

Elsner Communication Newsletter

Volume 1, Issue 7

September 2020

ELSNER™

— PURPOSE BUILT PRECISION —



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A Message from the President/CEO *Bert Elsner II*

Forward thinking mindset:

In 1997 Netflix started by offering DVDs for rent through the mail. Their name suggests that they expected to show “Flix over the internet” at some time in the future, once technology caught up to their vision. In February 2007, Netflix started offering a video on demand over the internet. TEN years later, the technology caught up with their original plan and in 2019 their year-end revenue was \$5.47 Billion.

Do you remember when Time Warner, MGM and Universal made movies, released them to theaters then eventually they were available on Netflix or other streaming services?

That wasn’t good enough for Netflix, so they started creating their OWN content with top actors based on the demand trends they were collecting, further adding to their revenue sources.

At Elsner we are constantly looking to anticipate our customer’s future needs before they know what those needs may be.

What are you doing in your role to anticipate the future needs of those around you, including our customers?

Safety Talk

Safety Glasses - They're More than a Policy

Think of some excuse you have used (or heard others use) for not wearing your eye protection: they are not comfortable; they are dirty; they fogged up; you were going to be doing a hazardous task for just a few seconds and did not want to stop and put them on...

While you may think some or all these excuses sound like good reasons for not wearing your safety glasses at work, consider what could happen if an accident occurred and injured one or both of your eyes. Is it worth risking injury, or even blindness, for any one of those reasons? Absolutely not!



OSHA's standards for eye protection are intended to help prevent accidents that can lead to serious injuries caused by a variety of hazards. These include flying particles, molten metal, liquid chemicals, acids or caustic liquids, chemical gases or vapors, or potentially injurious light radiation.

They're not just another Elsner policy! Below are some of the major requirements of the OSHA standards for eye and face protection:

1. All eye and face protection devices, such as safety glasses, goggles, and face shields must be marked that they meet or exceed the test requirements of ANSI Z87.1-1989. The marking is typically located somewhere on the frame of the glasses or goggles.
2. Safety glasses used to protect workers from flying objects must also have side protectors built into the design, or attachable side shields that meet the above reference ANSI standard.
3. Workers needing corrective lenses must either wear approved safety glasses with prescription lenses and frames that meet or exceed the above-referenced ANSI standard, or wear approved goggles designed to be worn over their regular prescription glasses that meet the ANSI standard.

If you are unsure whether or not your safety glasses are the proper type, please consult with your supervisor, human resources, or a member of the safety committee.

If you see another employee not wearing their safety glasses in the shop, take a minute to kindly request they put them on. If you are asked to wear your safety glasses when not following the policy, please be respectful of the person with the courage to uphold Elsner and OSHA safety standards and follow their lead.

Quality Talk

Joe Despines

Quality from a Customers Perspective

We have a good reputation with our customers as far as our quality standards. As a service technician, I have seen both the good and the bad when it comes to our machines and the parts the customers order as well as the service we supply. There have been countless positive comments about Elsner, given to me both verbally and on paper throughout the years but at times, I've had to play the damage control role.

Having learned from these experiences, there are two rules of thumb I use when it comes to quality.

One – Would I be happy with this part? A lot of factors go into that question. Would you go to an appliance store and buy a box full of refrigerator parts? No – you would expect to buy a refrigerator complete. Would you leave an autobody shop after a fender repair with the paint being off a shade? No – you would want it to match.

Two – Would I have an issue paying for this product? Again, there are many considerations for our customers. If you spent \$3,000 on a lawn tractor that was advertised to cut 50" but in reality only cuts 45," you would probably say to yourself, "it runs like a Deere but I paid for a 50" cut." In another instance, you might order products off Amazon and they give you a choice of courier. For a few dollars more, you can get your package in two days from Courier A rather than in two weeks from Courier B. In that case, you would probably spend the few extra dollars to get it in two days. Additionally, you would not want to talk to 10 different people on a phone call to your cable company and still not have HBO when you hang up.

