

# ECOAT<sup>⚡</sup>tales

Summer/Fall 1997

To promote communication with customers and employees of L & J

Volume 1, Issue 2

## Employee Comments on New Lining

*"We can do heavier loads with more parts."*

*"It's definitely improved capacity."*

*"Now there's an even power flow, no matter the part size."*

*"We don't have to space out parts anymore."*

## What's Inside

- Sending Parts
- New Screening Equipment
- Safety Training
- Dear Answer Person...
- New Truck
- Employee Service Awards

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## New Lining for Monorail Tank

Even a workhorse needs a break. After some 12 years of 14-hour days, L & J's workhorse, the Monorail, got a well-earned rest and a good thorough cleaning. Shut down for eight days, the Monorail had its 6,300-gallon tank drained, cleaned, and re-lined.

After the relining, L & J ordered a new rectifier to ensure more efficient electrical use during each job.

"Now the Monorail can take bigger loads," says Ed DeLuca, "and we're seeing consistently high quality production."

With bigger loads comes faster turnover, a plus for customers and employees alike. The job gets done right the first time.

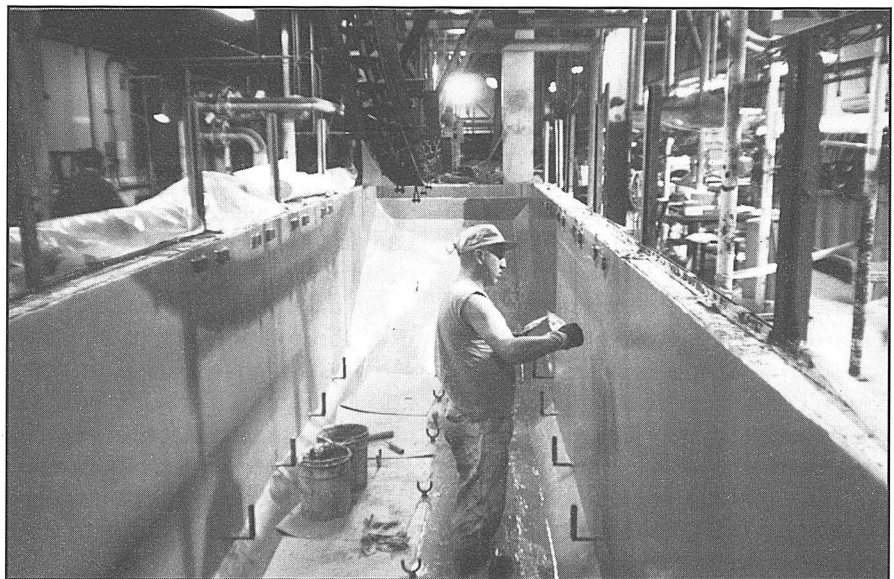
While the eight days of downtime felt like an eternity for some, there was

lots of work to be done. First the paint was drained out, and the remaining sludge shovelled out of the 30-foot-long tank by L & J employees into buckets. They eventually filled seven 55-gallon drums, which were taken by Clean Harbors Environmental Services for environmentally safe disposal.

With the tank emptied, the lining's condition was obvious. "It had flaked, like peeling wallpaper," says DeLuca. Then the cleaning began in earnest.

They rinsed and dried the tank; vacuumed it, then sandblasted. Finally ready, the tank was lined with fiberglass and sprayed with five coats of extremely durable resin, each layer drying before the next was applied.

"Now that the lining is in such good shape," says Duncan Leith, "we plan to drain and inspect it every year."



*New lining being applied*

## CUSTOMERS: We Love Your Parts, Especially...

...When you send them to us clean and rust-free.

...If you coat them with a water soluble oil.

...When you label the box or skid with your company name, address, telephone number, purchase order number, part number, and quantity.

...When the part has a hole to hang on our machinery.

