



Associated Addition

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April 2012

Behind the Scenes Look At AFI's Team (SNEAK PEEK)

Business Address

320 Mallard Lane
Mankato, MN

56001

Phone: 866-345-5861

Fax: 507-345-5828

We're on the Web

www.associatedfinishing.com

E-mail Quotes

quotes@
associatedfinishing.com

Fax Quotes

Fax: 507-345-5828

Need help with:

Order pick-up

Brian Christnagel

866-345-5861 ext. 211

Status on an order

Ryan Kapsner

866-345-5861 ext. 246

OR

Jammy Harroun

866-345-5861 ext. 221

Quality

Alan Baer

866-345-5861 ext. 206

OR

Christine Doering

866-345-5861 ext. 212

The finishing service we provide takes a whole recipe of ingredients such as paint, masking, pretreatment chemicals, ovens, booths, plugs, guns, compressors, etc. but all these ingredients would just be a pile of sloppy goo without the one essential ingredient—our people. In this series of articles, we'll try to give you a little background on some of our people that you may encounter as you deal with Associated Finishing. In this newsletter we feature our Estimator, Scott Niss.

Scott began working part-time as a painter, silk-screener, and material handler at AFI in 1989 while attending college at MSU. After graduating with a degree in Manufacturing Engineering Technology, Scott stayed with AFI and put his experience to work improving quality as the Quality Control manager. When a position opened up in estimating, Scott decided to take a pro-active approach and move his effort to the front end of orders. His experience in production and QC helped him to improve our service by obtaining the information needed to process jobs correctly and get that information into the hands of our employees.

Today, 23 years later, Scott still enjoys working with customers to quote parts and set up new orders. He currently is working with our software programmers to develop a method of creating standard quotes using our computer systems. Responding to customers quickly is one of Scott's top priorities and he usually succeeds by returning quote requests within 24 to 48 hours. We hear a lot of thank-you's from customers for Scott's prompt service.

On a personal note, Scott lives in Janesville with his wife Cathy of 19 years. They have a

16-year-old daughter, Ashley (who is now driving—giving Scott and Cathy a few extra gray hairs) and a 13-year-old son Tyler (who loves paintball—that explains the stain on the back of Scott's shirt!).

When asked if there's a famous person he'd like to meet, Scott responded that he'd like to meet David Letterman, but he did share an elevator once with John McEnroe and Tatum O'Neal when he was about 13 years old.

Scott's past-times include boating, hunting and fishing. He enjoys any activity that involves the great outdoors with family or friends. Scott is also active in the Janesville Rotary. On Scott's bucket list is—get ready for this...Sky Diving! When we heard this, we asked Scott what his dream job would be if he couldn't be working at AFI. It was no surprise, considering the airplane magazines in Scott's office, that he said, "an airline pilot".

I guess for now, he'll be "diving" into your quote requests and "jetting" your order information out into the plant. We thank Scott for visiting with us and allowing us to feature him as the first SNEAK PEEK employee in the AFI newsletter.



Hot Tips from AFI on PPI—PO's, Paperwork and Instructions

This article was written to help new customers (and old) provide us information that will allow us to process orders in the most effective manner possible.

- 1) Advance PO's—When you know in advance your order is coming you can send us an advance PO. We can enter this in our system to confirm inventory of the paint, special or custom masking, or plugging. If we do not have an advance order, the powder or other supplies may not be on hand at the time we receive your order. **NOTE:** If we have to order a custom paint, it sometimes takes 6-to-8 weeks.
- 2) Paperwork—We receive many orders with no paperwork. This does delay the order because we have to make up paperwork and produce information that is important to our production team. To help, please have paperwork ready when our truck picks up your parts. The following information will help process your order:
 - name of company • PO number • part number • quantity • date parts are due, special instructions (if there are any) • quote number • contact person on order
- 3) If we do not have a quote number or pricing, we can't process the order immediately. This can delay your orders two days or more.
- 4) Label parts on your skid, package, or gaylord, especially if you have several different part numbers on the same skid that require different paints or processes.