Our customers have the same expectations. Our machines and sub-assemblies should be 100% functional and look good when they receive them. They ask, is it what we ordered, or why is there such a long lead time? Can I get this part reverse engineered somewhere else sooner, even though it will cost more? Every minute their machine is down, it costs money. Did the service technician know how to fix my machine? Was he courteous? Knowledgeable? Efficient?

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These should not be the questions our customers ask. These questions should be addressed in our shop and are things we can all improve on and should be constantly aware of as we work through all our jobs and issues that arise everyday here at Elsner.

MACHINE SHOP News

Derek Roth

Employee Updates:

- Gareth Hersh will be starting October 5 as a CNC Mill Machinist. He will be training for second shift.

Shop:

- Assembly is now building 87000 and 88000 stock builds. This includes 87300, 87500 and 88200.
- Always follow your schedules first. If you are not sure of what to work on next, please ask. You can also refer to your Assembly start date schedules. All totes should have the job number on the outside of it. These should also be on the shelf marked with the machine build number that Crissy has set up.
- Please keep up with your SQDC boards. These are reviewed each week.
- OEE – All numbers should be turned in to Derek by 8am on Wednesday mornings.
- Please turn any tooling needs in to Skip.
- We started the 2nd shift in the shop on September 14. Everything started out very well! Currently James Wheeler and Chris Robinson are running the Clousing Mills and Frank Gallardo and Tim Davis are running the Daewoo Mills. Communication between the 1st and 2nd shifts is going very well! Thank you to all who are helping with this transition.

Machines:

Remember to keep track of your machine maintenance due date. It is imperative we keep up on these and meet our deadlines.

ASSEMBLY News

Ed Kline

Assembly Floor Changes:

- We have most of the guarding on the ISI machine. The Techs and Engineers are working on starting up sections. We need to complete the Gantry guarding and a few other sections, so we can wire in the guard switches, etc.
- We continue to make progress on the next ENR-G3 and ENR-1000 in assembly.
- We have had several ECNs on the Elsner Trim Saw. We are just about ready to run it.

Shipments:

- The second EMF and APB Machines have shipped. Thanks to many of the team that stayed throughout the night to get it packed up and shipped.
- We will ship 2 more ENR-G3s this month.
- We have had several machines installed and repairs over the past few weeks. Thanks to the Service Techs that are traveling.

CONTINUOUS IMPROVEMENT News

Andrew Trostle

In the month of September, we received 9 ideas. This brings our total ideas submitted year to date to 40. So far, we have completed 15 of the 40 submitted ideas. Our cost savings generated is **\$24,635.83**.



The Lean Certification event was a success. We were able to 5S the Part ID area. Check it out!

We also did a set-up reduction event on Mill-473, where we identified many experiments to complete as

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we move towards reducing machine downtime caused by setup. We were able to complete one experiment, in which we proved that we are able to run multiple vices and sequences at the same time in order to create a longer run time. By doing this we can then begin to set up the next job/jobs for the machine. The group will meet again and continue to discuss the experiment results and future experiments.

The winners of the Ideas Program participation gift card drawing for the month of August are:

Liz Haney and John Arians

Please see Morgan for your gift card.

ALL SHOP News

Charlie Slayton

The CI team has hosted two recent events – please check out their updates for more details on these and future events here at Elsner.

The new job formats should be making their way through your departments. Please do not hesitate to ask if something looks different. We should have all been shown the new method, but if any refresher on the new paperwork is needed, please ask so we can help.



We continue to be blessed with lots of work to do. Please continue to be diligent and help find better, more efficient ways to complete our work. All ideas are welcome! Use the CI teams Ideas Program submission form to get your solution looked at!

SALES News

Jay Roth

Sales:

As we finish out the fiscal year, previous sales records are all in the rearview mirror.

