

# Rexham

## Employee Newsletter

Charlotte, North Carolina

Third Quarter 1985



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# Quality Administrators' Council Provides Forum for Coordinating Division Quality Efforts

Recently we have been hearing a lot about quality and the Quality Improvement Process. We have read articles and observed our co-workers scurrying to "Quality" meetings. Why all this concern about quality? You might say it's an "enlightened self interest". If we don't increase our concern about quality, someone else (probably our competitors) will. Isn't it better to be the quality standard others attempt to match?

To help coordinate Rexham's overall efforts toward quality improvement, a group called the Quality Administrators' Council (QAC) was formed in May of 1984.

The Quality Administrators' Council is made up of representatives of the divisions/groups. The group meets every other month to help the division representatives coordinate their efforts in directing the Corporation on its journey to zero defects.

Probably the biggest benefit realized so far by the QAC is the regular sharing of successes and failures with the Quality Improvement Process.

Each division has tailored the Quality Improvement Process to its own individual environment and personality. Because of the flexibility of the Process and the slightly varied approaches, a wide variety of experiences have occurred.

As each division shares its own unique experiences, we all learn not only what has been accelerating, positive and good, but what detours and pitfalls to avoid.

In addition to this exchange of ideas, the QAC has developed a list of the quality-related books, video tapes, etc. available throughout the various divisions. This will allow interdivisional shar-

ing of educational resources.

Other action items for the QAC have included plant visits to other companies involved in the Quality Improvement Process, encouraging a more visible role in the QIP by management, developing guidelines for recognition, discussion of the cost of quality, logo/slogans and evaluation of

educational packages available to promote the Process.

The QAC firmly believes that the key to Rexham's future successes, customers and equipment lies with the Quality Improvement Process. It will continue to do its part to guide the Corporation toward the full implementation of the Process.



*This article was contributed by Bob Kiang, Manager of the Machinery Group's Quality Improvement Process. Bob chaired the Quality Administrators' Council since its formation in May, 1984 through May, 1985.*

*Larry Lamb, Manager of Quality Improvement for the Flexible Packaging Division, was named chairman of the Quality Administrators' Council at the May QAC meeting. Larry began his duties by coordinating a corrective-action workshop for division representatives on August 7.*



## Robert Butler Awarded 1985 Rexham Scholarship

Robert Butler of Greensboro, N.C. has been awarded the Rexham Corporation 1985 Scholarship. He is the son of Sim Butler, Plant Manager of Carton, Film & Label's carton plant.

As a student at Northwest Guilford High School, Robert excelled both academically and in extra-curricular activities. He served as class president in both his junior and senior years and as student body president for the 1984-1985 school year. He has participated in the Greater Greensboro Youth Leadership Conference and was a delegate to the 1984 N.C. American Legion Boys State. As a member of the marching band, he played baritone and served as section leader. Other honors include the 1984 DAR Good Citizenship Award and selection by his classmates as Most Outstanding Senior. Robert will enter the University of the South this fall where he plans to major in pre-law.

The Rexham Scholarship, valued at up to \$6,000, is awarded annually for academic excellence to the son or daughter of a Rexham employee. Selection for the scholarship is made by the National Merit Scholarship Corporation.



*Battle Wall (left), Vice President and General Manager of the Carton, Film and Label Division, made the scholarship presentation to Robert in May. Sim Butler, Plant Manager of the Greensboro carton plant, is the proud father.*

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If your son or daughter is a high school junior and will complete high school requirements and enter college in 1987, he/she is eligible to compete for the 1987 Rexham Corporation Scholarship.

Information on the 1987 Scholarship Program is now available from your local Human Resources Department.

Watch the bulletin board at your location for details.

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## Rexham Sponsors National Achievement Scholar

Five hundred sixty-nine award winners in the 1985 National Achievement Scholarship Program for outstanding Negro Students were named in late March.

The Achievement Program, a compensatory activity conducted by the National Merit Scholarship Corporation, was established in 1964. Its purpose is to identify and recognize promising black students in the nation's secondary schools and increase their opportunities for higher education. Rexham Corporation annually sponsors one of these scholarships.

A committee of professionals in college counseling and admission chose the winners of all the National Achievement Scholarships based on their abilities, accomplishments and potential for future success.

Ronald Coles, Jr. of Richmond, Virginia has been selected to receive the scholarship Rexham will

sponsor for 1985. Ronald will attend the University of Virginia this fall and is considering pursuing a career in law.



# What's the Problem?

Use your imagination and join this weekly staff meeting of the Accounting Department of XYZ Company. The purpose of the meeting is to identify work-related problems that the department can work on to solve. Let's listen in . . .

"I know what the problem is," offered Jim. "We're understaffed. If we hired another person, we could stop putting in all this overtime."

