

IPI Newsletter

A Quarterly Newsletter

May 2007

The 5 Key Elements Of Customer Loyalty

1. Branding Creates the Relationship.
2. Content and Presentation of Information Educates the Customer.
3. Exemplary Customer Service Retains and Strengthens Loyalty.
4. Personalization and Segmentation Makes the Experience Relevant.
5. Loyalty Programs Provide a Formalized Way to Court Loyalty.

Building Customer Loyalty

For several years we have had posted in our shops our Mission Statement and without getting into the fine details, I will rely on the key elements to convey my message. **SERVICE, QUALITY, PRICE.** There is no substitute for **SERVICE**. It is the very core of our business. It is difficult to sell some customers on using inmate-made products, but we have been enormously successful doing so. Our **QUALITY** is 2nd on the customers' minds. If we continue the strong tradition of building **QUALITY** products and standing behind our work, our customers will stand behind us. **PRICING** is the 3rd thing on a customer's list. They may complain, but, all things being equal, **SERVICE** and **QUALITY** will outweigh the price issue, if there is one.

I urge you to be the very best you can be at **SERVICE**, returning all calls and e-mails with a sense of urgency. Ensure that every piece produced in your areas of responsibility meets high **QUALITY** standards and the customer's expectations. Sign your work with a logo or wood burn stamp, or offer a discount if the customer will allow the IPI logo on print, as a way of selling who we are and wearing our **QUALITY** proudly. **PRICE** your work fairly. As we have all heard, "Build a church and they will come", the same is true for building a strong customer base. Our goal is to build bridges (imaginary) that our competitors cannot cross. As a team, no one can do our jobs better than us, as a team we must never forget why we are successful: **SERVICE, QUALITY, PRICE.**



Baysden's Corner

BY ROGER L. BAYSDEN
IPI DIRECTOR

This is our 4th and final newsletter for this year, and it is only fitting to reflect on your many accomplishments and to extend my appreciation for the leadership that has been exhibited at every level of IPI. In my eyes we are all managers regardless of whether we are driving a truck, training welding, printing or woodworking skills, or working in the

marketing, administration or sales departments. What you do every day, often times without giving a lot of thought, is the measure of who we are as a company. It is said that "the character of an organization is reflected in the attitudes of its employees." If this is the case and I believe that it is, IPI is in good hands; you are all winners, and I am grateful for your contribution to our success! 2007 is shaping up to be a record year for inmate work

hours, sales and sustainable income. We have witnessed the greatest growth in IPI construction since I joined IPI; all funded from the profits of your labor. These new structures will expand our work as an effective treatment program and no doubt serve to change lives.

Thanks again for your contributions to another successful year at Iowa Prison Industries, and enjoy your summer.

Returning Home: IPI 2nd Annual Conference Held

On March 6, 2007, all Iowa Prison Industries employees joined together in Iowa City for a day of training and team-building at IPI's 2nd Annual Conference.

This year's conference was organized

to encourage more group discussion and staff participation than last year. After being welcomed to the University of Iowa by John Klopp, U of IA Purchasing Agent and supporter of IPI, the day kicked off with a round table dis-

cussion with the Iowa Prison Industries' Advisory Board. Board Chair Curtis Jenkins and Board Members Douglas Hillman and Michael Peters discussed various aspects of their duties on the

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Sales & Marketing

Upcoming Trade Shows

May 30-31 – Iowa Corrections Association, Des Moines

Customer Spotlight: Governor's Office

This quarter we felt it appropriate to spotlight one of our outstanding supporters of the Iowa Prison Industries' inmate training and rehabilitation programs; we are proud to recognize the Governor's Office and staff for their patronage of IPI products.

Many pieces of custom-built furniture have been added to the offices of Governor Culver and Lt. Governor Judge in the Capitol. In addition, many new pieces also adorn the halls of Terrace Hill, the home for Governor and First Lady Culver and their children.

