

Bracketime news

September 1993
for the employees of
Stearns Division, Rexnord Corporation

Customer Service: Commitment to Continuous Improvement

by Jon Keepman

Stearns has always been known for its service in the power transmission industry and now is dedicated more than ever to providing Total Customer Service.

Marketing Administration Manager Gary Lunzmann has put up a statement on the Customer Service bulletin board which reads, "The customer of the nineties: Smart, Challenging, Informed." Indeed our customers expect more detailed answers and quicker responses.

Our Customer Service Department is committed to answering our customers' requests on the first call, and with a ratio already at four incoming calls for every one outgoing, we would like to set a '94 fiscal goal of 6:1. During the second half of fiscal '93 the Customer Service Department averaged over 3600 incoming calls per month.

Clearly this ability to handle such a high volume requires a team effort among all of the departments at Stearns. Many times the customer

requires engineering assistance for their application, information on replacement parts for their brake or clutch assembly (many being obsolete or restructured) and most often information on lead times for shipping the product. In today's just-in-time world customers many times want the product on their door by the next day!

With this high level of interdependence it is more apparent that we at Stearns are all each other's customer. A chain of communication exists among the Customer Service, Engineering, Scheduling, and Manufacturing Departments in which all members must be informed to properly service the customer. All are integral links to facilitating the customer with the correct information. If one part of the chain is not informed we risk giving the customer delayed, incorrect, or incomplete information.

In an effort to fully realize the team concept, the Customer Service Department formally implemented the team approach last October with three

teams consisting of two or three employees each with a team leader.

Our goal is to create employee empowerment as each team makes decisions per guidelines and brings up ideas to improve our service capabilities on a daily basis. Additionally, each person in the team is responsible for a specific sales territory which encourages working relationships on a personal, detailed basis with our customers. Also, when a call is made directly to our product, service, or sales manager, that manager has a specific customer service representative to contact to ensure the customer's request is carried out.

Our latest team development is a forthcoming newsletter ("Just-In-Time News") to be sent to all Stearns distributors to keep them informed of division developments and to enhance their knowledge and responsiveness to the ultimate customer.

CLOCKWISE:

Gary Lunzmann
(Manager of Marketing Administration)

Scott Gilson
Southwestern Region

Jon Keepman
West Coast Region

Tom Butgereit
Mid Western Region

Barb Moore
Southeastern Region

Lois Bogart
Order Analyst

Jana Rozell
Mid Eastern Region

Terri King
East Coast Region

Lori Bates
Marketing Secretary



Manager's Comments...

1993 A Great Year!

My thanks to each of you for your contribution to making Stearns "Shine" in a year of difficult economic conditions. You are a great team and have earned the right to be proud of our accomplishments at Stearns.

In Fiscal 1993 which ended June 30, 1993, we established over **ten** new records. These included **Inbound Orders, Sales, Profit, Sales/Employee, On-Time Deliveries** and most importantly, **Highest Reinvestment** in our future.

Our future is important! The Stearns Division reinvested the largest annual dollar amount in capital for new machinery, new computers, new computer programs and the staffing to implement them, new tooling, fixtures, inspection gauges and instruments, new product development, training, etc., etc. It is important to continue reinvestment of earnings into our business and our people to remain competitive and grow our business in an increasing complex competitive world market.

If You Think Fiscal 1993 Was Great -- Wait Till You See Fiscal 1994!

With the action plans already in place, we (at Stearns) should see another 7.5% growth on top of the 18% growth in inbound orders we enjoyed in Fiscal 1993. **This means jobs and opportunities.**

Because the Stearns Division produces, we can count on the support of the Rexnord Corporation to fund our opportunities. Your continued "Can Do - WILL DO!" spirit in serving customers better than any competitor positions us



to take advantage of these growth opportunities.

