



A local council of manufacturers in
Craig, Delaware, Mayes &
Ottawa Counties

GRAND LAKE MANUFACTURERS' COUNCIL

NOVEMBER 2010 Issue

OKLAHOMA
MANUFACTURING
ALLIANCE



Retaining Talent

GLMC Quarterly Meeting — **FRIDAY**, December 3, 2010, 11:15 am — 1:00 pm
NE Technology Center (AFTON Campus)

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MARSHA COLE
Mfg. Ext. Agent, OK Mfg. Alliance
918-257-4033 office
918-964-1521 cell phone
marsha.cole@okalliance.com

Are you taking care of your most valuable employees? An article in *Industry Week*, *Retaining Employees During Difficult Times*, suggests that even during tough times, high-potential employees have other opportunities and it's important to give them special attention to keep them.

On December 3 our GLMC luncheon meeting will feature a presentation by Frank Rudolph, Exec. VP of Human Resources, and Tana Cashion, VP of Talent Management, for Devon Energy Corp., an Oklahoma City-based gas and oil company. Devon has been named as one of Fortune magazine's "100 Best Companies to Work For" for each of the past 3 years.

The Fortune list has become the definitive measure of workplace culture in the U.S. Companies named as "100 Best Companies to Work For" generally attract a higher number of qualified job applicants, experience lower turnover and consistently outperform other companies.

Despite their large size (over 5,000 employees in the US & Canada) Devon

works to maintain a small company feel. Rudolph and Cashion will share how Devon lives up to their mission: *Results-oriented company that builds value for its shareholders through its employees by creating an atmosphere of optimism, teamwork, creativity and resourcefulness by dealing with everyone in an open and ethical manner.*

Attend this 1 1/2 hour presentation and take back ideas on how to develop a trust-based culture at your company that retains and motivates employees to be fully engaged and committed to doing their best.

Make Reservations by NOON
Tuesday, November 30 by email—
marsha.cole@okalliance.com
or use the fax form on the back page
Cost is \$10 (includes lunch)

THE FORTUNE



UMICORE CELEBRATES OPENING OF NEW FACILITY

Umicore, located in Quapaw OK, recently celebrated the opening of a \$51 million, 40,000 square-foot facility that will manufacture germanium wafers mainly used in high-efficiency solar cells for satellites and concentrated photovoltaic (CPV) terrestrial applications. This facility is an expansion of existing operations in Quapaw and is anticipated to add 50 high tech jobs.

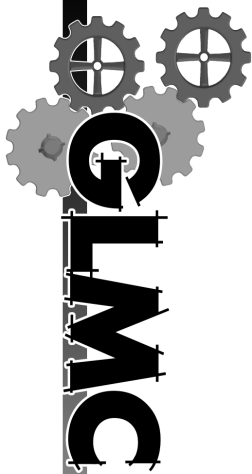
Adjacent to this new plant is Umicore Optical Materials—the leading US manufacturer of germanium products. Umicore's unique capabilities provide cost effective solutions to the thermal imaging markets.

Umicore generates approximately 50% of its revenues and spends approximately 80% of its R&D budget in the area of clean technology, such as emission control catalysts, materials for rechargeable batteries and photovoltaics, fuel cells, and precious metals recycling. Umicore's overriding goal of sustainable value creation is based on

this ambition to develop, produce and recycle materials in a way that fulfils its mission: *materials for a better life.*

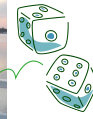
The new Umicore facility is pictured below and in the foreground is a solar powered rayce car that was built by Missouri Science and Technology Students with solar cell substrates produced by Umicore. Students participate in solar rayces throughout the country. More information about this program can be found at www.americansolarchallenge.org.





2010 Manufacturers' Appreciation Night

This year's Manufacturers' Appreciation Night hosted 85 area manufacturers and their guests on board Grand Lake's Cherokee Queen. We had a gorgeous sunset, lots of pelicans, good food and great fun!



More photos on our website: glmc-ok.com

Attendees played casino games (using play money) and then bid on auction items at the end of the evening.



Since it was near Halloween, we had a MASK contest. Don Malone, Malone's CNC, won the prize for best mask!



Area businesses donated prizes that included gift certificates to local restaurants, hotels and beauty shops; a wine tasting for 10, numerous gift baskets, tools, household items and lots more! A good time and a great way to get acquainted with other manufacturers.



Project Management Software

Software review by John Daugherty, Continuous Improvement Facilitator, Precision Machine & Mfg

Precision Machine & Mfg (PMM), Grove OK, has been focusing on Continuous Improvement (CI) and has recently invested in Minitab's Quality Companion software. Quality Companion is project management software designed to organize, track and quantify CI efforts.

Quality Companion uses a "dashboard" to track projects. The dashboard gives a high-level overview of all projects including visibility of the total number of projects, number of projects still in progress and the status of the projects. It can be customized to show the status of any aspect of a project. The dashboard summary gives cumulative totals of hard savings, soft savings and implementation costs. The summary provides estimates for in-process projects as well as final figures for completed projects.

Quality Companion has a project selection matrix to weigh the cost and benefit of proposed projects. A project risk assessment and stakeholder analysis is available to help decide whether or not to proceed with a specific project. All this information can be stored as part of the project and may be useful for avoiding potential roadblocks and creating a mitigation plan for any risks identified in the pre-planning of the project.

PMM believes it is important to keep projects organized and in a consistent format. Quality Companion comes with roadmap templates preloaded, or you can build your own roadmap. Roadmaps can be populated with fully customizable forms like the project charter, financial analysis and closure information.

