

CROWN CRIER

Since 1971

Crown International, Inc. Employee Newsletter

April 1995

Network Systems Update

by Cilla Meachem

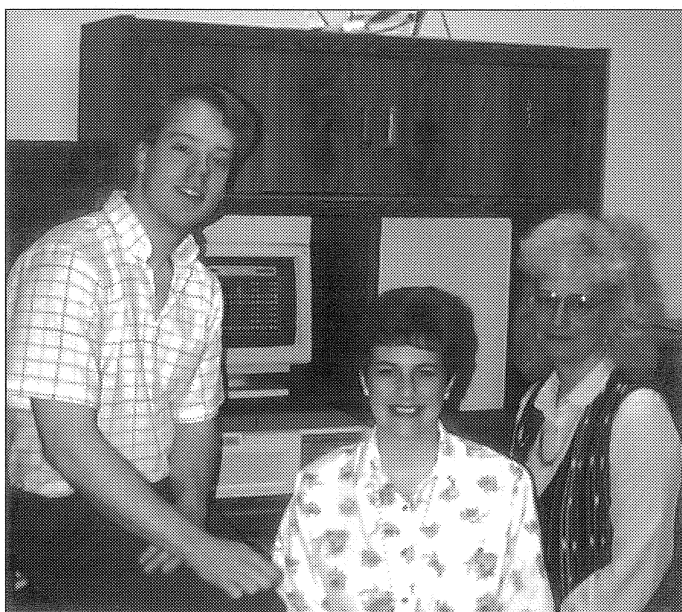
Change is in the air — it's outside as spring works to banish winter. We see it at Crown in many areas including Information Systems (IS). During 1994, IS was busy providing computing and communications support to its customers, all of Crown's personal computer users. Here's what's been happening.

Late in 1993, a decision was made to make Microsoft Excel the spreadsheet program for Crown. This meant that everyone using spreadsheets would have to run Windows. So in 1994 Microsoft Windows was installed on more than 300 personal computers. During this process, many PCs had to be upgraded or replaced, to run Windows and the larger programs. As newer, even larger programs become the norm, this upgrade process will continue.

The move to Windows also means that the network has to change to give Windows users support, while continuing to support those people who have not yet made the Windows move. Kevin Branch, Network Administrator, is responsible for coordinating these various changes.

Another change that Windows will bring is a move to more Microsoft programs. In addition to Excel, we are changing from Paradox to FoxPro for our database needs. For several months now we have been using FoxPro to implement and/or convert many database programming requirements.

For our word processing needs, we are presently using WordPerfect as our standard software. IS is currently working with Microsoft Word, version 6.0, to make sure that it will be able to give our



L to R: Kevin Branch, Rhonda Chapman, Cilla Meachem

PC users the functions and features to help them work most effectively. When we've worked out the bugs, Word will join the other Microsoft programs offered through the network.

As network requirements for Crown increase, more and more people use the network and the need for more formal procedures increases. To provide the kind of network service that our customers deserve, we need to manage our network resources more closely. This includes the software and the hardware that our customers need to access the network. It is a goal of the IS team to help our customers acquire equipment that will serve their needs now and for some time to come. This is

not an easy goal to reach, because the computer world is changing so fast. With all of us working together, IS believes that we can all be winners.

The future for Crown's network is exciting. Worldwide communication is beginning to focus on one thing: the Internet. This huge communications network can let us talk to a vendor down the street or a distributor on the other side of the world. The challenge for IS is to make this technology, and others,

available to our company while keeping all of our electronically stored information safe from unauthorized access.

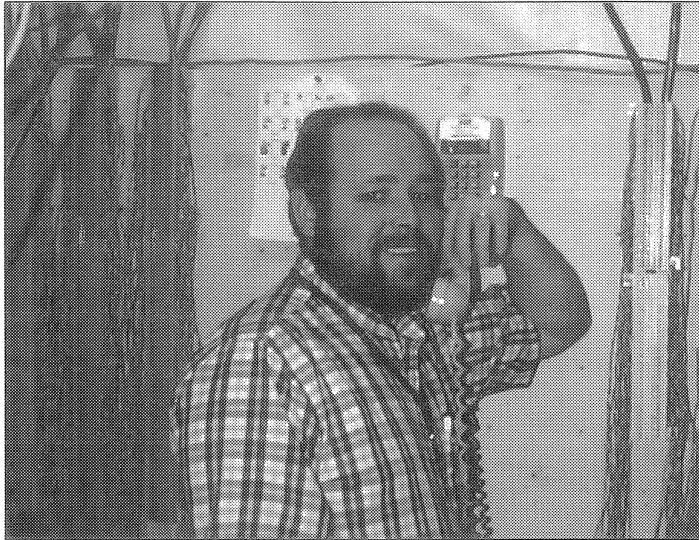
Meanwhile, the Support Services group in IS, Rhonda Chapman and Cilla Meachem, are hard at work trying to keep up with old programs, new programs and more users, while exploring the what-ifs and maybes. ☺

This issue is distributed on April 26th, in honor of Professional Secretaries Day! See the article about one of Crown's professional secretaries on page three.