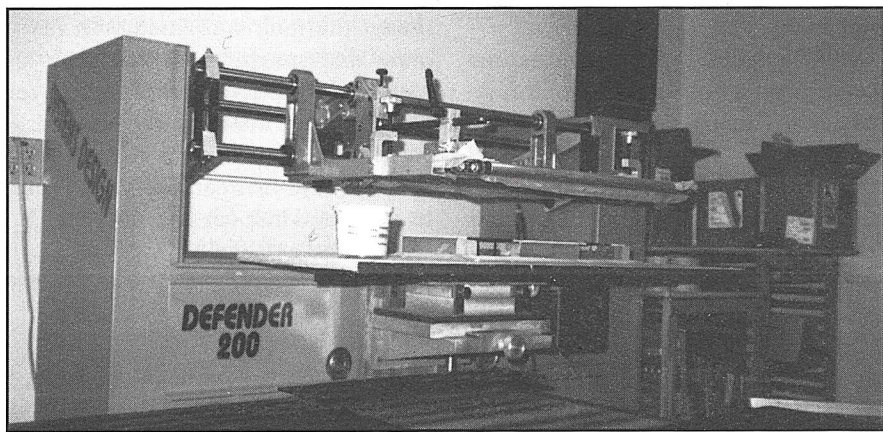
...When you include specific instructions on what you want done. Should it be stripped? Masked? Painted? Textured? Screened? Assembled?

...When you help us understand how your part will be used. Send us a blueprint or sketch of the final product, and let us know if there are any revisions. We'll enter the image into our computer to keep with the part as it travels through the shop. If we know how this part fits in, we may be able to save you time and money on custom masking or screening jobs.

L & J has some 18,000 parts registered in our computer system. Every part is important to us. With your help, we'll all make sure your job gets done the way you want it, every time.

## What's New in Screening?

The caller was somewhat desperate. There were only a few days left before the Bob Cousy World Basketball Tournament, and the stickers wouldn't stick on the sports celebrities' trophies. What could L & J do?



Defender 200

We screened the message onto the awards — heavy, round and hockey puck-shaped — and delivered them before the opening ceremony at the Centrum. Ken Simes, head of the screening side of the business, says we couldn't do custom jobs like these without the adaptability of the screen printing personnel.

"Every job is a custom job," says Simes, "but L & J has the equipment and personnel to handle it." Combining skilled employees with sophisti-

cated new equipment means L & J can now handle even more complicated jobs, he notes.

On the art side, a new computer with a portrait screen runs Windows 95, uses a high resolution scanner, and links to a Lexmark printer for clearer letters on the all-important art master for each job. Each master is transferred onto fine mesh monofilament material with 230 squares per inch.

The new Defender 200 silk-

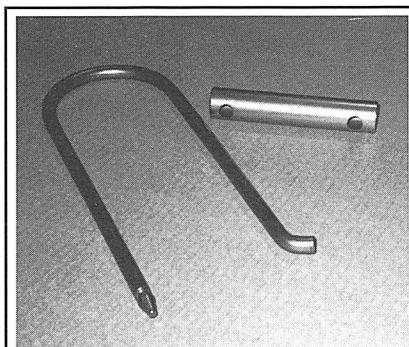
## Editorial Note



Welcome to the first issue of **EcoatTales!** This periodic newsletter is for all employees and customers of L & J of New England, and we want it to meet your needs. If you have comments about this newsletter, tell us. If there's something you want to read about, let us know.

Additional copies are available from Gretchen Prunier at (508) 756-8080, fax (508) 757-8937. We look forward to hearing from you.

Allison Chisolm, Editor



## What's This Part?

These mysterious-looking parts are actually critical components of Kryptonite bicycle U-locks, considered to be "the toughest locks on the street." L & J electrocoats thousands of these parts every week.

screening machine is in constant use. Its flat panel touch control feature makes it easy to program for precision jobs that require three-dimensional screening — bigger parts, parts with depth, even cups and bowls. L & J offers many different colors for screening customers' parts.

Other new arrivals are the Harwell mini-printer to handle small parts, and the automated Filbar Jr/S.

## Dear Answer Person



**Q:** Every two weeks all the managers disappear off-site for half a day. What are they doing?

**A:** They're working on a strategic plan. They have spent a lot of time discussing the future of L & J — by looking at what it is as a business today, thinking about what they want it to be between now and 2002, and figuring out how to keep the company growing.

You all have helped with this process by speaking with Susan Bellows about your experiences with L & J and how to make it a better place to work, and we thank you.

We look forward to sharing the action plan with you in September.

### Bob Holbrook Retires

Bob didn't want much of a fuss, but we're fortunate he gave 10 years of his life to L & J as a driver.

To commemorate his retirement, Donald Leith, Duncan Leith and Gretchen Prunier presented him with a personally engraved plaque, thanking him for his 10 years of dedicated service.

