



# IPI Newsletter

A Quarterly Newsletter

August 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.

## Baysden's Corner



First, let me congratulate the entire Iowa Prison Industries Team for an outstanding year! Each of our divisions did a remarkable job of increasing inmate work and sales.

Now to the installment of "Building Customer Loyalty". This edition of the newsletter includes a Special Section on Oakdale. It features many of the fine products that your operations have manufactured. Additionally, I offer a special thanks to Anamosa for their commitment to working around obstacles that were beyond their control. This extra effort by Anamosa goes to the heart of building customer loyalty. I call this Bridge Building. Successful organizations build bridges that the

competition cannot cross. The customer will refuse to let the competition cross the bridge if we take care of the customer. Customer loyalty is not one thing that we do; it is many things that we do over and over again for the customer. We have done this with our Move and Install Team. The Des Moines Schools, Iowa State University and others will not let anyone do their work except IPI because they trust us, they respect us and they know that we will be there when they need us. This is Customer Loyalty. The challenge facing IPI is how to expand this relationship with other customers. We have the staff and inmates to make this work for IPI; we just need to manage the store every day. Thanks for a great year and have a great summer.

BY ROGER L. BAYSDEN  
IPI DIRECTOR

## Anamosa Farms Restores Tractor

IPI Farms in Anamosa recently refurbished this John Deere tractor to a like-new condition.

After its completion, IPI Director Roger Baysden and DOC Deputy Director Fred Scaletta drove the tractor in the Great Iowa Tractor Ride in June.



Before



After

## IMCC Celebrates Completion Of Special Needs Unit

On Friday, July 13, 2007, the Iowa Medical and Classification Center in Oakdale held a ribbon cutting ceremony to celebrate the opening of the Special Needs Unit.

Planning for the Special Needs Unit began in 1998. The new building contains an outpatient health clinic and offices, three medical housing units, four celled behavioral units and 178 additional beds.

Iowa Prison Industries is grateful for the opportunity to provide the Special Needs Unit with cabinetry, security stations, nurses stations and locker rooms as well as most of the furniture

throughout the building. The IMCC project provided the IPI shops thousands of hours of inmate work hours and is a showcase for IPI products. To

show our thanks, IPI produced and donated



special mementoes for the dignitaries in attendance of the ceremony.

*For photos of the new Special Needs Unit and the IMCC ribbon cutting ceremony, please see the special pullout section of this newsletter.*

# Sales & Marketing

## Customer Spotlight: Marengo Public Library

IPI just completed furniture for the newly remodeled and expanded Marengo Public Library. The library looks incredible and fortunately escaped without too much damage from the recent flood that had water flowing through the streets of Marengo from the Iowa River. Three plants played a major role in producing and refinishing furniture for this project. Anamosa built the custom wood bookcases for the main floor and metal tables and chairs for the meeting rooms downstairs. Mitchellville produced a



variety of chairs throughout the library and handled the upholstery work for the custom sofas and chairs. Fort Madison refinished about 40 beautiful antique wood pieces the library committee wanted to use in their new floor plan and built a variety of new custom wood pieces to match the historic design of the library. The library committee and the City of Marengo are very pleased with their furniture and proud of their new library. Library use has increased dramatically since reopening.

Special "thanks" goes to two members of the library committee. Carol Samuelson and Joanne Slockett spent an incredible amount of their time seeing to every detail of this project. With the



assistance of Sales Representative Michael O'Brien, they were wonderful in helping design furniture, selecting fabric and finishes and coordinating schedules and shipments. They are probably both ready for a little vacation. They both expressed how pleased they were with the quality and attention to detail they received from all of our plants on this project.

## Employee Spotlight: Dino Costanzo

Dino Costanzo has now been with Iowa Prison Industries as a Sales / Service Representative for over six months. Not only does Dino sell chemicals,



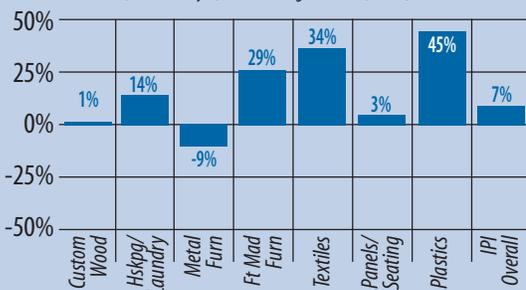
filters, plastics and textiles in Central and Western Iowa, but he also performs service work on kitchen and laundry installations in that territory as well. Dino quickly immersed himself in learning as much as possible about the products he sells and services; this enabled him to increase sales in his territory during the fourth quarter of FY2007 over 40% from the previous fiscal year! Great job, Dino! According to Dino, the best thing about working for IPI is that we are such a unified group in our goals and direction.