If you have any questions pertaining to this article, please call Christine Doering at 866-345-5861 ext, 212 or e-mail cdoering@associatedfinishing.com.

ON THE ROAD AGAIN!!

Once your parts are processed, our shipping department knows that it is essential that you get your parts back in perfect condition and without delays. For this reason, we have invested in a new semi-truck and trailer for you our customers. Both the truck and trailer are equipped with air-ride suspension to give your parts a safe ride and avoid nicking or scuffing that new finish. The truck meets all the new EPA emission standards and has the best engine technology available today in order to give you the greenest, most reliable service possible. Pictured below on the left is the new trailer and below on the right, with the truck, our salesman Danny Hewitt, Brian Christnagel, shipping supervisor, and drivers Reggie Williams and Dan Murray. You'll be seeing Dan more in the semi as Reggie takes a break from the road and does some powder-coating in the plant. You'll also get to know our straight truck drivers (pictured at right) Terry McMichael, Kyle Hulke, and Paul Kapsner, as they make visits to your plant. The entire shipping department wants to thank you for the opportunity to serve you by putting your parts, "On the Road Again"!

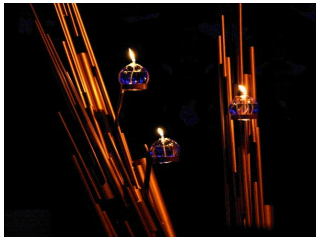


Straight truck drivers
(left to right)
Terry McMichael,
Kyle Hulke
Paul Kapsner.



Christmas at Gustavus

Gustavus Adolphus College in St. Peter came to AFI for an unusual request. They had a candelabra that was designed for use in their 2011 Christmas Concert. Could we powder coat it? Of course we could. The pictures below show the finished work powder coated in antique gold. We felt honored that Gustavus came to AFI to allow us to paint a work of art for their campus. (Photos courtesy of Gustavus Office of Marketing and Communications, printed with permission).

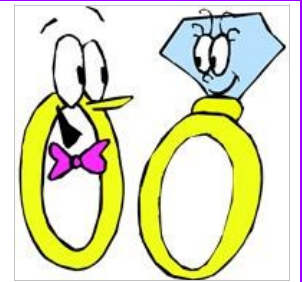


Bailey Anne Harroun

Born: January 17, 2012
7 lbs 5 ounces
20 inches long
Proud parents:
Terry & Clenda Harroun

Engagement Announcement

Congratulations to Mandi Rauchman and Jamme Harroun on their engagement. We heard it all happened on the day of love, Valentines Day, February, 14, 2012. We wish you many years of happiness together.



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(Back row, left to right) Kyle Hulke, Larry Olfert, Tony Senese, Will Flowers.
(Front row, left to right) Shari Small and Kathy Guetschow (not pictured), Teresa Morales.

Seven employees participated in Kaizen's. AFI employees are given opportunities to submit their performed Kaizen. Employees are encouraged to submit Kaizen's that save time and money to get the parts shipped faster with good quality. The Kaizen program has proven over and over again that lean practices and implementation are worth while not only to AFI but our customers also. We are continuing this program through the entire year.

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Kaizen: Japanese word meaning continuous change

Twins Fan Scores Big

Shari Small our Data Entry personnel attended a Twins Fest at the Kato Ballroom. Talk about lucky!!! She won two items, a bobble head of Joe Mauer and a bronze statue of Joe Mauer. She was the envy of the office. Of course after the pictures were taken the trophies were taken home for safe keeping. Congrats Shari and hope you can make it to a Twins game or two.



GO TWINS!



Which TOE has Got to Go!

AFI employees are essential to our service and their safety is top priority. As parts get heavy, foot injuries become higher risk so we've instituted a safety shoe policy as of January 1, 2012. All employees will now receive a "shoe reimbursement" and will be required to wear safety shoes, As you can see by the picture below, someone (Christine) is wearing improper shoe attire for the plant. (Brown pointed shoes).

Thank you to our models Becca and Melissa Austad (Or as we know them in the plant, "the twins"), and Jack Humphries.

Nice Shoes!!!