The roadmap gives the project leader a clear understanding of the scope and expectations for each project. By using standardized forms and format it's easy for everyone to know the status of any project.

Quality Companion also comes with other tools—an idea map, fishbone diagram, CT tree and process maps. Process mapping is similar to Visio and you can actually import process maps already developed in Visio. Value stream mapping is easy to use and great for identifying opportunities for process improvements.

Quality Companion software is a great tool for bringing everything involved in a project all together. It is very user friendly and it makes our meetings more productive and the projects stay better focused.

Interested? You can download a free 30-day trial: <http://www.minitab.com/en-US/products/quality-companion/free-trial.aspx>



Books Available:

- Take it to the Next Level
- Built to Last
- Good to Great
- Understanding Variation
- Great Game of Business
- In Search of Excellence
- Machine that Chgd the World
- Balanced Scorecard
- Six Sigma Implementation
- Who Moved my Cheese?
- JACK: from the gut
- Making 6 Sigma Last
- Zapp-Lightning of Empowerment
- Making the Numbers Count
- Quality Brain Teasers
- Fierce Conversations

Contact Marsha at 257-4033 or marsha.cole@okalliance.com to check out these books.

MESSAGE FROM GLMC'S PRESIDENT...

My 15 year old son (Dalton) and I were driving down Range Line Road in Joplin last weekend and were talking about all the restaurants that closed over the past year. (I think we were both hungry at the time!) However, when we drove by Chick-fil-A restaurant we noticed that the parking lot, the restaurant and the drive-thru were packed with cars and people. I commented that it is no surprise how successful this restaurant has been when they can teach their team members (who are mostly teenagers) to be customer friendly, professional and say at the end of taking each order "it is my pleasure" in a genuine and sincere manner! My son responded, maybe it has something to do with the people they hire! I think Dalton was on to something—PEOPLE are the core of every business.

Peter Drucker, one the most prolific business authors and thinkers of our time said: "Of all the decisions a leader makes, none is as important as the decisions about people because they determine the performance capacity of the organization." So, what distinguishes Chick-fil-A's decisions about people (and people processes) from the other restaurants down the street?

I think there are three key areas when it comes to the "PEOPLE" topic that require bit more attention:

- ◆ First one is Attitude. What is acceptable attitude for a new/current team member in the organization? How does the organization define what is acceptable attitude and behavior? How does an organization connect their people to their values, goals and objectives?
- ◆ Second is Aptitude. How do organizations determine the team member's learning capacity (or aptitude) to learn what is required by the business to deliver products and services that meet the customer's desire and need?
- ◆ Third area is Altitude, or potential of the people in the organization. How does a great organization determine their team member's potential for growth as their business grows? How do successful organizations encourage their people to grow? Leaders in every business have a great opportunity to improve their business one day at a time and one person at a time.



I encourage you to leverage GLMC meetings and resources to learn and grow—as you grow so does your organization.

Ramin Zarrabi
GLMC President

Help Wanted for Christmas Star Program!

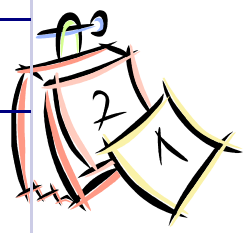
The Community Crisis Center is looking for companies to help single moms provide a better Christmas for their family. If your company is willing to adopt a "STAR" family this Christmas, here's how it works—

- ◆ Your company receives basic information about the members of the family – Mom, number of kids, ages and sizes
- ◆ In addition to clothing sizes, each person in the family has a special WISH, such as a game or special toy request

Many companies have adopted STAR families in past years and their employees enjoy working together to spread the true Spirit of Christmas to others in our communities that need help during this special time. Just let me know (marsha.cole@okalliance.com) if this project would be a good fit for your company and I'll pair your company with a STAR family for Christmas.

MARK YOUR CALENDAR...

Friday December 3	11:30 am — 1 pm	GLMC Quarterly Meeting: "Retaining Talent" Presenters: Frank Rudolph & Tana Cashion Devon Energy Corporation	NTC Afton Campus
Saturday December 4	8 am — 1 pm	OTTAWA County Business Expo	Miami Civic Center
December 25		 Merry Christmas! 	NTC will be closed Dec 21—Jan 3
2 Sessions! Starting January 20	8-11:30 am 1-4:30 pm	GLMC Supervisor Training — Afton ◆ Contact marsha.cole@okalliance.com for details ◆ GLMC Supervisor Training — Pryor	NTC Afton (am) NTC Pryor (pm)
Feb 28—Mar 4 2011	7:30am—6pm (1/2 day Friday)	ISO 5-Day Lead Auditor Training RAB Certified — ISO 9001:2008	NTC Afton Campus





RETAINING TALENT
FRIDAY, DECEMBER 3 — 11:30 AM - 1:00 PM
NE Technology Center — Afton Campus

GLMC
PO Box 219
Afton, OK 74331



Fax Reservation Form
FAX TO: MARSHA, OK ALLIANCE
918-257-4342 (fax #)

Retaining Talent
Presenters: Frank Rudolph & Tana Cashion, Devon Energy Corp

FRIDAY, December 3, 2010, 11:30 am to 1:00 pm
NTC — Afton Campus

Company _____

Contact _____ Phone _____

NAME	TITLE
_____	_____
_____	_____
_____	_____

Make Reservations Before NOON Tuesday, Nov 30

Check out our Web Site—
GLMC-OK.com

Oklahoma Manufacturing Alliance