Dino joined IPI last November with eight years experience in the insurance industry and over 21 years of experience in the textiles industry as President of Victoria Cleaners in Des Moines.

When not at work, Dino enjoys spending time with his wife of nineteen years, Jill, and their two children Cassie (9) and Carson (3). The Costanzos love visiting the local aquatic centers, going to the movies, eating out and taking mini-vacations to the Omaha Zoo.

### Sales Report Card

#### Sales Change From FY 06 to FY 07 (FY End: July 1, 2006 through June 30, 2007)



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

#### 4th Quarter New Customer / New Project Orders

(For a complete list contact the Des Moines office)

Customer	Products	Sales
Norwalk CSD 8-9 Bldg	School Furniture	\$96,071
Poyner Elem, Waterloo	School Furniture	\$66,900
Briar Cliff College	Dorm Furniture	\$39,360
Pella CSD Addition	School Furniture	\$36,951
Christ the King School	School Furniture	\$34,622
IA School for the Blind	Furniture	\$33,858
Beta Theta Phi, Ames	Dorm Furniture	\$21,981
City of Grinnell	Plastic Bags	\$19,800
Univ of Northern Iowa	Filters	\$17,375
Kappa Kappa Gamma, Ames	Dorm Furniture	\$13,880

#### 4th Quarter New Customer Sales By Sales Rep

Dennis Barry	\$0	Scott Klinefelter	\$0	Michael O'Brien	\$157,423
Kevin Peterson	\$31,143	Dino Costanzo	\$0		

#### YTD Customer Satisfaction Card Results

(FY End: July 1, 2006 through June 30, 2007)

	Excellent	Good	Below Average
Sales Representative Knowledge	87.4%	12.1%	0.6%
Timeliness of Delivery	76.2%	21.7%	2.1%
Delivery Service	81.2%	17.4%	1.4%
Quality of Goods	84.1%	15.4%	0.5%
Value for Money	87.2%	12.8%	0.0%
Question/Problems Handled Promptly	86.6%	12.2%	1.2%
Average	83.4%	15.6%	1.0%
	Yes	No	Maybe
Would you recommend us to others?	97.5%	0.5%	2.0%

## Top 25 Customers FY07:

July 1, 2006 – June 30, 2007

1. University of Iowa
2. DOT Des Moines Vehicle Reg
3. Natural Resource Des Moines
4. Iowa State University
5. Glenwood Resource Ctr #91
6. Economic Development Dept of
7. Iowa Medical Class Center
8. Des Moines Ind Cmnty School
9. Mt Pleasant Corr Facility
10. Iowa State Penitentiary
11. DOT Ames
12. Anamosa State Penitentiary
13. Administrative Serv Dept Of
14. Clarinda Corr Facility
15. Fort Dodge Corr Facility
16. Newton Corr Facility
17. Blind Dept For The
18. North Carolina Dept Of
19. Various Surplus Customers
20. College Aid Commission
21. DHS Fiscal Mgmt
22. Morningside College
23. Davenport Schools
24. Iowa Veterans Home
25. Minncor Industries

*\*Excludes Canteen Sales and IPI  
Interdepartmental Sales*

***IPI would like to send a special thank  
you to all our customers for your  
support over the past twelve months.***

## Upcoming Trade Shows

Aug 8: School Administrators of Iowa, Des Moines

Aug 12 - 14: American Corrections Association, Kansas City

Sep 17: Iowa State Sheriffs & Deputies Association, Des Moines

Sep 26 - 27: Iowa League of Cities, Dubuque

Oct 10-11: Iowa Library Association, Coralville

# Mitchellville

## Words To Do Business By

It seems like every other newsletter we are breaking our old “record” for one thing or another so today we are doing something different; instead of just giving you the same information, we are going to look at two words that are important to us and have meaning to our businesses...

### Professionalism:

1. Conforming to the technical or ethical standards of a profession
2. Exhibiting a courteous, conscientious and businesslike manner in the workplace
3. Following a line of conduct

### Progress:

1. Movement toward a goal
2. Steady improvement

3. To advance; proceed

4. To move toward a more advanced stage

These two words are found on the same page in the dictionary, is it a coincidence they are also the first two words that come to mind when we think of IPI? I think not! It says a lot about every person that is involved in the process of making this such an incredible business. Directly below “progress” is “progressive”, making use of or interested in new ideas or findings or opportunities. In this time and place, it is sometimes hard to find a business that sticks by these things. That in itself has to be some type of record, and one we should be very proud of!

