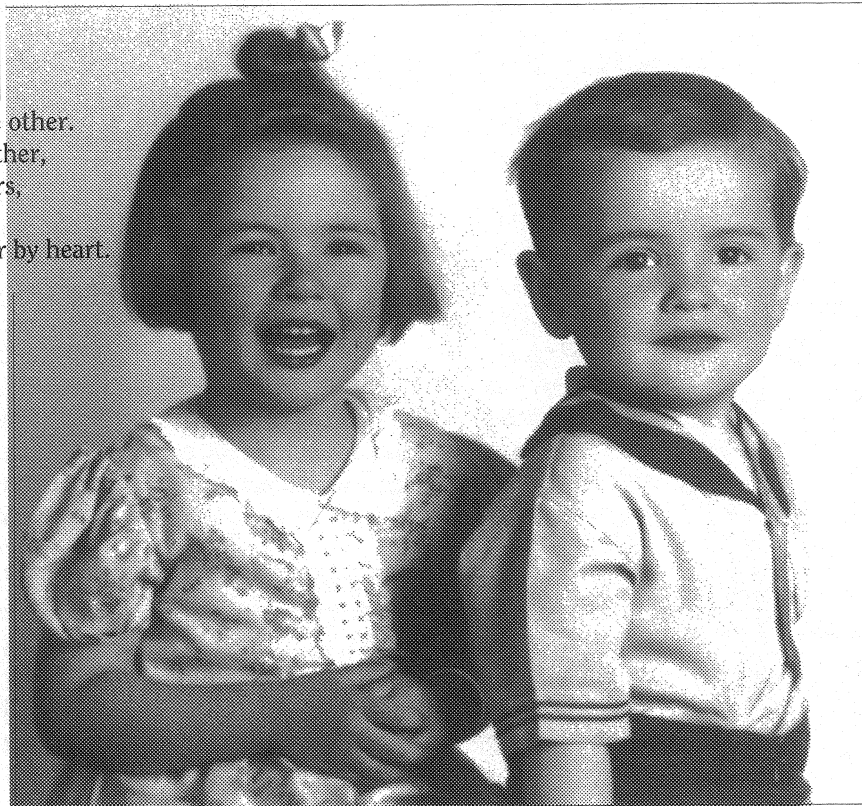
We certainly appreciate his help. He answers each request or question with a smile, and always gives his best, at least one step beyond what duty requires.



Chuck Michels

Baby Faces

You know one, but not the other.
If you don't know this brother,
You might know two others,
Who work plants apart,
But who know this brother by heart.



The People who Assure Quality

by Bruce Bartlett



Mary Ellen Florea

Don't tell the folks in Quality Assurance to "Judge not!" Judging parts and components is their job. They make sure that our products' components meet high standards.

In fact, Crown International would not be known for its quality and reliability except for QA's diligent efforts. Quality products are made of quality parts. QA tests mic capsules, transistors, and so on to ensure that the performance or dimensions fall within strict guidelines. To keep production going, the QA workers are under a lot of pressure to get parts approved and out to the lines.

Let's get to know the people who make up the Quality Assurance Department.



Diane Gramenz, Mabel Healey, Deb Granger

Diane Ellis supervises the group. Her goal at work is "to learn how to serve my customers' needs more efficiently so we all work smoothly as a team." At home, Diane likes to read, sew, and quilt. She's learning general repair and house remodeling from her dad, and plans to remodel her house.

The newest member of the group is **Kim Alwine**, a supplier quality specialist. She tests transmotors, cables, mic capsules and

some painted parts. Kim hopes to get married and buy a house. Among her interests are bingo, horseback riding and crossword puzzles.

Another specialist, **Mary Ellen Florea**, is married to Crown Int'l employee Don Florea. Wes and Tina Wade are her brother and sister-in-law. Mary Ellen tests mic capsules, transistors and ICs. As for the future, she intends to take some more training in computers. In her spare time, Mary Ellen likes to read, shop,

bake, do puzzles, and spend time with her family.

Yet another specialist is **Diane Gramenz**, who tests transistors, ICs, and mic capsules. Her goals are to learn all she can and do her job well. Away from the job, Diane swims, boats, camps, and enjoys her family.

Specialist **Deb Granger** says she can measure almost anything! Deb is interested in sewing, crafts, racing horses, gardening and kids. She wants "to do my best here at work and to start my own craft and/or sewing business."