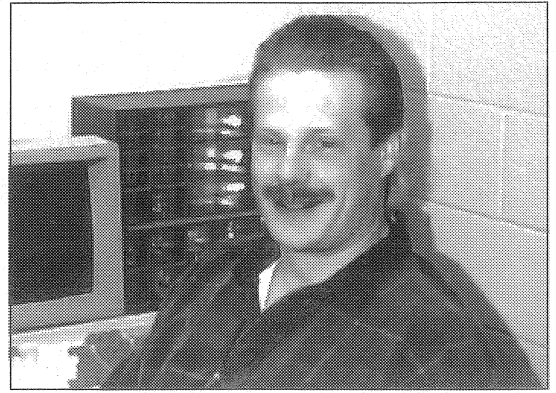
What's Happening in the Phone Closet?

It is no secret that there are a lot of wires in the phone closet. However, the volume of communications activity processed in that room may surprise you. Dick Housley, Communications Support Administrator, provided some clues:

- Crown International owns 452 working telephones. (There are slightly more than 650 employees!).
- There are 300 voice mail boxes and 636 total minutes of voice storage, or 16 hours.
- Patti Harris operates the console for Plants 1, 2 and 2A and directs calls to Plant 3. Erica Spencer operates a console in Plant 4 for Customer Service.



Dick Housley



As Telecommunications Technician, Andy Brower is a valuable member of the IS Support Team. He gives PC support and assists in many areas.

Two automated attendants (taped recordings) answer calls and take messages after hours.

- 88,159 telephone calls were made in March:
 - 49,999 outbound calls, or an average of 2,273 per day
 - 38,160 inbound calls, or an average of 1,735 per day
- The Crown computer network is tied together with fiber optic cable to each plant.
- 196 computer jacks are wired in Plant 1.

We don't have a count on all the cable and orange-yellow and blue-white wires, but maps and codes exist to track each and every one of them. Hats off to Richard Housley and Andy Brower! ☺

Building Going Up!

In March the bulldozers arrived and prepared the land south of Plant 3 for the new 20,000 square-foot addition. The expansion will house a new Powder Coat Line scheduled for powder coat production of all painted parts by the end of the year. The powder coating process requires a powder storage and application room, a washer/oven area to clean parts, a general work area where parts are loaded onto and unloaded from conveyors, a screenprinting room and a burn-off oven to clean part hangers. Currently, a 7,500 square-foot area remains undefined.

Steve Peer explained during assembly March 15 that the powder coat process is less costly, provides a durable finish and is environmentally friendly. We expect to improve customer satisfaction with better products, increase our return on investment and eliminate the hazardous waste produced by the wet coating process we use now. The line speed of the powder coating process will enable the Powder Coat Line to increase production and merge the day and night shifts into one shift.

Site work and foundation concrete work is finished and the building is on its way up! Crown's Maintenance Department under the leadership of Facilities Manager Don Florea and Mast Construction contractors will begin work on plumbing and electrical installations by May. ☺

1995 Artists and Writers Issue Call for contributions!

In May and June, 1991, the *Crown Crier* featured Crown employees who are performing musicians, craftsmen and craftswomen, artists, poets, writers and their projects. We would like to do this again in a "1995 Artists and Writers issue."

Please submit your drawings, poems and photographs to me or one of our reporters. If you are performing, or doing work in arts or crafts, let us know so we can write about your activities. We do need to know your names so we can talk to you to get our facts straight, but they do not have to be published if you prefer to remain anonymous.

This will be our variety show. We know there is a variety of talent among Crown employees. Let us hear from you by May 27th! ☺

Errors Noted!

The March issue of the *Crown Crier* showed Randy VanOrman demonstrating diagnostic techniques to a Service School at Hermes Service Center in California. It was NOT an IQ school.

Besides that, Randy flew from there to Disney World to join the marathon service team led by Don Peterson.

Secretary Sue Kurtz Succeeds By Trying

by Libby Marshall



Sue Kurtz

How does a girl who never liked math in school become the state treasurer of an international organization? Sue Kurtz, Administrative Resources Secretary, stepped out, took the risk, overcame the fears and enjoyed her first term as Indiana

Division Treasurer of Professional Secretaries International (PSI).

Sue earned certification as an Administrative Assistant from I.U.S.B. in 1990. The next step was membership in the Maple Chapter of PSI in Goshen, and then she agreed to become an officer. That led to the Presidency. Sue served a two-year term, during which she gained confidence in organizational and speaking skills. Through regional and state meetings and conferences, Sue was able to network with other secretaries throughout the United States.

Encouraged and supported by her family, friends and co-workers, Sue has had an exciting, rewarding and educational experience. She administered the budget for the Indiana Division of PSI and worked with chapter treasurers throughout

the state. She served as the Executive Board contact for the chapters in South Bend, Kokomo, Fort Wayne and Michigan City, and the Membership, Certified Secretaries International, Future Secretaries Association and Professional Development Committees. She provided guidance and direction to help them achieve the goals of the Division Board. Sue said, "I have truly enjoyed holding this office. The experience has been valuable to me in both my professional and personal life. I intend to put my hat in the ring again this April to run for a second term. The first year is a learning year, and I hope that in my second year I will be able to contribute more with the experience that I have gained along the way." ☺

Jenny Hoene: Detective of the Workplace

by Jan Smith

Within minutes of her arrival at Crown International for a second interview, Jenny Hoene met the local Fire Marshall. He had come for a fire inspection of Crown facilities. This provided Jenny with her first experience at hosting a regulatory inspection. She had a more comprehensive tour than most prospective employees, and found out about sprinkler heads and fire extinguishers!