In visiting Governor Chet Culver's office, visitors will notice some newly refinished historic tables that were



taken out of the attic of the Capitol. Also custom end tables, coat rack and computer stand help to enhance the functionality of this historic office.

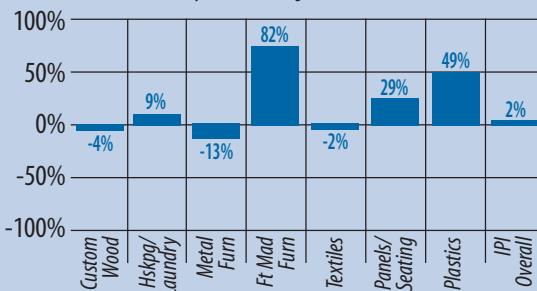
Lt. Governor Patty Judge's office has noted the addition of a display of sofa tables and a soon to be added custom coffee table.

Terrace Hill has had new furniture installed in both the public portions of the mansion and the private quarters for the Governor's family. These beautiful pieces are timeless, and we hope they will create a wonderful living experience for the Governor and the First Lady.



Sales Report Card

Sales Change From FY 06 to FY 07 (YTD: July 1, 2006 through March 31, 2007)



Also showing YTD increases are Graphic Arts and Braille at Anamosa, Tourism at Fort Madison, CD-Rom at Mitchellville and State Surplus, Federal Surplus and Move & Install at Des Moines.

3rd Quarter New Customer / New Project Orders

(For a complete list contact the Des Moines office)

Customer	Products	Sales
DMPS: Carver Elem	School Furnishings	\$240,700
DMPS: Garton Elem	School Furnishings	\$228,770
DMPS: Goodrell MS	School Furnishings	\$171,934
DMPS: Windsor Elem	School Furnishings	\$111,408
ISU Parks Library	Library Set Up	\$52,722
Dubuque CSD: New Elem	Desks	\$52,568
Marengo Public Library	Shelving, etc	\$22,060
Cedar Falls Fire Dept	Tables & Chairs	\$5,961
City of West Okoboji	Meeting Tables	\$5,760
UNI Residence	Air Filters	\$4,245

3rd Quarter New Customer Sales By Sales Rep

Dennis Barry	\$51,586	Scott Klinefelter	\$17,266	Michael O'Brien ...	\$382,306
Kevin Peterson	\$10,511			Dino Costanzo	\$1,110

YTD Customer Satisfaction Card Results

(YTD: July 1, 2006 through March 31, 2007)

	Excellent	Good	Below Average
Sales Representative Knowledge	88.0%	11.3%	0.8%
Timeliness of Delivery	76.0%	22.0%	2.0%
Delivery Service	80.8%	17.8%	1.5%
Quality of Goods	84.2%	15.4%	0.4%
Value for Money	87.8%	12.2%	0.0%
Question/Problems Handled Promptly	88.1%	10.9%	1.0%
Average	83.6%	15.4%	1.0%
Yes		No	Maybe
Would you recommend us to others?	97.7%	0.7%	1.6%

We are indebted to the continued support of the Governor, Lt. Governor and the staff that we work with on a daily basis. Thanks go out to Elisabeth Buck, Ryan Dierks, Judi Brooks, Cindy Dilliner, Cindy Jones and Joni Klaassen at the Capitol Office and Mary Sheka and Brian Browning at Terrace Hill.

We look forward to future projects with the "top office" of the State of Iowa and cannot thank them enough for their continued support and promotion of the IPI mission.

Employee Spotlight: Deb Kraft



After joining IPI last October, Deb Kraft has quickly become an integral part of the Sales & Marketing Team.

Her outstanding work ethic has enabled her to master her customer service and sales support duties quickly while her positive attitude and sense of humor keep the office smiling.

Deb comes to IPI from the private sector where she has many years of office experience. She attended Des Moines Area Community College as well as many continuing education classes to further her knowledge. Before settling into her office career, Deb attended two modeling schools, won fourth place in a modeling competition in New York and did a variety of modeling jobs in the Des Moines area.