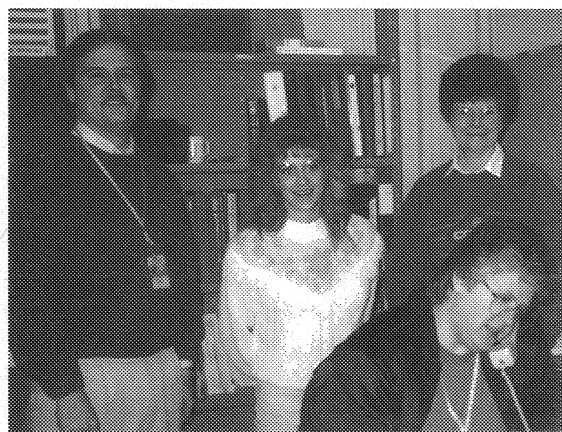
Kevin Gring is a supplier quality certifier. As part of this job, he checks vendors' parts and fabricated parts per engineering request. His father, Chuck, and brother, Scott, also work at Crown Int'l. Kevin is into guitar, bass guitar, world political history and music history. Not many people know that he is a member of Greenpeace, Amnesty International and the Audubon Society. Kevin's goal is to raise a family in a hatred-free, unpolluted world.

A long-time employee, **Mabel Healey** has been with Crown Int'l sixteen and a half years. As a specialist, she tests transistors, ICs, and mic capsules. Mabel likes to sew and crochet.

Also with Crown Int'l sixteen and a half years is **Kay Pamachena**. She inspects purchased parts—both mechanical and electrical. Outside Crown Int'l, Kay enjoys flower gardening and bird watching. She hopes to take some computer classes.

These are the people who make up QA. Thanks to them, we're more confident that the parts in our products have met specifica-

tions. It's good to work with people who care about quality.



Kevin Gring, Kim Alwine, Kay Pamachena, Diane Ellis, Supervisor

Word From the President



The Moore family has always been fascinated by, and involved with, the world of broadcasting. In 1947, my father, Clarence Moore, named his company International Radio & Electronics Corporation. From 1947-1951, he distributed tape recorders to support his work as an international broadcast consultant.

Clarence traveled to Canada, Guatemala, Jamaica, Korea and all over the U.S. He built and installed the first worldwide short wave transmitter for HCJB, the world's pioneer missionary radio broadcaster. For FEBC in Puerto Rico, he built and installed an entire studio. In 1950 he built and installed TGNA radio station in Guatemala City, Guatemala. He also built several towers and two antennas for the station. In his lifetime, he consulted for or assisted in the establishment of over 200 missionary radio stations and broadcast studios.

Clarence was an engineering consultant for National Religious Broadcasters (NRB) at its inception. NRB has approximately 680 members and represents approximately 1000 radio and TV stations across the United States.

His broadcast activity was not limited to an international focus. He was active locally. He put a station on the air in Three Rivers, Michigan, and built and installed the early studio at Bethel College. In 1955 he put WCMR on the air from Crown International. He later purchased property for the station and added WXAX (now WFRN). His family continues to maintain its ownership in both WCMR and WFRN. Clarence also designed and built WFWR/WCMX in Ft. Wayne, which the family owned until just before his death in 1979.

With its history of involvement in broadcasting, the family is considering moving Crown Int'l into the broadcast industry in the future. The collapse of Communism all over the world has caused major political shifts in many countries where the government controlled all broadcasting. Now these countries are opening up to private ownership and are greatly expanding broadcast communications.

Currently we are producing AM transmitters and small FM transmitters for two original equipment manufacturer (OEM) customers. Don Spragg has been hired to oversee our current and future involvement in broadcasting. I am excited that we are able to look at broadcasting again as a potential, major market for the corporation.

Clyde W. Moore

Corporate Policies are NOT a Big Secret

by Beryl Moore

Where are they?

Corporate Policies are listed on the Network.

They are also available in notebooks at the following places:

- President's Office - Risa Wright
- Amcron Division - Shelda Jensen
- Administrative Resources - Sue Kurtz
- Techron - Receptionist Desk
- Plant 4 - Geneva Miller
- Human Resources - Personnel Department
- Plant 2A Manufacturing - Gretchen Neely
- Plant 3 - Wendy Murphy

Who can look at them?

Everyone

How do you get access?

Ask your supervisor.

During break ask to see one of the notebooks.

Clarification of a policy:

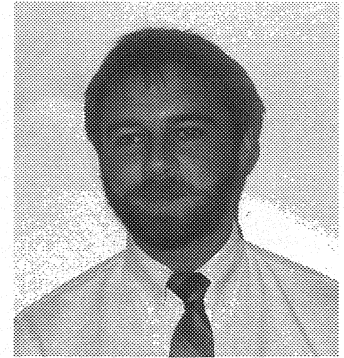
Ask your supervisor.