We see continued opportunity for ENR-1000 and G3 sales into 2021. No one knows for sure where the demand will settle after we get through the COVID situation, but a few things are certain. First, we can all be thankful to be on the positive side of this situation and to have positioned ourselves as the leader in rolled wipes machinery over the years. We will likely never return to the level of wipes usage pre-COVID. There will be some settling, but we will come to a 'new plateau' in demand. Expect the mixed model flow line to be a busy place for a long time.

With recent sales of 2 machines each to Guy & O'Neill and Kleen Test Products, we will be building serial numbers up to 42 of the G3 with just 3 years on the market.

We were able to provide some virtual demonstrations of the filtration equipment before it shipped earlier this month. There is great opportunity to build on what we have learned in building this equipment and how we can adapt to a large marketplace.

Check it out! 

Be sure to check out our newly built TRIM SAW in the assembly area. ELSNER purchased this design from a fading machine builder and we will use it for further penetration of the filtration market. This first machine has been sold to Hydranautics.

Trade Shows:

We participated in a 'virtual' trade show, where the team setup in the board room and had a 'zoom' meeting room for visitors to stop by. It was the WOW! (World of Wipes) Conference that we attend each year.



Participation was down, but it was interesting to see how the industry is adapting to these challenging times.

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The same level of quality talks and presentations went on and Jay had the opportunity to moderate the morning session one of the days. If nothing more, the visibility and opportunity to keep the ELSNER name in front of current and prospective customers was worth our efforts.

Customer Service:

Our team has added a new member, Jeanine Weaver, who started earlier this month and will be working closely with Michele.



Randy Martz will begin further assisting the Contract Manufacturing team, specifically as they get deeper involved with PACO sales and support. Randy will continue to support our standard Customer Service needs as time permits.

Service visit scheduling has become a near full-time job. With the number of new machines we are shipping, they need startup assistance and support added to our regular list of service requests. It has become quite the balancing act.

Thank you to our Service Techs!

Our thanks to the Service Techs and a few that have traveled despite no longer being officially in a Service Tech role for their efforts and accommodations to schedule disruptions as we continue to strive to exceed customer expectations.

ETC:

The Elsner Tech Center continues to run strong. We have had some challenges with staffing through the temp agencies as our needs fluctuate but continue to ship several truckloads of finished goods each week. We are looking at ways to improve our operations, including the addition of new machinery and are always evaluating space requirements.

The customers we are serving continue to be very thankful for our assistance in these times of increased demand.

Justin Cherry and Lynette Haring are learning the EPICOR processes involved with all the tech center work to improve our efficiency in that area.

Our customers have been begging for us to add Sunday hours to our ETC operations. However, we do not want our current staff to work 7 days and burn out.



At this time, to get Sunday work underway, we are looking for volunteers (the paid kind) to help us. We need at least one full-time ELSNER employee on each shift (3rd shift Saturday, 1st and 2nd shifts on Sunday) to help keep the machines running.

If we have sufficient volunteers, it could be an all ELSNER team. If not, it would be a mix of full-time employees and temp agency workers. Even one shift per month would be appreciated if we can find a good balance of people to cover all shifts.

Employees cannot work 7 days per week. Six is the maximum.

All levels of current capability/knowledge would be considered (meaning training will be provided). This would be a great learning opportunity for those who have no experience with our machines in a production environment, for anyone wanting to learn more about the operations of our machines, or even someone just wanting to earn some extra money!

See Jay Roth if you are interested in discussing this further.

HR Corner

Lynneah Smith

Employee Updates:

- Hunter Runkle, started 8/31/20: ETC Machine Operator (3rd Shift)
- Jeanine Weaver, started 9/3/20: Customer Service Representative
- Noah Russell, started 9/14/20: Assembler
- Elizabeth Forbes, started 8/17/20: ETC Machine Operator (1st shift)
- The following employees have moved to 2nd shift in the Machine Shop effective 9/14/20:
 - Tim Davis
 - Frank Gallardo
 - Chris Robinson
 - James Wheeler
 - Derek Roth will be on 2nd Shift temporarily to lead the team.