"That's not it," said Bob. "What we need is a personal computer. A PC would really speed things up and we could leave every day at 5:00 like we're supposed to."

"I think we should have more training" added Jane. "If we knew more about how to do our jobs, we could get our work done faster and not spend that extra hour or two every day to meet our deadlines."

"Okay. Now we have three problems we can work to solve in our area," concluded Judy Evans, Department Supervisor. "What do you think we should do first?"

**T**he first thing this fictional department staff should do is really define their problem!

Adding another staff member, buying a personal computer, offering better training: **ARE THESE REALLY PROBLEMS OR POSSIBLE SOLUTIONS TO A PROBLEM?**

If we look back carefully at what Jim, Bob and Jane said, the real problem facing this department could be too much overtime. Until this problem is thoroughly investigated and all the causes of "time worked past 5:00" are identified and measured, how will they know which of these solutions — or other solutions will best help to eliminate the problem?

**I**f you identify a solution and call it a "problem", you risk closing your mind to other, maybe better, solutions. You may spend time, money and effort to implement your solution and then wonder why it doesn't work.

How can you be sure the item you've identified is a problem? Try these tests:

1. Can it be stated in one or two sentences without using "lack of", "not enough", "we need", or "we should have"?
2. Can you state how you know you have a problem, i.e., the visible signs that tell you of the problem?
3. Can you identify the cause(s) of the problem?

If your problem can pass these tests, chances are very good that it will stand the real test; it will allow you to find the best solution!

# Laminex Introduces "System 500"

In late March, Laminex introduced an all new product: the "System 500". The "System 500" is an inexpensive photo-identification system designed to appeal to companies or groups with less than 500 employees or members.

"System 500" was developed around a Laminex-modified Kodak Trimprint\* 940 instant camera and contains all items an employer would need to set up a photo-ID system. Its low price and easy-to-use features make it ideal for small hospitals, health clubs, small utility companies and other "under 500" private or public groups.

\*Trademark



## Carton, Film & Label's Bridgeport Plant Named Outstanding Supplier



Ray Dugas (center) accepts the plaque from Bernie Shevenell, of Polaroid. Also on hand for the presentation were (left to right) Charles Cooke, Frank Pauza and Battle Wall.

Carton Film and Label's Bridgeport, Connecticut plant has been recognized as one of Polaroid Film Division's top suppliers of 1984. The Bridgeport plant produces SX-70 film packages and was honored for consistently meeting Polaroid's exacting requirements. The plaque reads, "Awarded to Rexham Corporation for Outstanding Quality of Raw Materials in 1984."

Congratulations to all employees whose valuable efforts contributed to this accomplishment!

## Who Do You Work For?

If you were asked the question "Who do you work for"? what would your answer be?

Some people may say "I work for my boss". Others may answer "I work for Rexham Corporation". Still others may say "I work for myself".

**HOW MANY OF US WOULD ANSWER "I WORK FOR MY CUSTOMERS"?**

As we do our work every day, we're all customers and suppliers. We receive input (products/information) from our suppliers. We use that input to perform our work and then pass our "product" along to our customers.

Every individual can contribute to Quality Improvement by doing a customer analysis. Try these simple steps:

- Identify the products of your work.
- Identify the customers who receive your work.
- Then, talk to your customers.
- Find out exactly what their requirements are.
- Ask your customers if they're getting **what** they need, **when** they need it.
- Follow up with your customers later to be sure you are continuing to meet their requirements.

# Quality Improvement Process

**UPDATE**

## Industrial Division Forms Re-QIP Teams

Industrial Division employees are being offered the opportunity to join Re-QIP (**R**exham **Q**uality **I**mprovement **P**rocess) teams to identify and solve problems affecting their work areas. Re-QIP team members receive specialized training in problem identification and problem-solving techniques to give them the

skills they need to work effectively to analyze and solve work-related problems.

The employees in the teams pictured here volunteered to participate in the pilot program. There are currently more than eleven Re-QIP teams at work in the Industrial Division!

### Quality A-Team



(L to R) Doug Byrum, David Hafer, Earnest Stanley (kneeling), Ronnie Richardson, Bob Skibbe, Gerald Stilwell, Napoleon Morrison



(L to R)  
Tommy Watson,  
Brad Trull,  
Ebb Miller

### Internal Intelligence Committee



(Front row, L to R) Lennon Parson, Larry Cunningham, Ed Rorie, Eddie Fisher, Sanford Young; (Back row) Larry Duncan, Richard Snead, Tony Benton, Bobby Dull



(Front row, L to R) Terry Moore, Keith Bowers, Adolphus Duren, Bruce Bailey; (Back row) Bill Jacobs, Marty Kennington, Mark Shehane, Dimetrius Fletcher, Larry Truesdale (David Barnes and John Loftin not pictured)