Before hiring an analyst, Tim Bock, Environmental and Safety Manager, depended on outside consultants for government required procedures such as personal exposure samplings. The department needed someone with a background in Industrial Hygiene to handle this type of requirement in a timely manner.

An exposure sampling involves an employee wearing a pump for a day, which pulls air from the work environment through a hose and across a filter. The filter collects any impurities in the air, which can then be measured. This testing

takes a great deal of time, not only to do the testing, but also to analyze and report on the results. Frequently, we will have resolved any problems before getting the test results.

Industrial Hygiene "is the art and science of identifying and controlling hazards in the workplace to decrease the risks that threaten the health and well-being of workers, the community, and the environment." Jenny Hoene is well qualified to meet the increasing demands of OSHA regulation. She is a 1993 Purdue Graduate with a B.S. degree in Environmental Health and co-majors of Industrial Hygiene and Health Physics. This was just what Tim needed to accomplish his goals for Crown.

What does Jenny do? Well, she is the "detective of the workplace." Which means she analyzes what we do, how we do it and how we can do it more safely. To accomplish this, Jenny reviews the Material Safety Data Sheets (MSDS),



Jenny Hoene

conducts air testing, facilitates medical testing and provides training to ensure that employee exposures to chemicals are safe. She also analyzes jobs to ensure that they are done safely by eliminating or controlling hazards. In the event of an injury, she is responsible for documentation and reporting. Finally, she is a resource to management in the design of new work areas.

She is enjoying getting to know Crown employees and their jobs! ☺

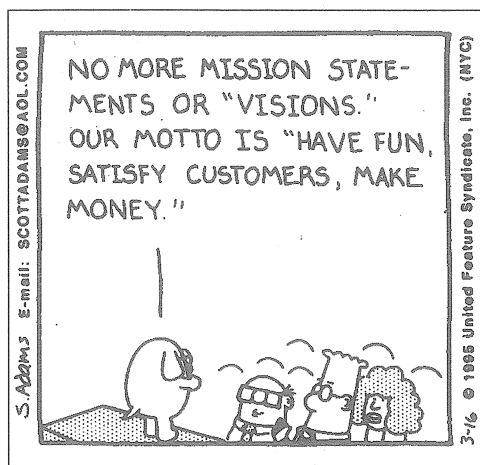
The President's memo...

Comic Strip Clarity

In the February issue of the *Crown Crier*, I wrote on the subject of "Clear Objectives." I stated Crown's broad business objective as simply as I could:

For Crown International to provide a high level of Customer Satisfaction in a manner that optimizes the long range Return on Investment.

Previous to that I challenged managers, supervisors and key support personnel to come up with a more concise, direct statement of objectives. Jan Smith did it, but she didn't write it. She read it in *The Elkhart Truth Business Weekly*, in a comic strip called, "Dilbert" by Scott Adams.



While I believe the objective was properly stated in the *Crier*, and to the company leaders, I see that I did not use the simplest terms possible! There has been some indication that it was not clear to all employees, and if we don't fully comprehend the broad corporate objective, it is doubtful that we will achieve it. So I am trying again, with Dilbert's (and Jan's) help:

- * Satisfy Customers
- * Make Money
- * Have Fun

The first two items are absolutely essential if we are to stay in business. The third item is usually a natural outcome as we accomplish the first two objectives.

Again I repeat myself, but emphasize that our four corporate principles describe what Crown International is all about: "Honor God; Serve People; Develop

Excellence; Grow Profitably...following Biblical principles." To honor God is certainly our highest aim. All four principles are served as we pursue and accomplish our business objectives of satisfying customers and making money. If we fail to accomplish these two basic business objectives, ultimately we would no longer exist as a business.

As I said in February's *Crown Crier*, all of us will have numerous sub-objectives we must accomplish to satisfy customers and make money. These other objectives typically fall into general categories, such as quality, product delivery, service and productivity. Your individual, day to day activities must finally lead to the support of our corporate objectives. I urge each of you to work with your supervisor to ensure mutual understanding and agreement that your individual objectives are clear, and that they do support our broad corporate objectives.

Thanks to Jan for providing the cartoon!

Terry Hammond



Robert Terry Hammond

The Crown Crier is published monthly to inform employees of customer, corporate, departmental and employee news and progress. News and ideas are always welcome!

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EMPLOYEE COMMITTEE FINANCIAL REPORT

As of April 12, 1995:

Balance in

Checking Account: \$ 987.73

Savings Account: \$5,157.23

Total On Hand \$6,144.96

Whether you turn to the right or to the left, your ears will hear a voice behind you, saying, "This is the way — walk in it."

- Isaiah 30:21 NIV