Recruiting Updates:

DAY SHIFT:

- Sales Engineer (1)

EVENING SHIFT:

- Horizontal Boring Mill Machinist (1)

United Way Campaign:

Elsner's Annual United Way Campaign will run Monday, October 5 through Friday, October 16. This year we encourage employees to utilize United Way's online ePledge portal to submit their donation(s). Paper pledge forms will still be available.

Our community needs YOU!



It takes all of us, working together, to make an impact.
Be part of the change through your United Way Campaign!

United Way of
York County



Elsner's Goal this year is to raise \$15,000!
Stay tuned, more information to come.

Introducing Stay Interviews:

What keeps you at Elsner? HR wants to know!

In the coming weeks, the HR department will begin conducting Stay Interviews. These are brief (15-20 minute) one-on-one meetings designed to be conversations about what's important to the employee, elicit feedback on how the organization can better engage them, and identify motivators for what keeps them from leaving (and what will continue to do so). By gathering this information, our goal is to continue to improve engagement and retention.

**WE'RE
LISTENING**

*Tell us what you think and
help make us even better*

We will begin the meetings with employees with less than 5 years of service and will then continue throughout the employee directory. If asked to participate, you will receive advance notice and further instruction. These will be ongoing meetings that occur throughout the year with the goal of meeting with each person at least once per year. We look forward to meeting with each of you!

Wellness Challenge:

Thank you to everyone who signed up for the "Launch into Health" minutes of activity wellness challenge! Our teams have a combined total of over 10,000 minutes of activity thus far. The challenge runs through Friday, October 2.

Don't forget...there's a \$1,000 team prize on the line!

*Keep Up the
Good Work!*

September 2020 Employment Anniversaries

Skip Ziviello- 34 Years
 Burt Clabaugh – 22 years
 Mike Chase – 12 years
 Bob Murren- 12 years
 Zach Brown – 4 years
 Tom Herren – 2 years
 Tom Junga – 2 years
 Milijan Lukic – 2 years
 Eric West – 2 years
 Shane Martz – 1 year
 Tim Sirk – 1 Year

Thank you for your continued support to Elsner!



mark your calendar!

Please mark your calendars for these upcoming Elsner events. More information to follow:

October

- Monday, October 20 or Thursday, October 22 - Diversity & Inclusion Training

November

- Monday, November 2 through Friday, November 13 - Benefit Open Enrollment via ADP
- Tuesday, November 17 – OMY Hearing Screenings

December

- Thursday, December 3 and Tuesday, December 8- Onsite Biometric Screens

PLEASE JOIN US FOR THE

2020 SERVICE AWARD CEREMONY



**SEPT. 30, 2020 | 3 PM TO 3:15 PM
OFFICE EXPANSION**

Join us in celebrating our employees who are celebrating milestone anniversaries in 2020!

LYN DANNER - 40 YEARS
 TIM KINARD - 30 YEARS
 RICH NESTOR - 30 YEARS
 JAY ROTH - 25 YEARS
 ANDY SHEELY - 25 YEARS
 MICHELE MENGES - 20 YEARS
 DAN DANNER - 10 YEARS
 SHANE CALLEN- 5 YEARS
 TIFFANIE DANNER- 5 YEARS
 DENISE SPRENKLE - 5 YEARS
 TRAVIS WALKER- 5 YEARS

THIS MONTH IN THE QUESTION BOX

Q1: When do we get our annual reviews?

A1: Annual performance reviews are completed throughout the month of October. This year, employees will complete them through their ADP Self-Service portal. Additional information will be provided in the coming weeks.



Questions regarding the information in this newsletter?

Contact Lynneah for assistance.