HWMA President

The Hazardous Waste Management Association installed Tim Bock as its President in December, 1992. The object of the Association is to provide a forum for the exchange of information to advance public health and welfare and protect the environment.

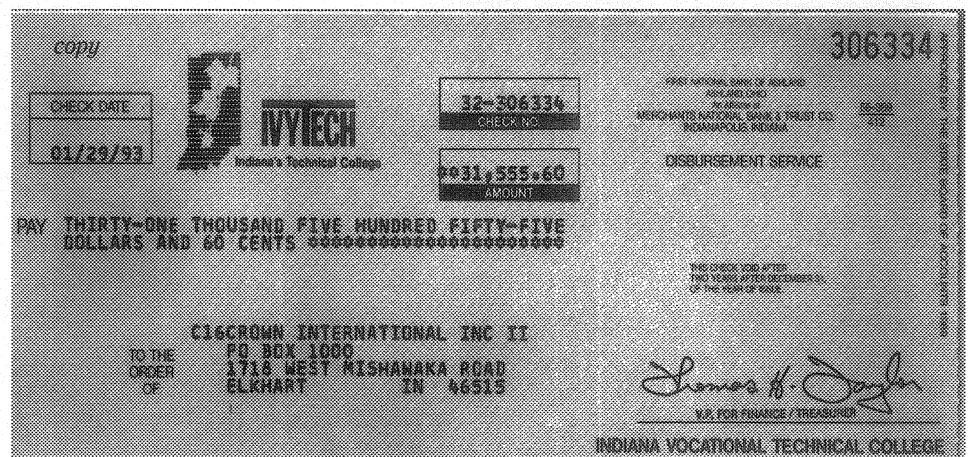
Two hundred and fifty members from the area, which includes Elkhart, South Bend, Decatur, Plymouth and Merrillville, meet monthly. Speakers focus on new technology, government regulations, the Environmental Protection Agency (EPA) and practices to eliminate the hazards associated with the generation of hazardous wastes.



Tim Bock

"Training 2000" Grant Checks Received

"It took a long time to fine-tune reporting procedures," according to Tom Brown, Human Resources Manager/Internal Training Consultant. Tom was responsible for Crown Int'l receiving a \$303,000 grant from the State of Indiana Department of Commerce for employee training, December 22, 1991. The first two checks, totaling \$33,552.56, arrived in the mail February 8, 1993. The second round of reimbursement requests has begun. Tom says now that reporting requirements and procedures are established, future checks should be processed more quickly..



Doing It Right

QIP News and Updates

by Don Florea

The managers of Crown International plan to qualify for ISO9000 certification, in some parts of the company, as early as the end of 1993. ISO9000 is a set of international standards on quality management and quality assurance established by the International Standards Organization, an agency composed of representatives of 91 countries and headquartered in Geneva, Switzerland. Any company doing business in Europe will find that adhering to these standards will not only be advantageous, but often mandatory.

Amcron Division has completed 30% of the ISO9001 standards, the model for quality assurance in design/development, production, installation and service. They expect completion of requirements at end of 1993. Techron

plans to be ready for certification at the end of 1994.

The following managers will coordinate ISO9000 certification efforts:

- Kelly Guin - responsible for intra-Amcron areas
- Garth Dexter - responsible for intra-Techron division.
- Don Florea - responsible for all Corporate areas.

The ISO standard calls for a systematic audit of the quality systems which are or will be in place, to determine if the various systems within the organization meet the requirements of the standard, and whether those systems are being followed. Don Florea will work on establishing the corporate auditing philosophy and guidelines. The divisions will create internal audit teams for their own "self checks."



Breaktime Snowman

Julie Gushwa, Renee Stanley, Debbie Brown and Dawn Meyer hustled to mold this wire-haired gentleman on a rare snowy December day.

Editor's Notes

Thanks for the answers and thoughtful comments on our reader opinion survey! You will notice some additions and changes:

- paper, typeface, format
- forms for contributions with deadlines and reporters' names and locations (We are working on boxes—use mail envelopes for now.)
- variety of articles—We aim to interest, so keep your feedback coming!

Ln

The CROWN CRIER is Crying

for a new look! Try your hand at designing a nameplate!

We'd like a more contemporary, eye-catching look to the CROWN CRIER nameplate. The nameplate includes the information at the top of each front page.

You don't have to be an artist. Draw your design with black ink or marker on white paper.

Our newsletter will continue to be on 8 1/2 by 11" pages.

The winning entry will be selected by the CROWN CRIER staff and used as soon as it can be reproduced for publication. The winner will also be rewarded with a gift certificate for a dinner for two at the Olive Garden.