On a more personal note, Deb has lived in Des Moines all her life, the past 26 years with her husband Terry in the Beaverdale area. They have two grown children (Nick and Andrea), a miniature pinscher (Gidget) and two grand-dogs (Harry and Brenda). Deb enjoys golfing, biking and writing hilarious stories about her life and experiences. She is also an avid Monty Python fan.

Annual Conference

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Advisory Board. They also spoke of IPI's accomplishments over the years and answered questions from IPI staff. According to the surveys received from IPI staff, the Board Member round table discussion was one of the most well-liked events of the day! We thank the attending board members for taking



Left to right: Roger Baysden,
Michael Peters, Curtis Jenkins &
Douglas Hillman

time away from their busy schedules to meet with the IPI staff.

For the

next segment of the day, IPI staff were divided into groups to discuss Global Systems computer software. IPI employees were able to discuss different aspects of Global, give suggestions for improvements, request specialized reports and

much more. The IPI managers and Global team are reviewing the

questions and suggestions from the meeting to determine what changes can be made to make Global easier to use for all IPI employees.

Once again this year, IPI staff members did not go home empty handed. IPI vendors donated quite a few items to be given away as door prizes or placed in goody bags for each staff member. A big thanks goes out to all these vendors for



The day ended with a group photo of all Iowa Prison Industries employees.

helping make the day successful and enjoyable.

We hope each IPI staff member came away from the day with a renewed sense of teamwork, a feeling of pride of IPI's past and current accomplishments and an idea of what the future holds for IPI. Thank you all for what you do everyday; IPI would not be where it is today without you.

Mitchellville

Mitchellville Shops “Make It Your Way”

In the last few months here at Mitchellville, we have been trying to find more and more ways to cater to the needs of our customers. This has reached to every shop under our roof!

Panels and Seating:

We are steadily thinking up new and updated furniture styles. Currently we have a new metal frame rocking chair and lounge furniture family prototype. Our plush new style for this couch was created by the imaginations of our customers and experienced inmate upholsterers. We customized the size of the arms and the back, the firmness of the cushions, the material and customized wood feet. It is perfect for any setting such as in colleges, reception

areas, libraries, you name it! We are gaining confidence in the fact that anything a customer wants... we can do! This furniture is truly “Stuffed to meet our customer needs.”



Framing:
All of our frames are custom made to order. Our customers can choose from Poly Metal and Metal or Wood frames for a more traditional look. We include glass covering, four types of laminate and all the necessary hardware for hanging. From office certificates to personal artwork, we can frame virtually any type or size. Our framing business has been primarily by word of mouth and continues to grow.

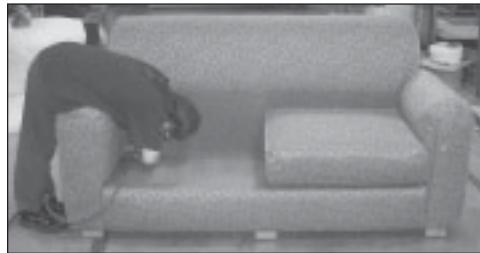
Imaging:

In the last year, we have started to offer several new services to our current

and potential customers.

Every project we do in this department is done specifically by what the customer

wants and needs, whether this is search fields or setting up a specific data base. We have several new services to offer such as, CD duplicating, book scanning, creating network databases and micro-film scanning. Each of these services has been started to meet specific customer criteria. One CD is able to hold one 5-drawer vertical file cabinet, which contains approximately 10,000 – 15,000 images! There are many benefits to using Imaging. It decreases storage costs and the possibility of misplaced documents, retrieval is quick and easy and available 24 hours a day. Usually more than 30 percent of the average office worker’s time is spent handling paper. Digital archiving saves time in both the filing and the retrieval process.