At 65, Bob heads to Largo, Florida with our best wishes for a new life in the sunshine.

Bob's job is now handled by Bill Johnson, who moves up to full-time driver from split responsibilities.



### Farewell Mack, Hello Ford

After 300,000 miles of dedicated service, the old '88 Mack truck was ready to retire from L & J's three-truck fleet. In its place, we leased a '97 Ford Louisville 8501, ready to handle 33,000 GVW and provide air-ride suspension for the parts it carries every day. The 24-foot box is made of fiberglass, which is lighter, more durable and easier to repair than older panel trucks.

"We needed a dependable truck to better service our customers," says Duncan Leith. "And with business growing, we plan to put a lot of miles on this one before it retires."

### We Couldn't Do It Without You

L & J of New England is proud of its employees — especially when so many have spent so much time with us! Your years of dedicated service ensure our success. This summer, we will begin an Employee Service Award Program to recognize those loyal employees who have reached the five-, ten-, fifteen- and even twenty-plus milestones with L & J. Congratulations!

**20+ years:** Duncan G. Leith, 24 years; Donald W. Leith, 22 years; Gretchen L. Prunier, 21 years

**15+ years:** Richard Fitton, Jr., 17 years; Shirley Belanger, 16 years

**10+ years:** Jean Amit, 14 years; John D. Dudula, 14 years; Janet M. Shirazi, 14 years; Kenneth D. Simes, 14 years; Michael A. Judd, 13 years; Lisa McDonald, 13 years; Lorraine M. Hammond, 12 years; Debra A. Fitton, 11 years; Randy H. Fuller, 11 years; Daphne V. Peddle, 11 years; Tina M. Vessair, 11 years; Rosalina Ayala, 10 years; Ethel Broadard, 10 years; Edward J. DeLuca, Jr., 10 years; John P. Demoga, 10 years; Kenneth C. Olson, 10 years

**5+ years:** Bedilia Bannerman, 9 years; Oswaldo Colon, Jr., 9 years; Leo J. Fitton, 9 years; Sharron A. Fitton, 8 years; Mark Sullivan, 6 years; Christopher J. Dwelly, 5 years; William C. Johnson, 5 years

# Safety Notes

**Q:** Why do we shut down the shop for "Right to Know" training?

**A:** Federal OSHA regulations require us to explain to all employees the safety precautions needed for working with many hazardous materials. We need to do this training once a year, and the easiest way to teach everyone at once is to shut down the shop.

The two-hour workshop we held recently explained the "right to know" law, where to find material safety data sheets (MSDS), how to handle chemicals and electrical equipment, reviewed lock out/tag out procedures, evacuation plans, and health and safety practices. Janet Shirazi, Sherry Fitton and Ed DeLuca then formed teams and ran a quiz game to see what everyone remembered. All 42 participants received candy prizes for correct answers. Because all the teams tied for first place, the whole company had a free lunch from Boomers!

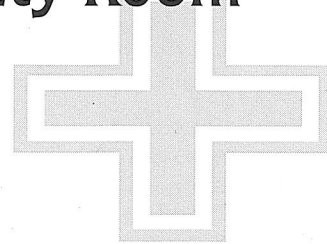
*Learn to listen.*



*Opportunity  
sometimes  
knocks  
very softly.*

# New Health & Safety Room Open for Business

No one wants to get hurt on the job, but if an accident happens, now there's a place to go. Janet Shirazi's office was converted from storage space in the screening area into a new health & safety room. The room has an eye wash station, extensive first aid supplies, and sink, as well as L & J's



OSHA files and medical records. If you are injured, please report it to Janet or Sherry Fitton.

## And the Winner Is... *E coat Tales!*

Newsletter naming contest winner Terri Cuthbertson Ballon also applies her creativity to front office tasks.

Thanks to everyone for submitting their suggestions, including customers Molders Supply Corp. and Redington Counters Inc.



*Terri Cuthbertson Ballon*

## Training Update

Ten employees had the chance to update their First Aid and CPR certification on site during two three-hour classes held here in April. CPR training needs to be updated annually and first aid every two years.

## Save the Date:

Tuesday, June 24th  
10 a.m. - noon

**Employee Interview Results**  
followed by pizza

Friday, August 15th  
**Employee Service Award  
Program Barbecue**

"E coat Tales" is a periodic publication for the employees and customers of L & J of New England, Inc., an equal opportunity employer.

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