Good resolutions are often checks drawn on an account with insufficient funds.

—from *Brahma Nand's collection*

Submit your entry (or entries) to Libby Marshall (Ext. 390) by April 28.

Employee Committee Financial Report

Balance as of January, 1993 \$1,484.30

Receipts:

*Canteen	\$627.48	
Total receipts	+ \$627.48	\$2111.78

Expenditures:

* Flowers	\$300.05	
* Baby Gifts	70.56	
* Retirement	25.00	
Total expenditures	- \$395.61	
Chipphone Balance 1/31/93		\$1,716.17

Coming Events:

March 13 - Bowling Party
April 3, 1993 - Easter Egg Hunt
(Details will be announced.)

Employee Committee Officers for 1993

President: **Kathleen Stout**, Ext. 812
Techron Engineering

V. President: **Julie Gushwa**, Ext. 404
Line 5

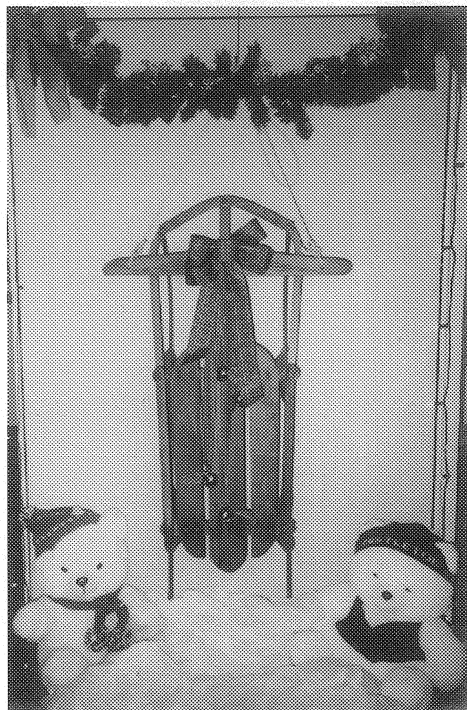
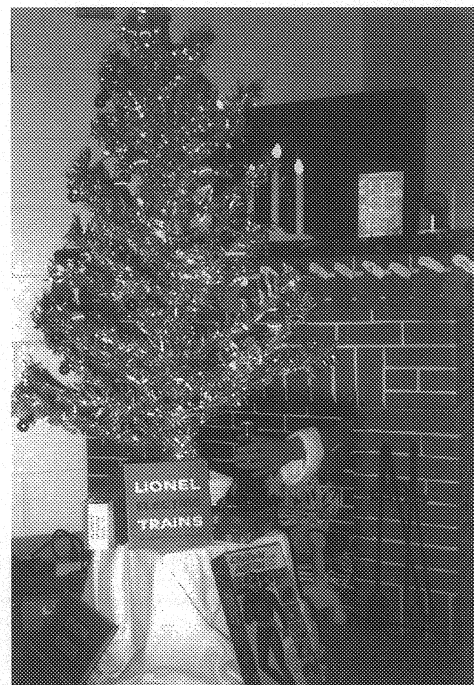
Secretary: **Kevin Gring**, Ext. 484
Quality Assurance

Treasurer: **Bill Lawrence**, Ext. 400
Stockroom

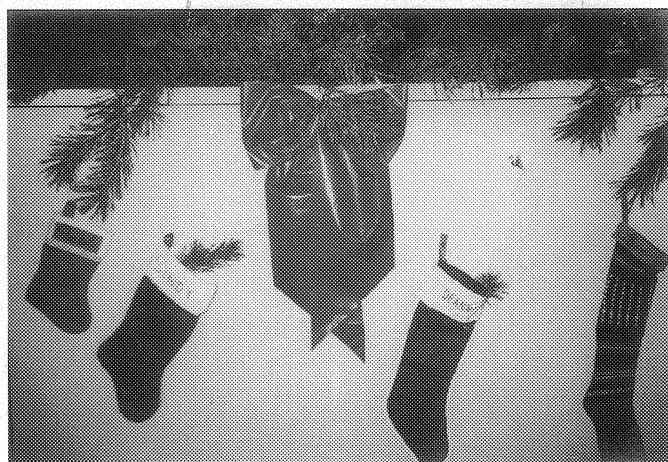
Social Secr.: **Rena LeBeau**, Ext. 475
Wirecut

Scenes from Christmas Past

The engineers added to their Christmas display daily to produce this unique corner.



