

Stoneco Michigan Newsletter

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Maybee - Ottawa Lake - Rockwood - Milan - Coldwater - Muskegon - Ida - Ann Arbor - Angola

July 2003

Subscription Available

We would like to make our newsletter available to everyone in your company that would like to receive it. If your company has more than one person who would like to receive our newsletter we can mail it to those specific people in your company. Please forward all requests to Susan Foote in our Milan office RE: Newsletter, and we will get you set up ASAP. E-Mail: Sfoote@sejohnson.com

Customer Service Equals Cash

In our continued efforts to improve customer service at all of our plants we are sponsoring a contest for the best new customer service concepts. This contest is open to all (*non-employee*) customers, ideas can be for individual locations, however we would prefer the concept to be one that all of our locations can benefit from. Feel free to submit as many ideas as you would like. They can be called in, faxed, dropped in a drop box at each location, emailed, ... etc. please include a company name, contact name, and day time phone number. All ideas will be reviewed, Stoneco will choose five final ideas, and a group of customers will pick two as our winners. The two winners will receive \$50 cash per winning idea and have their idea and name mentioned in our newsletter. The deadline for this contest is July 26, 2003.

Agg QC Program



We recently started using a new quality control database to help track our quality and allow for information to be presented in a helpful, easy to understand way. The system also allows us to better manage our material in making sure we are producing and selling quality products. These reports are currently available for our Ottawa Lake, Maybee, and Coldwater plants. Please contact our division office on specifics.

Load Out Times At Maybee

With our new system at Maybee the check in allows us to check times in and out, allowing us to track the time trucks are spending in our quarry. The below grid lists the average times:

First Round	18 Minutes
6am - 7am	
Day Time	13 Minutes
7am - 6pm	

We are constantly trying to improve these times. Please take advantage of the above "Improve Customer Service" contest if you can think of a way to improve loading times. We are adding a check in for the West side yard in the quarry to help improve these times as well. Expect periodic updates as these times will improve!

Goodbye Paul!

Paul Strpko, our salesman for the West and Northern parts of Michigan, as well as the manager of our Muskegon Dock has regrettably accepted a position with another company. Paul spent the last five years helping to build Stoneco's presence in Southwest and Northern Michigan. We would like to thank Paul for all his efforts and wish him the best of luck in his new endeavor. All sales calls for the Muskegon dock or for the attached lightened area will need to be directed to the Stoneco MI Division office at (734) 587-8275. We look forward to providing you the same high level of service you have come to expect from Stoneco.



Stoneco Michigan Sales

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