



Welcome to Plymouth Industries

Newsletter number three!

As we attempt to keep you up-to-speed with the happenings at Plymouth Industries, remember – you count and your input is counted upon! Don't be afraid to make suggestions to help improve our processes, practices, procedures and products at Plymouth Industries. You are the person who possesses the necessary information to take our business to the next level. Share it!

ISO 9001:2000 Certification: On Thursday, February 14 we were notified by Perry Johnson Registrar's that we had been approved by the executive committee for ISO 9001:2000 certification. Our certificates are on display at both facilities. The flag is being flown at the Plymouth plant and the banner is hung on the overhead crane at the Beatrice plant, with a second banner to be ordered and displayed at Plymouth. Thanks to everyone for their hard work in accomplishing this goal in such a short timeframe!

Ongoing ISO Education: One of our Measureable Objectives is "Inventory Turns". This refers to the number of times we flow raw material through the work process to produce a finished product. This objective is measured by number of times/turns per year. Our goal for inventory turns is twelve times a year. This would mean we are flowing material through the production process and out the door, on a monthly basis. This goal is very dependent on everyone performing their assigned task throughout the manufacturing process, starting with sales and ending with the finished product going out the door, on time.

ISO Progress Never Rests! The next surveillance audit, including ISO registration of the agriculture product lines, will be held the week of February 9, 2009. Let's continue moving Plymouth Industries forward!

Fix vs. Solve-Use of Corrective Action: During the past month we have began a series of Corrective Action meetings at both facilities. We are hopeful the Corrective Action process will drive us to address problems and become more efficient in what we do. As we expand this procedure, we are hopeful everyone will join in using Corrective Actions. We have a tendency to fix the existing problem, rather than solve it. Unfortunately, fixing the problem usually causes it to resurface. It is our desire at PI to become a lean manufacturing business. This desire should fuel us more toward solving problems, as opposed to fixing

them. We ask your help in making the Corrective Action process at both plants a useful and productive process.

Ask for Feedback! Two of the most important keys to job success are: 1) Keep doing the things you do well (your strengths), and 2) Correct the things you don't do so well (your weaknesses) – a.k.a. "developmental opportunities." In order to do both of those, you need to know exactly what your strengths and weaknesses are. To be sure, you'll want to periodically do a self-assessment on where you stand. But the best and most accurate information on your performance must come from others – from your boss, you coworkers, and your customers.

If you happen to work in an organization where feedback is frequently provided to you, great! You're fortunate. Pay attention to what you hear and ACT on the information. If you're like most folks, however, you'll need more performance evaluation data than is given to you. That means you'll have to ASK for it.

Make a habit of posing the *How am I doing?* question to someone at least once a month. Solicit information from your manager, a trusted coworker, or a customer you're serving. To pinpoint specific areas to work on, try asking: "What one or two things can I do to be more successful?" "What can I do to serve you better in the future?" You'll be amazed at how many people will be more than willing to tell you what you need to hear. When they do, be sure to thank them. They truly will have given you a gift!

Quote of the Month: "If you change the way you look at things, the things you look at change!"

Reacting to Change: *Today is the tomorrow that you worried about yesterday!* When you are having difficulty accepting change, try to change your perception by focusing on your own personal goals. You need to determine how you define you own level of success. *Don't compare yourself to others!* Set your goals and write them down with a target date. Review your list the last day of every month. Add new goals to the list, and mark off the ones that you have completed. You can accomplish anything if you are willing to focus on the goal and not worry about the hurdles that you may have to jump over to get there.

March Birthdays: Plymouth: Humberto Lopez & Brian Roskilly.

HAPPY BIRTHDAY to these employees.

You are invited to check-out our website at www.plymouthindustries.com for our most recent information.