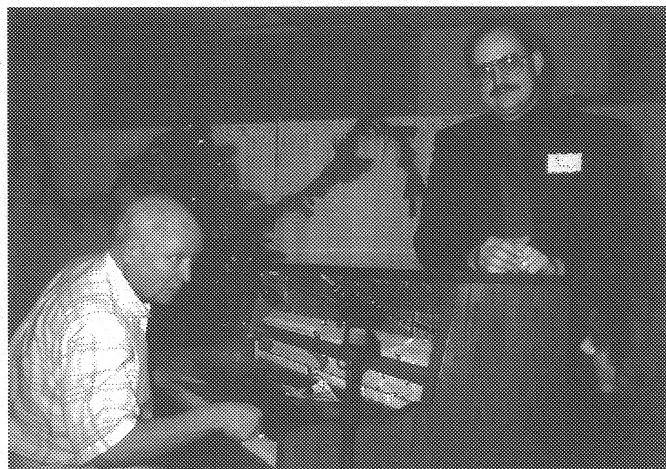
It was Credit (left) versus Accounts Payable (right) to produce the prettiest display! You be the judge!



"Awesome" was the way one guest described the Crown Int'l Christmas banquet at the Brook Dale Club December 4. Good food, good music, good entertainment! **Dick Lowey** played the piano and **Ben Dorsey** served as M.C. **Constance Fuller**, **Jo Shreiner**, **Carrie Richards**, **Juward Barnes** and the Northwood High School Performing Arts Department filled the evening with music and stories. The Christmas story as told by **Clyde Moore**, accompanied by **Dick Lowey**, was an effective closing. **Mark Chapman** handled the Yamaha mixer superbly and added an echo effect ("tunnel reverb") to enhance the closing story.



Carrie Richards, Margaret and Juward Barnes



Dick Lowey and Ben Dorsey



Love in the Air

by Sue Ramsby

There is something warming in the brisk chilly February air that touches our hearts this same time every year. Maybe we can diagnose it as a carryover from tender feelings shared during the now-past holidays. But in keeping with tradition, on February 14 Cupid once again makes his grand appearance, pointing his arrow at whoever desires to be "love-darted."

Where did this happy heartfelt holiday get its name and how did it originate?

St. Valentine's day has three possible origins. Some authorities trace the beginning back to A.D. 43, when an ancient Roman festival called *Lupercalia*, was acclaimed. It actually was held on February 15, when the people celebrated the protection from wolves. The ritual included young men striking at women with strips of animal hide and this practice was to ensure the fertility of women!

Two saints from the early Christian church (circa A.D. 200) were named Valentine. The Roman Emperor at that time, Claudius II, forbade young men to marry, as he believed single men made better soldiers. A priest whose name was Valentine disobeyed Claudius and secretly married young couples anyway.

The other Saint Valentine was a Christian who made friends with many children. He was thrown in prison by the Romans because he refused to worship their gods. The children, who missed seeing their friend Valentine, tossed loving notes to him through the bars of his window cell. This tale could be the explanation for people exchanging caring messages on Valentine's Day.

Again stories passed down through the generations reveal that one Valentine was executed on February 14 about A.D. 269. Pope Gelasius officially named the fourteenth as St. Valentine's Day about A.D. 496.

Norman French was a language spoken in Normandy during the Middle Ages. The word "galentine" in Norman French sounded like "valentine" and meant *gallant* or *lover*. This

is the reason people may have thought of St. Valentine as the special saint of lovers.

Early English records revealing beliefs of Valentine's Day tell us that birds chose their mates on the fourteenth of February. Geoffrey Chaucer, an English poet of the 1300s wrote this in his poem, "The Parliament of Fowls,"

For this was on St. Valentine's Day,
When every fowl cometh there to choose
his mate.

So, you decide which tale you would like to believe as to the origin of this special day.

Whatever the true story is, it is good to know that we can celebrate Valentine's Day everyday with our loved ones. Remember that Cupid's arrows aren't just for romancers. Love is love to whomever gives and receives it. I John 4:7 tells us, "Beloved, let us love one another: for love is of God." Give away love to a friend, a neighbor, a child, a distant relative, a close relative. Be a Cupid to someone special. The love you give is sure to return to you again someday.

*We like someone because...
We love someone although....*

Best Wishes!

