



ROSITE[®] INSIGHT

The Rostone Newsletter

Connie Hart - Archery Enthusiast



Connie Hart

Connie Hart got tired of sitting at home alone while her husband, Jim, was out practicing archery, so she went along and learned how to shoot also. She must have been a real natural because Connie has been the International Bowhunting Organization (IBO) Triple Crown Nationals Champion for three years in a row, and has also won the IBO World Crown twice. These competitions are held outdoors where the archers shoot at 3-D animal targets (usually deer) set up in a woods. There are stakes set at unmarked yardage points and the archers have to judge the distance by sight. At the Nationals, there can be up to 1,000 participants and 3,500 at the World Crown.

Connie and Jim are also members of the Indiana Field Archery Association/National Field Archery Association (IFAA/NFAA), and the local Lafayette Bowmen Club. The IFAA/NFAA clubs are indoor ranges where they shoot at blue-faced targets from 20 yards. Here the contestants have five minutes to shoot five arrows and they do this 12 times. Then whoever

has the highest score wins. Connie has won many state titles and still holds a state record she set several years ago.

When she is seriously preparing for a contest, she will practice for at least an hour five nights a week, and then go to tournaments on Saturday and Sunday. This often continues every week from March through August.

Connie has shot several deer, but Jim is the avid deer hunter. Her favorite part is the wildlife you see sitting out in the woods waiting for a deer. Also, after a stressful day at the office, it's peaceful and wonderful to be outside far away from the ringing phones.

Locally, there is an outdoor range on St. Rd. 26, and there are indoor ranges in Lafayette, Frankfort, and Monticello. The Lafayette Bowmen Club has approximately 150 families in its membership.

The cost of equipment can be rather expensive to get started. Arrows run from \$8 to \$10, and the bows can go up to as high as \$800. However, Connie, being the champion that she is, has most of her equipment provided for her by Indian Industries out of Evansville.

Archery is a sport that is growing by leaps and bounds. Connie says, "The sport keeps pushing me all the time to better my score. It challenges me and it's loads of fun."

Connie has been at Rostone for 20 years and is currently a customer service representative. She and Jim have one son, Paul.

Visit to Puerto Rico Customers



Mike Grubb and Don Wiese

Bill Morris, Sr. Customer Service Rep, Jim Hill, Master Scheduler, Mike Grubb, Specialty Finishing, and Don Wiese, Specialty Press, made a trip to Puerto Rico to correct a problem with our parts and help keep our customers happy. They visited Thomas & Betts at Vega Baja, and Cutler-Hammer at Toa Baja and Coamo. While there, they also helped solve a couple of other problems that came up. Bill and Jim go to see these customers on a regular basis, but it was the first time for Don and Mike to visit the Island.

Puerto Rico is a rather small island, only about 35 miles wide and 110 miles long. Everyone who goes there comments about how bad the roads are (not to mention the traffic and the way people drive) so it takes a long time to get from city to city. Also Puerto Rico is very mountainous in the center and the roads are narrow and winding. When they first arrived, *Hurricane Gordon* was not too far away and they were greeted with rainy and stormy weather.

Mike and Don were impressed with how friendly the people were, and they loved all the seafood the Island offers. They said one of the best meals they had was at Thomas & Betts' cafeteria where Fridays are seafood days and they dined on lobster, shrimp, and barbecued fish. Some other seafood they tried included octopus tentacles, red snapper, shark, dolphin, and swordfish.

Now just so you don't get the wrong idea, all four of these guys insist they worked 16-hour days and didn't even have an afternoon to go sightseeing or enjoy the ocean.

While at Coamo, Mike and Don noticed some parts that are molded by a competitor and told the Cutler-Hammer people that Rostone could do a better job. We have since received a request for quote on the parts, so while these trips sometimes seem expensive there are also many benefits we may be able to reap.

Mike and Don would like to thank Jim and Bill for helping them to have a safe and sound journey, and also to commend Bill for doing a great job as the chauffeur.

What is a Customer?

A customer is the most important person in any business. He is not dependent on us - we are dependent on him.

A customer is not an interruption of our work - he is the purpose of it, an essential part of our business.

A customer is not just money in the bank, He is a human being with feelings and deserves to be treated with respect. He is a person who comes to us with his needs and wants. It is our job to fill them.

A customer deserves the most courteous attention we can give. He is the lifeblood of the business. He pays our salary. Without him, we would have to close our doors.

(This gives all of us a lot to think about. Thanks to Dan Levine for sending in this article.)



Terry Pukas, Jim Hill, Bill Morris

Terry Pukas, Square D's new Buyer from Raleigh visited Rostone to become familiar with our operation.