Anamosa

Shop Spotlight: License Plate Division

This quarter's spotlight is on the License Plate division. Along with Production Coordinator Dan Luensmann, Senior Technician Rod Schlee and Supervisor Tim Diesburg also work in the License Plate Division.

Dan has witnessed a significant change of how plates are made over the last decade. What was once a process involving large presses and ovens is now a digital system of thermal transfer printing. The old presses will soon be removed and with it an era of making plates that goes back to the 1930s. Since we visited the shop last in January of 2004, the faces are the same but upgrades to the system have occurred. We recently renewed the contract on plate making equipment with 3M and DOT and this will increase the speed of plates by 50% for most of the plate production. While this gain is not needed for today, it will make us better prepared to handle the next reissue of plates. They have also added a backup die for the

cutting line. Over the last two years the plate ordering system has been integrated with DOT's system so now an order can be tracked

from when the end user places the order to final delivery. In a typical year, 1.3 million plates are produced. In addition to manufacturing every Iowa license plate, we also are making Habitat and Save Our Troops plates for Minnesota and tribal plates for the Lac Du Flambeau Native Americans.

Although it is not a big area of the shop, engravings are done in the License Plate shop. Products from this department include personalized wine glasses, engraved wood panels for other shops, awards, plaques, ADA compliant signage, nameplates, pen/pencil sets and tags. Although we have standard products, much of the work is specialized. Many of our engraved pieces are less than a square foot in size, but we have completed donor boards that took eight people to move. Rod Schlee has seen the engraving department grow with the addition of several products. IPI engravings started by inheriting a broken down engraver from DHS and has transformed into a niche market that adds diversity to our work program. In 2003, a larger engraver was purchased that also gave us the ability to do curved surfaces and glass.



Outlook Positive Despite Lower Sales

Through March, the overall sales for Anamosa Plant are down 1.7% from last year with sales of \$6,550,790, but sustainable income is ahead of last year at \$844,997. This success will allow our programs to continue to make improvements in our shops and improve the ability to respond to customers needs.

One of our strengths has been that we have a diverse product line and a large customer base. While it can be difficult to meet all of the varying needs of the different customers, it does help us provide steady offender work. Each division has their own strengths that help at different times of the year.

Real integrity is doing the right thing, knowing that nobody's going to know whether you did it or not.

-- Oprah Winfrey



The License Plate division runs smoothly due the hard work of IPI staff Rod Schlee (left), Dan Luensmann (center) and Tim Diesburg (right).



Above: License plates are produced using a digital system of thermal transfer printing.

Below: Examples of products the engraving area of License Plates can produce. See the IPI web site for more photos, descriptions and prices.



Tours Of Shops Continue

Visitors in our shops this quarter included Governors' Office Representatives, Friends of the Marengo Library and the Anamosa Chamber of Commerce director. Representatives of Indiana Corrections also visited the Braille Shop.

Supervisor Greg Hart and Warden Burt hosted a Transformational Leadership Circle meeting at ASP on April 5.

Purchasing Office Remodeled

The remodel of the Purchasing Office was recently completed; it had been over 20 years since any updating had been done in the Purchasing Office. We are proud to announce to all who enter that the entire office was constructed by IPI. New modular office furniture was built in IPI's Mitchellville Panels & Seating Division and installed by Mark Vetter and Scott Darr. Mitchellville also provided the new Breathe office chairs, an OEI, Inc. product. We recycled the old file cabinets by having the Anamosa Metal Furniture Division paint them to



match the trim of the new modular units. The Purchasing Office would like to thank Mike O'Brien for all his work in assisting us in laying

out an efficient floor plan that not only looks great but also provides for more storage and more individual privacy at each workstation.

Recent Customer Testimonials: Custom Wood Furnishings

Governor's Mansion (Terrace Hill)

"The bed turned out beautifully!! We are very pleased with it. Thank you, and please convey to your team a big thank you for their craftsmanship (and craftwomanship as the case may be)!"