*Tonya and Leonard Emerson
were married January 23.*

*Wendy and Joe Wisler were
married February 5.*

*Dennis Pierce and Cheryl
Yoder were engaged on
Valentine's Day.*

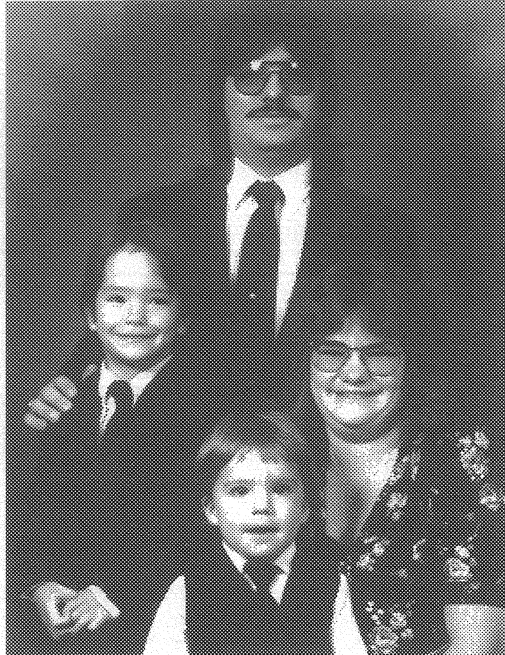
Electronic Love

from the CROWN CRIER, February, 1971

If she wants a date.....Meter
If she comes to call.....Receiver
If she wants an escort.....Conductor
If she's cheating.....Detector
If she's fat.....Condenser
If she's thin.....Feeder
If she's extravagant.....Limiter
If she's in error.....Rectifier
If she's ugly.....Transformer
If her hands are cold.....Heater
If she fumes and sputters....Insulator
If she's bossy.....Resistor
If she's slow.....Accelerator
If she's bored.....Exciter
If she refuses.....Rejector
If her sister's better.....Switcher

Housewarming for the Borsodi's

by Cindy Swald



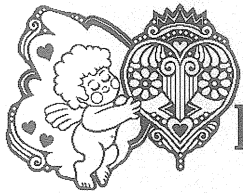
Terry Borsodi with Terry, Tyler and Cheryl.

The Finance Department's regularly scheduled Thursday morning meeting was more fun than usual January 21. They surprised **Terry Borsodi** with a "house warming shower." Terry, his wife **Cheryl**, and sons, **Terry and Tyler**, recently moved into the first home of their own in Mishawaka.

Co-workers knew exactly what they needed. Terry was so surprised he was speechless. He received a toaster, skillet, pan, towels, food staples, cleaning supplies and much more.

Credit Department Manager **Preskel Gayheart** knowingly commented, "Welcome to the land of taxes!" **Harold Greeley's** comment, "This pan will sure hold a lot of spaghetti!" was also appropriate. Terry did receive many useful items.

Terry, we're very happy for you and your family. Welcome to the world of the happy homeowner!



Hugging

The perfect cure for what ails you:

- No movable parts;
- No batteries to wear out;
- No periodic checkups;
- Low energy yield;
- Inflation-proof;
- No monthly payments;
- No insurance requirements;
- Theft-proof;
- Non-taxable;
- Non-polluting;
- And, of course, fully returnable.

Hugging is healthy.
 It relieves tension,
 Combats depression, reduces stress,
 Improves blood circulation.
 It's invigorating. It's rejuvenating.
 It elevates self-esteem.
 It generates goodwill.
 It has no unpleasant side effects.
 It is nothing less than a miracle drug.

—Suzanne Finn

Contributed by M. Johnson

Jackie Gibson Becomes Entrepreneur



Nina Myers and Cindy Swald (left and right) sewed buttons, bows and lace and attached a license plate which read, "Tacky Jackie!" on the coat they gave Jackie to warm her heart when she left Crown Int'l. She intends to devote full time to buying and selling antiques and crafts. "Jackie's Junkin' Survival Kit" and coat pockets were packed with a portable phone, bungee cord, flashlight and other useful things. The coat said it all: "Where's the auction?"

Keep On Truckin' !

by Libby Marshall

"I'll never sell my truck," Art Rowe states emphatically, whenever anyone asks. The Brandywine Metallic Red, 1989 Chevy K3500 (4-wheel drive) beauty was pictured in the February 1993 issue of Petersen's 4-Wheel & Off-Road Magazine.

Art ordered his Chevy truck new in 1989 for \$17,000. Since that time a lot of loving care and about \$15,000 more have gone into it. The stainless steel grill is set off with 24 karat gold plated headlight rock guards, tow hooks and Chevy emblem. The engine gleams with copper-plated valve covers, alternator, air cleaner and the latest addition is ten copper-plated shocks. He has even polished out the brass radiator tubes.