**Circle One**

*(Front row, L to R) Bob Griswold, Cindy Sherrill, JoAnne Hovis, Edwin Jones; (2nd row) Emery Palmer, Ed Thomas, Joe Christie, Don Ocampo, Jim Martin; (Back row) Jerry Roth, Brian Keith, Mike Shimanski (Robert Alexander and Mike Harkey not pictured)*



**New Directions**

*(Front row, L to R) Sondra Skibbe, Denise Byrum, Nancy Smaragdís, Marsha McAteer, Marie Smith; (Back row) Harriett Ivey, Mark Brinson, George Hunt, Yvonne Yandle*



**Stat Team**

*(Front row, L to R) Bea DeCoste, Rubye Wells, Susan Baker, Jackie Hayes, Marilyn Goforth; (2nd row) Michael Phillips, Jerry Roth, David Osborn, Mike Edwards, Brian Nash, Bobby Huggins; (Back row) Brian Varley, Keith Thielke (Julia Souther not pictured)*

# Quality Improvement Process

UPDATE

## Bartelt Employees Get Results



(Left to right) John Cowan, Fred Freed, Bill Van Orden and Charles Borton of Bartelt worked with their data processing department to reduce the number of errors in the Unmatched Report. This report, issued twice a week, shows parts added to stock and compares what is added to stock cards with receivers, process close outs and return to stock cards. The solution they developed to assure greater accuracy in the reports has resulted in a work-time savings of 5 hours per week.



Sandy Shewchuk (left) and Shirl Murphy of Bartelt's Human Resources Department, display a measurement chart showing the dramatic decrease in the number of insurance claim forms returned because of insufficient information. Sandy re-educated employees on the requirements for submitting claims to help solve the problem and reduce processing time.



Bartelt's "STP" (Solve the Problem) team found that making everyone aware of a problem through charting it can sometimes solve the problem. Just by charting the problem (operations held up for lack of immediate inspection) the situation improved so much that the chart was retired! The "STP" team includes (left to right) Charlie Rixon, Roy Williams, Pete Laskowsky, Don Brice, Richard Wingate — Chairman, Hans Clemens, Nathan Cole.





*On Sunday afternoon, June 9, an estimated 250 Charlotte-area employees and family members attended the Open House at Rexham's Corporate Headquarters.*



*Company officers were on hand to greet everyone as they arrived.*

## Rexham Corporate Headquarters Holds Open House



*Here, Wes Soule, Treasurer, introduces himself to Patrick McKittrick, son of Chris McKittrick.*



*Employees such as Norm Gardiner (center), who are located at the Corporate office, volunteered to conduct guided tours of the building.*



*The tour ended in the cafeteria where refreshments were served.*



*The "Queen City Stompers" played Dixieland jazz and had everyone's toes tapping by the end of the afternoon.*

# Protecting Against Cancer

Cancer claims 400,000 deaths each year in our country. Is there anything we can do to protect ourselves against it? The answer is, yes.

## **Avoid behaviors that have been proven to increase the risk of cancer.**

*Smoking.* According to the American Cancer Society, cigarette smoking is responsible for one in five cancer deaths. About 90 percent of lung cancer cases are related to smoking. Smoking has also been linked to cancer of the larynx, pharynx, oral cavity, esophagus, pancreas and bladder.

*Ultraviolet rays.* Excessive exposure to ultraviolet rays whether from too much sun or use of tanning salons can increase the risk of skin cancer.

## **Become aware of cancer's warning signs and act if warning signs appear.**

The Minnesota Medical Association estimates that close to one-third of cancer deaths could be prevented if the cancers are caught in their early stages before they have a chance to spread.

The American Cancer Society's seven cancer signals are:

1. Unusual bleeding or discharge.
2. A lump or thickening in the breast or elsewhere.
3. A sore throat that does not heal.
4. A change in bowel or bladder habits.
5. Hoarseness or cough.
6. Indigestion or difficulty swallowing.
7. Change in a wart or mole.

If you experience any of these warning signals longer than two weeks, see your doctor. These signals do not always mean that cancer is present, but they suggest that an examination is needed.

## **Incorporate self-exams into your lifestyle.**

We know that some cancers are highly curable if found early and treated promptly and properly. Self-exams can help us become familiar with our normal body tissue. Changes from the normal will then stand out and signal us to seek help. Two important exams are:

1. *The breast self-exam for women.* Women detect 90% of breast cancer themselves. Unfortunately, most of this cancer is found accidentally and not as a result of regular self-exams. Worked

into the dressing-bathing routine monthly, breast self-exams done can help women detect cancers earlier.

2. *The testicular self-exam for men.* Work it into the bathing-dressing routine; it only takes a minute.

Your doctor can help you learn to do these simple, life-saving techniques. There are also classes in self-exam techniques given periodically by the American Cancer Society, local hospitals or medical centers.