*- First Lady Mari Culver,
February 2007*

Iowa Medical & Classification Center

"Everything is beautiful. Far exceeds our expectations."

*- Carol Manternach, Purchasing Agent,
February 2007*

Business Office

Employee Spotlight: Grace Kurt



Grace Kurt began her employment with the State of Iowa in July 1991 in Central Records at the

Anamosa State Penitentiary. In March of 1994, she transferred to IPI as an Accounting Tech. Grace is currently an Accountant 3.

Grace is an extremely dedicated and knowledgeable employee. During her time with IPI, she has learned about and worked with all aspects of the IPI Business Office including the general ledger, financial reporting, accounts payable and accounts receivable. She is also very familiar with purchasing, inventory control and management accounting. Grace must know and follow all financial and cost accounting standards including GAAP, all state reporting regulations, Department of Finance rules and regulations and governmental accounting principles. Confidentiality is also important in her position.

Grace accurately and efficiently prepares all monthly financial statements

including the Balance Sheet, Divisional and Comparative Income Statements, Sales by Month, Sales by State Agency and Customer Category, Regents Sales, Top 100 Customers and Financial Statement Summary. She also must prepare specialized reports or provide specialized information required by management or other staff.

Grace does the vast amount of preparatory work necessary to prepare the financial reports. This includes analysis of transactions into supporting journals and ledgers and preparation of journal entries. Some of Grace's other duties include preparation of the GAAP package, all the extra work required at month end and pre-auditing of all IPI and Farm's payment vouchers. She skillfully answers many questions from all areas of IPI and assists people in handling of problems. Grace backs up many Business Office staff in portions of their jobs.

The changes in the past couple of years to the Global system and especially the change in the past year to use Inventory Accounting have made Grace's job even more extensive and challenging.

Grace is married to Marv and they have two grown children, Matt (age 23) and Laura (age 19).



Governor Culver signs a bill into law in his office in the Capitol in April. An item in the middle of his desk expresses his support for IPI. Do you know what that item is? See page 7 for the answer!



You Can See the Difference!

You really can see the difference when it comes to plastic bags made by Iowa Prison Industries. That was the premise behind the creation of the 55-gallon plastic bag display (see photo). The

display is a dramatic visual aid in showing the high quality of our plastic bags

and how well they contain the contents when tested under adverse conditions. Plans are to have a quantity of 5 pound to 20 pound bags of sand to test bags for their holding strength. One weighted bag at a time would be dropped into the test bag until it ruptures. The 55-gallon (39" x 58") clear bag is our most popular trash can liner. It features Triolefin plastic, which is a more durable plastic resin. Imagine how much "stuff" that can safely hold. Perhaps even a person?

Offender Flower Program Enhanced

Our lineup of flower arrangements available for purchase through the Canteen was recently enhanced. Four new bouquets are now available for offenders to send to their loved ones. These bouquets are of the highest quality and make wonderful gifts for any occasion. Red and White Tulips colorfully de-

scribe this arrangement that comes in a clear vase. Music Box is a musical offering that includes a set of glass angels. Sweet Dreams is actually two separate arrangements housed in attractive boxes accented with bows. Birthday Bouquet's vivid color scheme complements the atmosphere for this special day.

Oklahoma DOC Visits Canteen

A group from the Oklahoma Department of Corrections paid a visit to Iowa Prison Industries' Central Canteen to see how the nation's premiere state-owned canteen has become the success that it is. The tour included a walk-through of the entire production line, enabling them to view the step-by-step process of filling and packaging orders on a high volume scale. Time was spent explaining the sophisticated software used to ensure accurate and secure processing of offender orders. The trip proved informative for our guests, and we look forward to future visits from other state agencies.