From the General Manager's Corner

In my last article I talked about a "vision" of what I thought Rostone should be. In studying the history of this company I have tried to discover the underlying credo that the early Rostone pioneers, like David Ross, Paul Jones, Floyd Wymer and Maurice Knoy believed in. A credo is a basic belief that everybody shares. Rostone's basic driving force is *the ability to research and develop new plastic compounds, and to apply these unique materials to mold superior quality products for our customers.*

Companies that have a simple credo, that has driven their culture for many generations, are recognized today as being the "class acts." Companies like 3M, Johnson & Johnson, Merck, Marriott, Boeing, Motorola, Sony, Proctor & Gamble, and Hewlett-Packard have followed their credos despite good and bad years or changes in management. Companies that don't have a basic belief, or constantly change their beliefs; or never succeed in instilling the credo throughout the company, never achieve lasting greatness. The key words in our credo, *"research and develop," "plastic materials," "superior quality," "customer,"* and *"molded products"* are basic to our operating philosophy. All of us must accept and apply this credo constantly. We should continually verify that we have not drifted from this purpose. There is no room in this company for people who don't believe or care.

You have noticed that I have said nothing about cost or profit. It is understood by all that if cost is too high products cannot be sold, and that if profit is ignored there will be no funds for development. So what does it take to be a great company in addition to a basic credo? *Customers, people, a nurturing community, and supportive owners* are required in that sequence, and Rostone is blessed with all four. In my next column I will talk further about how we must apply our core ideology, our credo, to lead Rostone back to profitability, and at the same time, achieve job security for all of us.

Gene Bold

Bar Coding at Rostone

I'm sure most of you have noticed that the mix racks coming from the mix room have different tags on them with a lot of vertical lines. Those lines are **bar codes**. The program went into full scale use on November 1 and has worked well. With the help of Purdue graduate student, **John Jackson**, this program will eliminate a lot of tedious record keeping and typing for the material technicians and the cold room attendants.



How Does it Work?

The material technician enters the necessary information into a database and then prints out the 4-part tag with bar codes and text (human readable.) The bar codes are scanned into the computer at the cold room. The scanner reads the contrast between gaps and line widths and translates this into numbers and letters. This saves a lot of typing and greatly improves record keeping. This will provide time to do more quality checks on mixes and raw materials. Over 800 tags have been printed since we started. Ask Carl Spalding, Jack Gregory, Steve Chadwell, Shanti Pahi, George Clark, Bill Moore, or me and we will gladly tell you how it works. This was a team effort and both the mix room and the material technicians have benefitted.



What's Next?

Starting a bar code system in shipping to satisfy ISO 9002 and future customer requirements as well as improving inventory counting ability. Square D, Raleigh, has agreed to be our pilot customer to start this project.

Greg Hilbert, QA Manager



Your temper is one of your more valuable possessions. Don't lose it.

We Welcome Our New Employees

Jay Atwell
Travis Toliver
Yonas Hagos
Timothy Marocco

David Cornell
Rawland Shirar
Brian Knipp
Patricia Graves

Also, David Coleman started November 15th as the Materials Development Manager. He will report to Kevin Sweeney, our Director of Engineering.



Christy Bell, a Benton Central senior, will be attending Western Illinois University next September on a full-ride basketball scholarship. Christy is a 6-foot post player for the Bison and was recruited by six different colleges. She is the daughter of Carolyn (11-7 Injection) and Max (former Rostone employee) Bell. Congratulations Christy!

Don't forget the Rostone Recreational Association Christmas Party at the Fairgrounds. Mark your calendar for December 17 from 12:00 noon to 3:00 p.m. Also, be sure to register your kids (see bulletin boards) so Santa will know how many presents to bring.

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Happy Holidays!



During this holiday season, let's not forget to take time to count our many blessings.

Human Resources has Holiday Passes for Sam's Club that are valid through January 31, 1995. With this card, you must pay cash or use your Discover card, and pay a 5% up-charge. See Sandy or Alaina at the switchboard to pick up your card.

Exercises to Avoid

Dangerous Doings -- Running around in circles will only make you dizzy, but throwing your weight around can leave you bruised and battered. Jumping to conclusions, you could twist an ankle. And if you push your luck too hard, you could end up with a hernia. Swallowing your pride, you might choke. Or when you put your foot in your mouth, you could bite off a toe. You might disturb a hornet's nest while you're beating around the bush... and grasping at straws, you'll put your eye out!

Self-defeating Workouts - Wrestling with your conscience will surely sprain something, and bending over backward could send you to the chiropractor. Dashing your dreams will leave you sad and sleepless, while fishing for compliments makes your words into squirming worms. If you spend your time beating your head against the wall, you might as well check in for a CAT scan, and if you dig your own grave... well that one's obvious.

Exercises in Futility - Making mountains out of molehills will only get dirt under your fingernails, and climbing the walls just leaves footprints to clean up later. Spinning your wheels only wears down the tread, and if you jump on the bandwagon, you'll waste time riding around going nowhere.