



Associated Addition

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July 2014

320 Mallard Lane
Mankato, MN 56001
Phone: 866-345-5861
Main: 507-345-5861
Fax: 507-345-5828

“Advanced Shipment Notice” How will it help you?



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
Call shipping
507-385-2767
shipping@
associatedfinishing.com

Status on an order
Ryan Kapsner
507-385-2763
or
Jammy Harroun
507-385-2764

Quality
Alan Baer
507-385-2765

Associated Finishing Inc., is always looking for ways to better the relationship between our customers and ourselves. An important part of any relationship is communication. “Advanced Shipment Notices” will increase the communication in a simple, but effective way.

An Advanced Shipment Notice is an email that is sent to a customer that contains the packing list of their shipment on that day. Ann Austad, our Logistics Manager, comments, “We create an extra copy of the packing list that the driver pulls and leaves for me as he is loading it on the truck. Then, I can confidently say that it is on the truck.” This early notice aids our customers to plan their workload in an efficient way, with reliable information.

This notice also saves our customers and AFI time. The time it takes for a customer to send a request to AFI, AFI to get the correct information and send it back can, in many cases, be frustrating for everyone involved. This process streamlines that information and cuts out the time and effort of the many who are involved. Advanced Shipment Notices help keep AFI organized and confident that every customer has the information they need.

You may be asking yourself, when will these notices start? They have already started! We have received great feedback from customers who have appreciated the information. Ann states, “Many of our customers really depend on the information. They can relay that information on to their customers in a timely fashion. It puts answers in their hands and they don’t have to wait for a call back from us because they have the packing list right in front of them.” AFI hopes that Advanced Shipment Notices will better the communication between us and our customers and, ultimately, create a stronger relationship.

If your company is not receiving Advanced Shipment Notices or if you would like to add an individual to the list, contact our shipping department at: shipping@associatedfinishing.com.

AFI Fun Facts

Our second facility, Rock Street, opened in which year?

2004 2008 2010 2013

How many continuous paint lines does AFI currently have?

1 3 4 6

Approximately, how many pounds of powder has AFI used so far this year?

15,000 25,000 45,000 65,000

The Operations Manager, Ryan Kapsner, and Operations Assistant, Jammey Harroun, have ___ years of finishing experience (clue in the newsletter)?

23 20 12 6

How many trucks are in AFI's fleet for pick-ups and deliveries?

1 2 3 4

(Answers on the back cover)

Kaizen Corner

Associated Finishing employees are given opportunities to submit their performed Kaizen. Employees find ways that save time and money to get parts processed faster with good quality. The Kaizen program has proven over and over again that AFI's lean practice and implementation is worthwhile; not only to our customers but also to AFI.

At our April all-employee meeting, we awarded four employees for their Kaizen ideas. We thank all our employees for implementing their practical ideas that make their jobs easier and add savings to our customers and AFI, by keeping costs down.



From Left: Larry Olfert, Becky Baer, Larry Myking, (Mike Reinarts not pictured)

Kaizen:
Japanese word meaning continuous change

AFI Anniversaries

April

Nick Anderson 1 year
Justin Kump 1 year

May

Curti Sieg 20 years
Terry McMichael 10 years
Warren Cassel 1 year
Jammey Harroun 14 years

June

Aaron Busse 2 years
Mike Lane 5 years
Reggie Williams 22 years
Jay Rush 5 years
Ted Schreyer 36 years
Ryan Kapsner 9 years
Vickie Schreyer 18 years
Becky Baer 5 years

One call gets it all!

Behind the Scenes Look at AFI's Team

Ann Austad Logistics Manager

Words to describe shipping departments of many companies are usually along the lines of busy, stressful, and chaotic. A strong leader must be in place to ensure organization is a top priority. AFI is lucky to have one of those leaders, Ann Austad.

Ann grew up on a farm south of Mankato, MN. Throughout her childhood, she was very active in sports and 4-H. She was a five letter athlete in high school including taking stats for the football team and being the first female manager for the boys baseball team (softball wasn't offered at that time).

During her senior year in high school Ann joined the National Guard and spent the next nine years serving our country, as a Supply Specialist. She also worked in the retail and accounting industries for the next twenty years.

About ten years ago, AFI was trying to fill an HR/IT position. John knew Ann was the right person for the job the instant he interviewed Ann and cancelled his other interviews for that position. Ann remembers, "When I came to AFI— there was no formal HR department. So I researched and wrote the employee handbook, and all of the different policies that were needed to comply with our goals." She also transitioned AFI through two software upgrades while in that position. From there, Ann moved into a Purchasing and Safety Manager role and finally landed in her current role. When asked about all of her roles Ann responded, "Each has offered a totally different aspect of areas that are vitally important to the company." Ann works tirelessly to ensure that correct quantity shipments and on time deliveries are made to our valued customers. Currently, Ann runs a fleet of three trucks with a fourth on the way. She works with Jammey and Ryan everyday to ensure the right parts are moving through the shipping department and