Nike Shoe Purchase Program Announced

The Central Canteen now offers a new men's Nike shoe for purchase by Iowa's inmates. The Ledgent series is a stylish walking shoe designed to comfortably meet the needs of Iowa's male offenders. A full range of sizes including half sizes is available. Like our other special shoe promotions, there will be a sixty-day time limit in ordering.

Rockwell City

New Equipment Increases Efficiency

To help increase production and streamline the processes at Rockwell City, three new pieces of equipment have been purchased.

The addition of a Grizzly Dual Head Wide belt 37" sander allows us do in one pass of material what took us three passes on the old sander. This is an extreme time saver. This sander produces a piece that is ready to go into the finish booth with only a minimal amount of hand sanding. The only sanding we now do to a piece is on round overs or any putty that was put on the piece.

A new Grizzly Spiral Cutter Planer (see photo at right) was purchased,

which is a planer that produces a product of higher quality than the old planer due to the cutting heads. A piece of wood coming out the finished end of this planer shows no "snipe" marks that have to be sanded out.

The third purchase was a new CTD Cutoff Saw. This saw replaced the Miter saw for cutting boards to length. This saw has a safety switch on both sides that requires the operator to depress these switches simultaneously and then depress a foot switch for the saw to operate. This is an extremely safe saw that also produces a cut piece that requires very little sanding.

These three pieces of equipment have



Inmate Gray (left) & Lead Inmate Klindt (right) mill rungs for loft bed ends using the new spiral cut planer.

saved RWC in production time and labor costs. We are very excited in RWC about this new equipment and are looking forward to continued dorm furniture production.



Fort Madison recently crafted this wooden semi for Rob Denison, President of DMACC, as a thank you for his support of Iowa Prison Industries.

Textiles To Increase Production of Jeans

Textile sales are running 15% behind last fiscal year. A big portion of this decline is due to low volume of jean production, which is causing a lot of the institutions to purchase from other vendors. Even with the decline of sales, this division has only lost \$17,834 compared to last fiscal year when it was running at a loss of \$24,696.

Starting March 1st, IPI Mitchellville will be adding a jean production line to assist Fort Madison in producing large quantities of stock jeans. With this expansion, IPI will be able to start supplying the institutions with jeans starting July 1st.

Good Heath Certificates Awarded

The following IPI-FM staff received Good Health Certificates for not using any sick leave in 2006.

- Becky Munoz
- Mike Nye
- Ray Reyes
- Ray Miller
- Dale Koopman

Thank you all for your dedication!

Tourism Sales Up With Room To Grow

Sales in the Tourism Shop are up almost 22%. This division has had a contract with Department of Economic Development-Tourism for tourism fulfillment for almost fifteen years. A win-win relationship for both Iowa Prison Industries and DED, the inmate work allows us to train inmates in a marketable skill by providing services to DED at a very reasonable price. This division has a lot of room for growth.

Fort Madison

Furniture Expansion Planned

Sales are up by over 83% in furniture. Staff has pulled together to make changes in our operation, making it a more secure and efficient operation. Team effort has been a necessity in getting the job done.

To help with the continuing growth of our dormitory furniture, Fort Madison previously expanded their operation to Rockwell City. Rockwell City currently manufactures all of the loft beds, safety rails, wardrobes and novelty products. In May or June of this year we will once again expand our dorm operation by opening a shop at Mt. Pleasant. The Mt. Pleasant operation will manufacture desks, chests, mobile files and bookcases for the dormitory lines. Iowa Prison Industries will be better able to meet our customers' needs in a timely manner as well as produce more orders than space and time previously permitted. With this expansion, Fort Madison will be able to expand in custom wood furniture and church furniture to meet the growing demands in these areas.

Fort Madison will cut all of the wood and sheet stock for Rockwell City and Mt. Pleasant along with running pieces through the CNC and edgebander before shipment. Rockwell City and Mt. Pleasant will complete milling, as-



The Mt. Pleasant expansion will free Ft. Madison up to do more custom wood furniture such as this furniture completed for IPI Director Roger Baysden's office.

semble, sand and finish the products. Finished products will be warehoused and shipped from Fort Madison. Fort Madison will also supply Rockwell City with scrap pieces of wood for novelty pieces.