Let's not forget about quality. In calendar 1993, we are targeting to be ISO 9001 Certified which means we qualify in meeting or exceeding the new international quality standards. Yes, our customers require our certification but more importantly, we require it of ourselves. We must be capable of insuring our highest quality standards are repeatable every day on every product we produce.

Look out world! Stearns is *on a roll* with a new sales force opening new markets and finding new customers, plus new products and expanding the markets and market share for our basic brake lines. We are committed to being there with cost effective, quality products available Just-In-Time to meet our customer's needs.

Thanks again for a great year and a great future.

Clarence L. Griffin, Jr.
General Manager

P.S. Let's have fun and enjoy our success.

1993 RETIREES

Anton Minik

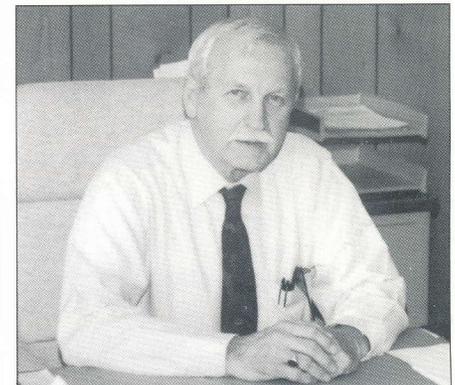


Anton Minik came to the United States from his home country, Czechoslovakia, and, beginning February 26, 1962, became a valued employee of Stearns for 31 years. He began in the Machine Shop in Department 407 and held positions as a P&J Operator, Set-up A, and an NC Operator. In addition to setting up and operating a number of machines, he trained many other operators as well.

During his years at Stearns, Anton (Tony) and his wife raised five children. His retirement plans included a trip back to Czechoslovakia (pictured) which he made this summer visiting friends and relatives.

Thanks go to Anton Minik for his 31 years of fine service. We all miss him at Stearns and we wish him the very best in his future.

Dick Shemanske



Sixteen years of dedicated service as Director of Engineering has given us many great memories of Dick Shemanske at Stearns. Under Dick's leadership, many of our products are a result of his innovative ideas, designs and processes which have continuously kept Stearns ahead of the competitors. The image of our division has been enhanced by his many published articles and technical papers. He and members of his department have acquired numerous patents during this time. We're proud of all his accomplishments and we'll miss him.

Enjoy your retirement, Dick. Thanks for the example you've set for all of us.

A Warm Welcome to Dr. Thomas Zwitter



With the retirement of Dick Shemanske, Tom Zwitter has taken over as our Director of Engineering and Electronic Manufacturing.

Tom has his Ph.D. in Electrical Engineering, M.S. in Electrical Engineering, and B.S. in Engineering Science (E.E., M.E., C.E. combined) from Case Western Reserve University in Cleveland, Ohio. He also has his Executive M.B.A., Certificate of Advanced Management.

With over 20 years of progressive experience, Tom has an established record of achieving new product development, technology acquisition, product planning, market research, and joint venture development.

We are glad to have Tom on our Stearns Team.

1993 Service Awards



Names in group pictures are in alphabetical order.

5 Years:

Adrian Davis,
Emily Feltz,
Joe Hermening,
Paul Maculan,
Kathi Olson,
Valerie Spade,
Randy Sprink,
Thuy Tran,
and Dennis Vogt

Not shown:
Jim Klann and Gene Poker



10 Years: Duane Griese and
Mike VanBendegom

Not shown: Pat Wagner



Whoops!

A printing mistake. Though the names are right for 5 year awardees and 20 year awardees, the two photos were switched in error. We apologize to all you people who deserve the correct recognition for your years of service.