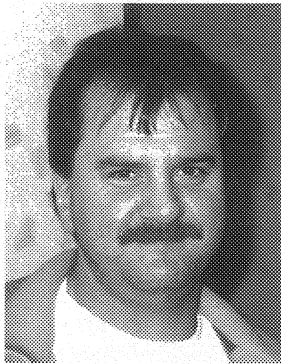
Art drives his truck every day, except when the weather is rainy or there is likely to be salt on the roads. Then he gets out his old car for transportation. He used a seven inch lift kit plus there are three inches of body lift, which makes Art's truck ten inches over stock height. It is his pride and joy. He invests plenty of effort in keeping it clean and shiny.

The article, "Weather or Not," told about the 4-Wheel & Off-Road Jamboree Fall Nationals, presented in Indianapolis, September 25-27, by Ford Trucks and Penda as part of the BFGoodrich Performance Series. Art's goal is to have his truck be the subject of a feature story in this magazine. It's just a matter of time!

Art entered his truck in the "show 'n shine" competition at the jamboree. The categories

included best use of plating, paint, graphics, interiors, suspension and stereos. (Crown Int'l floors vibrated when Art turned up his stereo in the parking lot one afternoon last summer.)

Thirty-three hundred participants judged their own 4x4s while 80,000 spectators enjoyed the excitement of mud dragging, monster truck races and tough truck competition. Art said cable channel ESPN carries truck events Monday through Thursday at 5:00 pm and on Sundays. He'll be happy not only to show his truck, but also to give information on the jamborees held seven times a year in Indianapolis, Wisconsin,



Pennsylvania, Iowa, Florida and St. Louis, Missouri and Ohio.



Congratulations to...

- **Julia and Scott Robbins** on the birth of **Riley Scott**, Dec. 30, 1992.
- **Janice and Marvin Sims**, parents of **Durrell Steven**, born Dec. 31.
- **Gail and Dave Anglemeyer** on the birth of **Grant Lee**, January 1, 1993.
- **John Smith and Cheryl Kern**, parents of **Brady Jessup Smith**, born January 14.
- **Dinah and David Schoolman** and their daughter, **Deborah Lynn**, born January 25.

Crown Team Turns December 21 Into the Longest Day

by Gil Nichols

The IQ System at the Georgia Dome experienced strange interference during the NFL football games this fall. Crown's Dennis Badke, Scott Potosky and Gil Nichols joined Cy-Tech's team of John Bachman, Mike Miles and software writer, Ben Buchwalter, and flew to Atlanta Monday, Dec. 21 to scope the problem before the only night game of the season.

When they arrived at the Dome about 10:00 am they immediately ran system checks and eliminated some possibilities. Everything looked good. Then, at about 6:40 pm, problems suddenly and mysteriously appeared with the IQ control system just before the Monday night contest between the Falcons and the Cowboys. There seemed to be strong radio frequency interference during the game from 9:00 pm until midnight. Little could be done except for minor adjustments but there was adequate audio for the game.

Cross your bridges before you come to them and you have to pay the toll twice.

-from Brahma Nand's collection

They discovered that radio station WSB in Atlanta had run a transmitter wire around the light perimeter of the dome to give the internal radio users a strong signal, about 30 watts. It interfered with the cable links in the IQ System.

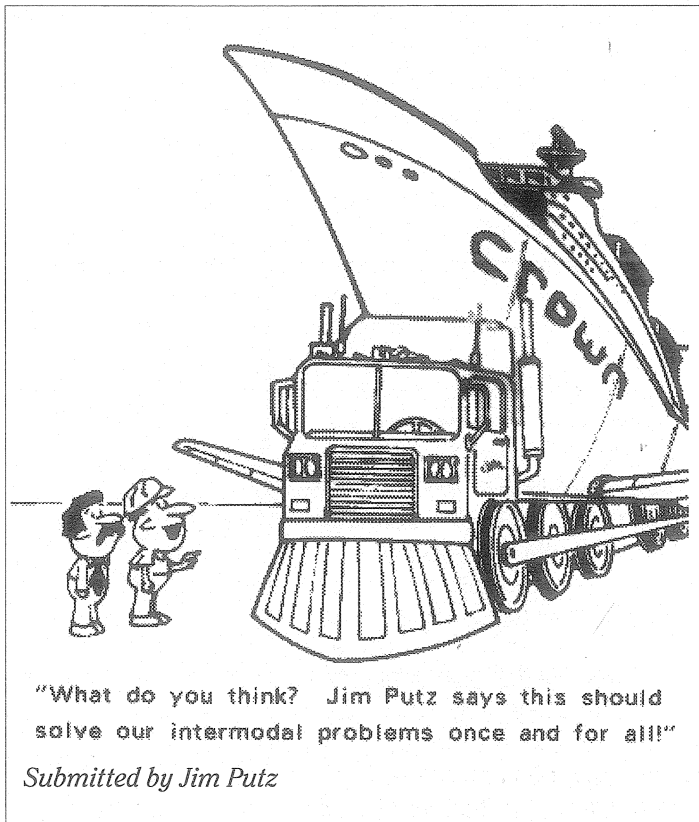
From midnight until 2:00 am, work was done to determine ways to protect the control signal. At 2:00 am the Crown team met with the contractor, the consultant and the architect to discuss the findings and recommend solutions.