## **Consider making dietary changes.**

Although still speculative at this time, there is some evidence that a high fiber diet may help protect against colon and rectal cancer. Also speculative is the association of a high fat diet and breast cancer.

## **Talk with your physician about screening exams for cancer.**

Every physician's office is a cancer detection center. Two-thirds of all cancers are on the surface of the body or close enough to the surface to be seen with common examination aids or felt with the physician's fingers.

The pap smear test is commonly used along with a vaginal exam to detect cancer of the cervix. Stool examinations for blood can help detect colon and rectal cancer as can a finger exam of the rectum.

Other useful screening tests are the proctoscopic exam for detection of colon cancer and the mammogram for detection of breast cancer. There is controversy about how often these tests should be done. Generally they are not done routinely in younger persons where the risk of developing cancer is low. Your physician can best advise you how often these exams and tests should be done.

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# Savings Bonds: Good Investment for Your Future

Getting into the habit of saving money isn't easy, no matter how hard you try. There is, however, an easy, convenient method of saving regularly that offers tax advantages and near-market interest on small sums of money. That's the payroll savings plan for U.S. Savings Bonds.

When you join the plan, you select an amount to be set aside from each paycheck to buy bonds. The rest is automatic. You save payday after payday, without interruption.

It's smarter than ever to join. Why?

- *Higher interest* — Savings Bonds now earn market-based rates when held five years or longer.

- *Security* — interest and principal are fully guaranteed by the U.S. government against loss.

- *Automatic allotment* — money for Bond savings is systematically withheld from a paycheck before it's even received. What's not seen, can't be spent — and there's no paperwork involved.

- *Future* — Savings Bonds ease the way to a brighter tomorrow by building up funds for children's education, vacation, or whatever you might wish to save for, and additionally, there are

- *Tax advantages* — U.S. Savings Bonds are exempt from all state and local taxes. Federal tax can be paid on the interest when cashing in the Bond.

## When Your Telephone Rings...

- **ANSWER PROMPTLY**

Try to answer on the first ring, if possible. Your alertness gives a positive start to any conversation.

- **IDENTIFY YOURSELF**

Let the caller know to whom he or she is speaking. It avoids misunderstanding and possible embarrassment.

- **OFFER A PLEASANT GREETING**

Opening a conversation by saying, "Good morning, Miss Gordon", or "Mrs. Robert's office, Mr. Jones. May I help you?" shows that you intend to be courteous.

- **TREAT EVERY CALL AS IMPORTANT**

Never treat any call as "routine". Building confidence in you and your company starts with personal consideration for the caller.

- **BE A GOOD LISTENER**

Give the caller your undivided attention. Don't ask the person to repeat, except when you want to verify a number or spelling. Never make callers feel they're in competition with someone else in your office.

- **USE COMMON COURTESY WORDS**

"Please", "thank you", and "you're welcome" are positive and powerful words that build a reputation for you and your company.

- **USE THE CALLER'S NAME**

There's no sweeter music to a person than the sound of his or her own name.

- **TAKE TIME FOR A GOOD ENDING**

Always thank the person for calling and offer a simple "Good-bye". Let the caller hang up first; then, replace your handset gently.

## Give Yourself a Raise.



Sign up for new *competitive-rate* U.S. Savings Bonds where you work — and safeguard your future with

- high market-based interest
- guaranteed earnings
- tax advantages
- no risk
- worry-free ease of Payroll Savings



**U.S. Savings Bonds ★**  
America's favorite way to save!



# Russ Shaw Runs In Boston Marathon

Russ Shaw, Supervisor of Bartelt Machinery Division's fill test laboratory, has accomplished a goal that most of us would never even attempt to tackle. He ran in the April 15th Boston Marathon!

A member of the Manasota Track Club, Russ has run for just over five years. Since he began in 1979, he has accumulated over 200 trophies, plaques, ribbons and other prizes.

Russ competes in as many as 60 races per year, with distances ranging from 5000 meters (3.1 miles) to the marathon. His competition has taken him all over the U.S. as well as to Canada and England.

The Boston Marathon was Russ's biggest challenge so far. He qualified for the race by running a 3:19 marathon in England last year. He completed the Boston course (his twelfth marathon) in 3 hours and 46 minutes. "I usually run a faster time", Russ commented, "but the Boston course is very difficult because it is so hilly".

Training for a marathon begins about six weeks prior to the race. During that intense training period, Russ will run 60-70 miles per week. His regular regimen, however, consists of running "only" 35-40 miles a week.

Best of luck to Russ in future competitions!

The Rexham Employee Newsletter is back! Employees are encouraged to submit articles, photographs, or other items of interest for consideration for publication in the Newsletter to:

Brenda Sawyer  
Human Resources Department  
Charlotte, NC