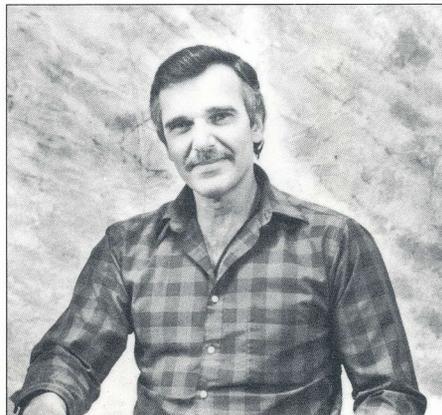
15 Years: Javier Avila, Kathy Bernier,
Romie Bolden, Dale Brigger,
Raul Castillo, John Miller and Kay Skoropat



20 Years: Charles Ashley, Mary Bobula, Ron Boettcher, Pat Boy,
Greg Brzycki, Dennis Czarniak, Irene Glogowski, Al Gniotczynski
and Joanne Nussbaum



20 Years: Amie Anderson, Frances Bevirt, Tom Butgereit,
Dorothy Grabowski, Steve Hapka, Mike Kropidlowski, Estela Ramos
and Esthel Rostkowski



25 Years:

Dennis Janiszewski

Stearns Division Annual Picnic August 1993





What do you do in your spare time after work?

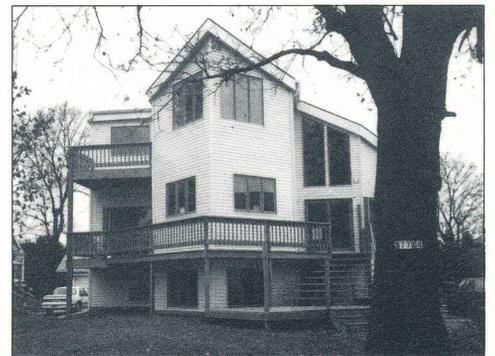
Here's what two people who work at Stearns did every evening after working 8 or 9 hours every day and weekends for 1 year. They built their own house.

Amy and Gene Poker working together (Amy's skills might put some of you guys to shame) along with friends and relatives built their own house. They started April 1992 by tearing down their existing house to the ground and started building the new one. Some fellow employees like Ernie Baese and Jeff Marshall were among the many that helped. Maybe you can spot Ernie up on the roof in the second photo. With no real place of their own, they slept at relatives, changed into working clothes in their unheated garage and cooked their meals on an outside grill. Gene did his own framing, plumbing, electrical work and drywall, not to mention every other labor job involved, with Amy working with him every inch of the way.

If you don't know who they are, Amy is in the Graphics Department and Gene is a Product Manager in Marketing.

It's a house to be proud of with still a lot of inside work to be done, but they did it and now live in it. Many happy years to both of you enjoying a job to be proud of.

1st photo: Original house that was torn down.
2nd photo: Shows house under construction.
3rd photo: Finished house.



Hunting Season

Hunting season is here! Down with the fishing rods! Clean the worms out of the back of your refrigerator! Put the waders away! It's time to HUNT!

Hear that? There's no hum in your ear anymore. The air conditioner is in hibernation until spring. Can you smell that stuff? It's called fresh air. It goes right up your nostrils to your brain and sets off a barrage of memories so strong you'd swear you can smell gun powder.

Speaking of gun powder, if you'd planned to buy stock in Remington it's too late. Any hunter worth his shell belt has filled his cabinets with as many shells as it can hold and probably has a spare box in the glove compartment of his truck. Am I right? Aren't there some of you out there that still haven't found the shells you hid from the Mrs. last fall?

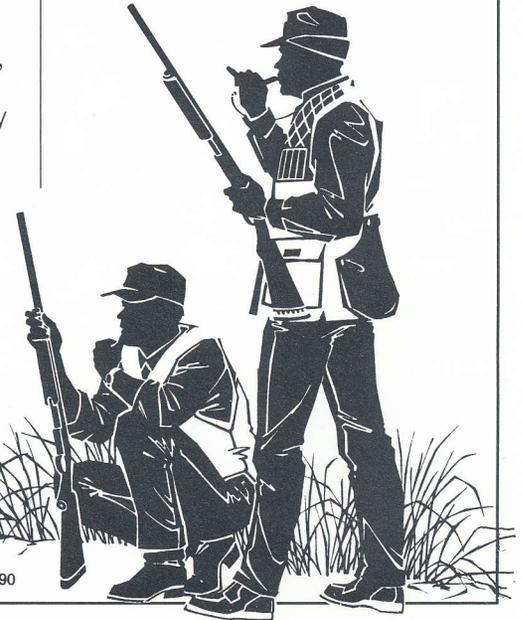
Yep, it's a wonderful season. The air gets crisp and the sun turns to a special sort of gold color in the fall. Some of the lucky ones get to eat pheasant for Thanksgiving. I usually save ours for Christmas dinner.