By 3:00 am they were back on the corporate plane and arrived in Elkhart at 5:30 am.

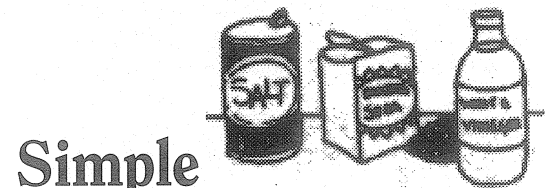
Shielded cable has now been installed and the radio station has been asked to reevaluate its approach. On January 2nd, the Peach Bowl was played at the Georgia dome and the sound and IQ Systems worked well.

Bottom Line: another satisfied customer.

✍



(A shipment transported by more than one type of carrier is referred to as "intermodal.")



Simple Substitutes

Submitted by Tim Bock

There are substitutes for products commonly used in routine household chores that are less costly alternatives to products which can cause potentially harmful waste. Let's keep hazardous waste out of our trash!

Killing germs: Most disinfectants contain organic solvents that are flammable and poisonous. Make your own disinfectant by mixing 1/2 cup of borax with one gallon of hot water.

All-purpose cleaner: Most all-purpose cleaners contain ammonia or chlorine. A better choice is to mix one gallon hot water and 1/4 cup vinegar. This solution is safe for all surfaces and can be rinsed away with water. Scouring powders also contain chlorine and phosphorous; try Bon Ami, which contains neither.

Murphy's Oil Soap is okay! - good for wood cleaning, too.

✍

Another Crowning Achievement

by Ben Dorsey

To some extent, Toastmasters International is a very selfish organization. That is, the program is designed so that members can selfishly pursue their goals in oral communication and leadership. And the members of Crowning Achievers are dedicated to doing that. But we are also committed to recognizing excellence in these areas when we see it.

With these words, **Ben Dorsey** introduced the Toastmasters Communication Achievement Award during a special plant assembly on January 28. The Communication Achievement Award recognizes non-Toastmasters who have distinguished themselves as leaders or spokespersons for worthy causes and who are skilled communicators or speakers.

This is the second year that the Crowning Achievers have selected a recipient for the prestigious award from within the Crown Int'l family. **Bob Sproston**, the President of Crowning Achievers, made the award presentation.

Receiving the 1992 award was **Dan Wolgemuth**, Information Systems Manager. Dan's background has included several communication accomplishments. He is a



Dan was joined by his wife Mary, daughter Allie, and son Erik.

skilled orator and has inspired many through his church service, community involvement, and, here at Crown Int'l, through assembly presentations and an inspirational "Monday Memo." Bob described that latter communication, a weekly message Dan sends over the network, as "a smile in words."

After receiving the award plaque, Dan offered an acceptance speech which showcased his skills. With humor and a story, he expressed his surprise and the honor he felt, having been selected. Dan's wife, **Mary**, and two of their three children were also in attendance.



Baby Face answer:

Chuck Gring and his sister, **Beverly**.

His sons, **Kevin** and **Scott**, work in Plants 2 and 3, respectively. Kevin is in QA and Scott in Fab.

Service With a Smile

by Mitch Sheckler

It is the policy of the Customer Service Department to recommend to our customers the official "Factory Pack" when shipping amplifiers to us for factory service. The Factory Pack includes such items as the carton, polystyrene pack, and cardboard inserts. It is the packing material with which the product was packed on the manufacturing line. It guarantees the safety of the product in shipping.

Some customers, however, do not heed our advice or simply do not speak to us before returning the product. Left to their own devices, a few customers were quite creative.

Once a Crown amplifier was packed in roll

upon roll of toilet paper! Nobody seems to recall if it was White Cloud or Charmin. Then there was the amp packed in old leisure suits. Granted this may have been a better use than the original intent, but it's not proper packing!

The amplifier packed in T-shirts silk-screened with Rock Groups of the early 1970s made it possible for the Factory Service Techs to improve their wardrobes. There was also an amp sandwiched between two styrofoam life preservers, the assumption being that the customer was prepared for shipping by boat! In retrospect, we think this may have been an Amcron customer. Slow boat from China?



CROWN CRIER

The Crown Crier is the bi-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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