Thanks to the continued support of the University of Iowa and other colleges, Fort Madison has a busy schedule up through August.

Summer Dorm Orders

University of Iowa	577 rooms
Grinnell College	106 rooms
Morningside College	60 rooms
Southeastern Comm College ...	12 rooms
Iowa Western Comm College ...	71 rooms



The Iowa Prison Industries coffee cup on Governor Culver's desk during a bill signing ceremony shows his support of IPI's program! We can all be proud of his support!

Des Moines

State Surplus To Outsource eBay Sales

State Surplus property is currently looking for an outside vendor to provide turnkey support in dealing with selling property on eBay. At the current time, two vendors are proving their worth in assisting IPI-State Surplus in selling electronic equipment in this

manner. Selling on eBay is not as easy as it appears; a lot of work goes into marketing, selling, answering questions and shipping property. We will monitor this effort and will gain a larger profit on the sales of specific electronic equipment via eBay versus the Des Moines store.

Employee Spotlight: Barb Koppen

Barb Koppen has worked for Iowa Prison Industries at Surplus for the past three years. She works at the desk in Surplus and picks up Surplus property from the Capitol Complex; she also does some configuration work. Barb has worked for the State of Iowa for 26 years



in various positions. She started out in DHS microfilm and then transferred to the Child Support division. Ten years ago Barb joined DAS in purchasing before moving into Federal Surplus. She began her employment with IPI when IPI took over Federal Surplus.

Barb has one daughter, two grandsons and a cat Lacy. She enjoys camping, fishing, sprint car races, crocheting and baking.

Customers Line Up For Free Computers



This was the scene on the dock of IPI's State Surplus operation at approximately 6:45 a.m. on May 1st. These people are waiting for Surplus to open at 8:00 a.m. in order to receive a free computer. State Surplus gives away 50 free computers on the first business day of each month.

New Inventory At Federal Surplus

Federal Surplus is getting in more quality vehicles to offer to its customers. IPI-Federal Surplus just received a 10-ton dump truck and a three-quarter ton Ford 4X4 pickup; some passenger vans and tractors are coming soon. IPI-Federal Surplus continues to search and acquire property that is requested from its patrons. Hours each week are spent looking at and requesting federal property throughout the United States.



'82 Ford F250 Pickup



'90 Ford Ranger

E-mail ipi.surplus@iowa.gov or visit <http://www.iaprisonind.com> for more information.

On The Lighter Side

Birthdays

Make sure you jot down these upcoming birthdays so you can make sure they have a great day!

May

- 4 – Jeff Otting (AN)
- 10 – Dan Luensmann (AN)
- 13 – Mike O'Brien (DM)
- 15 – Dennis Barry (DM)
- 17 – Kathy Jaeger (AN)
- 18 – Chad Squires (NW)
- 25 – Bob Carlson (AN/Farms)
- 28 – Bill Gehl (AN/Farms)

- 10 – Mike Nye (FM)
- 24 – Pam Kray (AN)
- 26 – Laura Mendez (FM)

July

- 10 – Dale Koopman (FM)
- 12 – Shari Long (FM)
- 14 – Chris Gillmore (AN)

August

- 2 – Aaron Loftus (FM)
- 10 – Patty Gassmann (AN)
- 12 – James Pinegar (NW)
- 14 – Mark Hollenback (AN)
- 14 – Rita Light (RW)
- 15 – Craig Ahlen (FM)

June

- 4 – Ron Heckenberg (FM)
- 6 – Ann Baughman (DM)
- 6 – Clint Schmidt (DM)
- 7 – Bob Mesecher (DM)
- 9 – Ann Noska (AN)

Please submit any personal news you would like included in the IPI Newsletter to your plant manager or to Ann Baughman at the Sales Office.