To all of you who are chomping at the bit, who have their guns cleaned, their boots well covered with Mink Oil, their new compass on their raggy old favorite jacket, to all of you I say, "Good Hunting!"

Have a great season and don't forget the first rule of the woods. Ice doesn't always hold as much weight as you think. Make your hunting partner cross the creeks first.



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10 Rules for Being Human

1. You will receive a body. You may like it or hate it, but it's yours to keep for the entire period.

2. You will learn lessons. You are enrolled in a full-time informal school called "life."

3. There are no mistakes, only lessons. Growth is a process of trial, error, and experimentation. The "failed" experiments are as much a part of the process as the experiments that ultimately "work."

4. Lessons are repeated until they are learned. A lesson will be presented to you in various forms until you have learned it. When you have learned it, you can go on to the next lesson.

5. Learning lessons does not end. There's no part of life that doesn't contain its lessons. If you're alive, that means there are still lessons to be learned.

6. "There" is no better a place than "here." When your "there" has become a "here," you will simply obtain another "there" that will again look better than "here."



7. Other people are merely mirrors of you. You cannot love or hate something about another person unless it reflects to you something you love or hate about yourself.

8. What you make of your life is up to you. You have all the tools and resources you need. What you do with them is up to you. The choice is yours.

9. Your answers lie within you. The answers to life's questions lie within you. All you need to do is look, listen, and trust.

10. You will forget all this.

Author Unknown

"Neither a borrower nor a lender be."

That's easy for someone to say until they're standing in front of the vending machine just a nickel short of the very thing that they need to make their day bearable. What to do? Turn around and ask the person next to you for a nickel, that's what you do. You say "Thanks," promptly get your hearts desire and even more promptly forget you owe someone a nickel.

Now, we all know that a nickel, one way or another, isn't going to make or break anyone who works here. It won't keep food out of anyone's mouth. What that nickel also won't do is buy you your creditability back, bring back the trust you've lost or get you another nickel when you need one. What I'm trying to say is, if you borrow it, return it. It's your responsibility to pay a debt, even a nickel. Honor has no minimum price.

Miss Ellaneous

If you really want the last word in an argument, try saying, "I guess you're right."

UNITED WAY. It brings out the best in all of us.

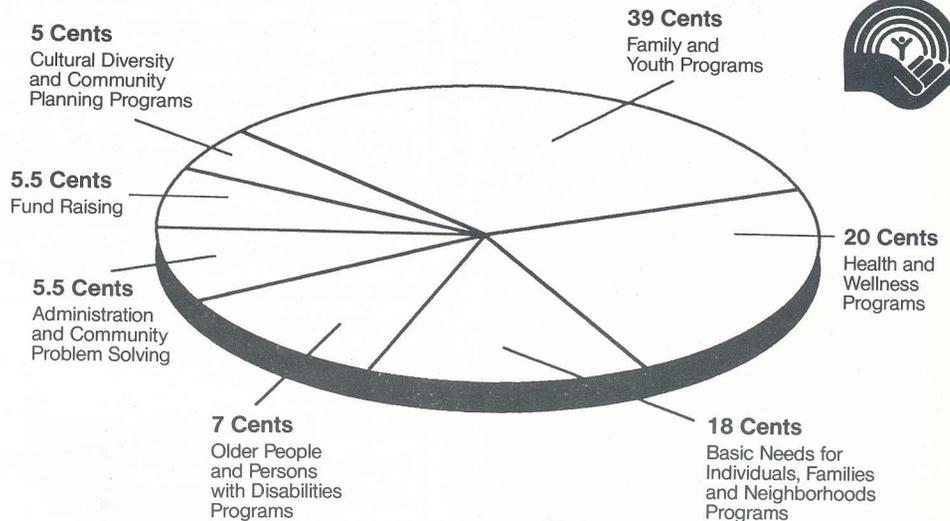
No matter where, no matter when, families and individuals have needed shelter, health care and health education, substance abuse treatment, neighborhood advocacy and development, day care, and child abuse education and prevention.