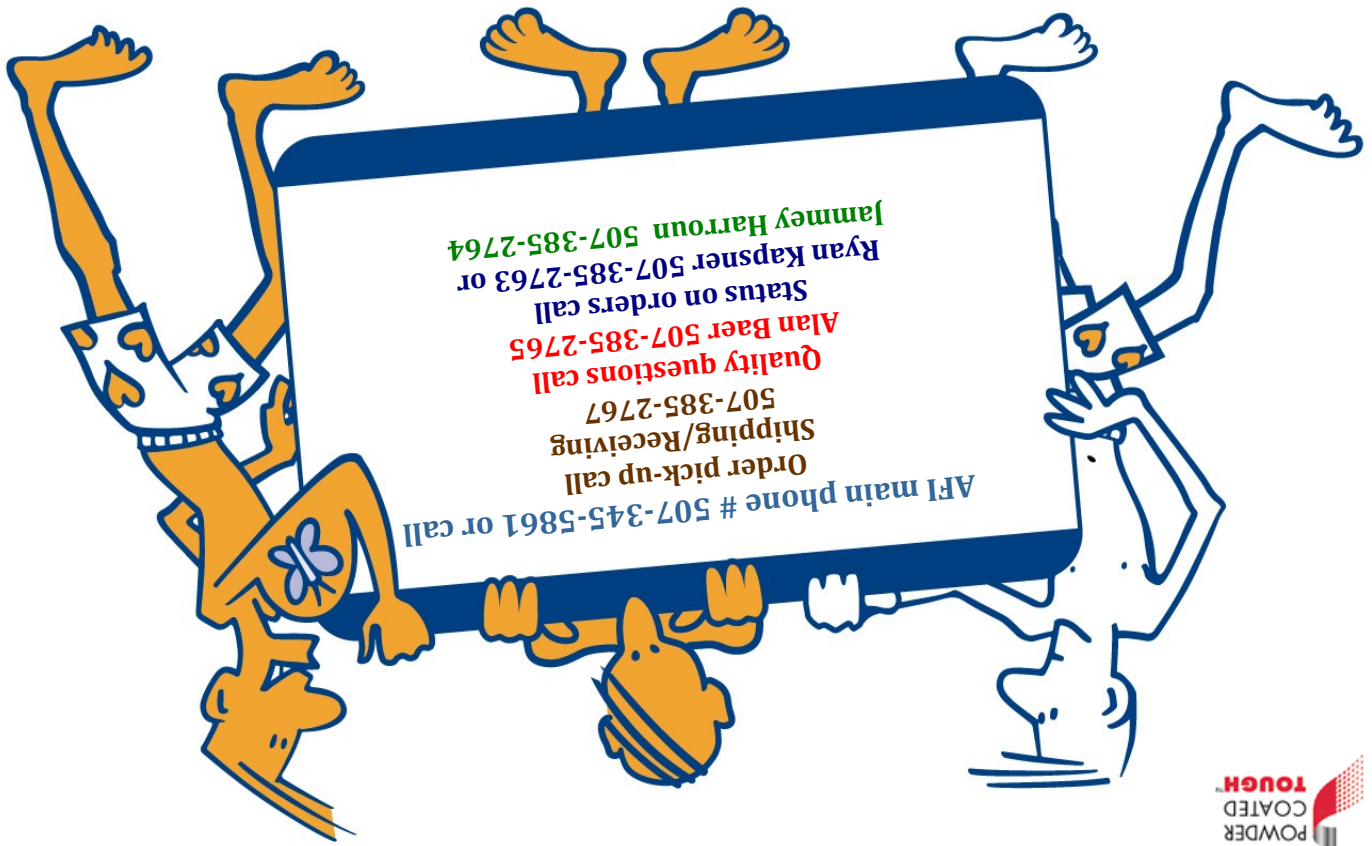
communicating that information to our customers as quickly as possible.

When asked what she loves about AFI, Ann said, "I am very appreciative of the management style of John and Ted. They work well together and with our management team. I have heard it said that if you want to see the real person from the inside; you should give them tangled Christmas lights and see how they react in the process of untangling the lines. (please don't send them any lights!) I have seen them both under pressure and what you see is what you get- Great Leadership! I have a great deal of respect for them both. But the best part of AFI is the people. We have a great core of long term employees and many newer ones that all work well together. Another thing I love about AFI is how they feel about their employees. A good example would be every fall we have a golf outing. We have had several employees who have never golfed before – and they come back every year now because it is so much fun and they felt safe to give it a try the first time. You wouldn't see that if we had a negative atmosphere in the plant."

Outside of work Ann has been blessed with a husband, Tim, of 34 years, 3 children, and 5 grandchildren with one more on the way! When asked what she does in her free time Ann responded, "Spoil my grandchildren, then if there is any time left– fishing and golfing."

We hope you've enjoyed this opportunity to get to know Ann. AFI truly appreciates all of her efforts!





2013, 4, 65,000, 23 years, 3



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Visit Our Website— www.associatedfinishing.com