United Way helps fund programs that provide all these services and more. By joining the United Way team and adding your dollars to help improve the quality of life in our community, YOU can make a difference!

Facts about United Way of Greater Milwaukee

- United Way of Greater Milwaukee is locally operated. Our sole purpose is to serve the people of Milwaukee, Ozaukee, Washington and Waukesha counties.
- United Way of Greater Milwaukee funds more than 320 health and human development programs at more than 120 local nonprofit agencies.
- Local volunteers review programs supported by United Way to guarantee contributions are directed to programs and services where they will do the most good.
- Eighty-nine cents of each dollar you contribute goes directly to fund programs, making our local United Way one of the most efficient fund raising and fund distribution organizations in the country.
- More than a half-million local people each year, 596,432 in 1992, are serviced by programs funded by United Way of Greater Milwaukee.

How Each Dollar You Contribute Is Used



SAFETY AND YOU

Don't Break Your Neck at Work

You don't have time to be laid up because of an accident that could have been prevented.

Review this list, and keep it in mind . . .

- ➔ **Think prevention.** If you notice any potential safety hazard within or outside of your work area, report it and make sure it gets fixed.
- ➔ **Learn to look "down the road"** to make sure that nothing you're doing is going to create a safety hazard for yourself or someone else.
- ➔ **Don't break your back.** If there's even a *remote* possibility that something's too heavy or too awkward for you to move or lift by yourself, ask for help.

The minute or two you may save moving or lifting it yourself is *not* worth the risk.

- ➔ **Don't take shortcuts** when working with equipment; follow directions.
- ➔ **Use common sense;** *don't* do what you'd yell at your kids for doing. Standing on a tippy, roller desk chair to reach something is *dumb*. Take time to find a tall person or a stepladder.
- ➔ **Don't hurry** if hurry could compromise safety.
- ➔ **Dress appropriately** so that your clothing and jewelry don't create a safety hazard; always wear protective gear when it's appropriate or required.

Source: Hope Heart Institute - Summer 1992

A Time of Love

At this time of the year, it is especially painful for me to see the homeless people of the world. There are so many poor souls who sleep in doorways, boxes or any place that will protect them from the weather. They are without family, without emotional or financial support and sadly, too often, without hope.

I see the holidays nearing and the positive force of love is beginning to fill the earth. Many people will feed the poor, give gifts to orphans, donate clothing to charitable organizations, and bless them for their goodness.

Those people know the joy of giving and what a wondrous, soul filling joy it is! What truly saddens me is seeing so many, many people who've never known the joy of sharing. Often, those are the people who have the most.

It is my hope that the people with, will help those without. Those who can make a difference, try to, and those with no worldly goods to share, please join in prayer for better days, peace in the world and love. For love is the answer to all the questions and the way of all of our accomplishments.

We have a free will, let us use it for the betterment of all.

An Apology

Due to the fact that we have not published an issue of *Braketime News* since June of 1991, we apologize that we are not able to give the proper recognition to the 1991 - 1992 retirees.

We thank each of them for their years of dedicated service.

Ray Grabarczyk
Retired October 1, 1991

Italia Cervioni
Retired January 3, 1992

Esther Wargin
Retired January 31, 1992

Joyce Gorski
Retired November 1, 1992