## Mitchellville Shop Highlights

### Panels & Seating

Our Panels & Seating division here at Mitchellville is doing well again this year. We have built 2,500 chairs within a 40-day period for a new out of state customer! That’s right, not only are our chairs all the way across Iowa but now we are extending our reach into other states as well.

### Jean Production

We are now well into the jean making process; it was a slow start but we are now up and running full speed ahead! We run on an assembly line set up with several types of sewing machines. Our first week we completed 120 pair of jeans, 2.5 months later we are averaging

180 pair per week. That’s remarkable progress from our team of eight. We would like to give a big thanks to Mark Meinhardt from Ft. Madison for being such an excellent teacher.

### Imaging

Our Imaging department is now offering book scanning. Book scanning is different from what we usually do because the pages are still bound in a book, and the computer runs the images through an OCR (Optical Character Recognition) program. The purpose behind this type of scanning is the computer is able to “read” the book; so instead of spending hours trying to find any information pertaining to what you

are looking for, you can type in a few “key” words to look for and the program will give you every occurrence of those words in a matter of seconds. (Where was this technology when we were in school?) The hard copy of this book is unharmed and the information is at your fingertips!

### Print

During the course of this last fiscal year, the Print Shop used enough white 8.5” x 11” sheets of paper to make a path from Ankeny to Anchorage, Alaska, and back! That is 3,852 miles or 3,508,640 pages. This doesn’t even include the colored paper or the envelopes and specialty jobs we did. Nice work ladies!

## Shop Spotlight: Custom Wood Division

This month's spotlight is on Custom Wood. The growth in this division in recent years has created new jobs for staff and offenders. Julie Dietiker is the Production Coordinator for Custom Wood and has worked in this division for six years. Kent Ashline is the newest member of the shop and also works on install projects. Ken Opatz supervises this division.

A major part of the work in Custom Wood this year was the Special Needs Unit (SNU) at the Iowa Medical Classification Center in Oakdale. While Custom Wood has built its business on wood products, they were ready to address the challenges of working with laminate type cabinetry. Also instrumental in the successful completion of this project was the install work done by Kent Ashline and Pat Fowler. The ribbon cutting ceremony in July produced many favorable comments on the instal-

lation and craftsmanship.

Cabinetry and bookshelves are products commonly associated with the Custom Wood division, but they produce a wide variety of products. Examples of some different pieces include sifting boxes for the Department of Transportation, Governor's residence bed and end tables, kitchen cabinets and a picture frame for an aerial map of the county. The upholstery work center in the shop complements its seating wood products and has also done boat seats and a variety of re-upholstery projects.



The Custom Wood division produces top-quality products under the direction of Julie Dietiker (left), Ken Opatz (center) and Kent Ashline (right).



Custom Wood built numerous workstations such as these for the Oakdale Special Needs Unit. Please see the Special Section for more photos.

## Anamosa Posts Solid Year

Anamosa finishes the fiscal year with another solid performance. Every division has worked to improve products and services; therefore, we expect all divisions to finish in the black. Each person should be proud of this and their

contributions to this accomplishment. Inmate work is also strong with shop counts of 180 to 190 offenders in full-time jobs. The start of the new fiscal year appears very strong with open orders at \$1.5 million.

## Virgil Johnson Ready To Enjoy Retirement

Congratulations to Virgil Johnson on his retirement. Virgil worked for IPI for 25 years, and he witnessed many changes in the printing industry. Virgil spent his last day at IPI visiting with coworkers. Virgil and his wife Judy will live in their new home in Arizona. Enjoy retirement Virgil!



Jill & Virgil Johnson on his last day with Iowa Prison Industries.

Bill Janssen was promoted to Production Coordinator in the Graphic Arts

division, and we are in the process of filling a technician position.

## Sign Shop Boosts Outdoor Offerings

The Sign Division is busy learning the capabilities of its new digital printing equipment. As with a majority of our shops, our ability to meet customers' needs for specialty items allows us to find niche markets that often lead to bigger and better things. Already they have been able to offer higher end graphics in outdoor signing. This growing demand will help the program meet the needs of customers for the future.

## Coming Soon: New Faces At Surplus

In the past couple of months, there has been a change in the IPI staff at Des Moines' Surplus operations. Barb Koppen has left state government to go work for her sister and care for her mother in Las Vegas, Nevada. And Mark Vetter has taken a position as a Transport Driver for the Department of Transportation in Ames, Iowa. The Surplus operations will be looking to fill these positions by the end of July. While the staff will be missed, the work and the needs of the customers will still continue. IPI wishes the best for both Barb and Mark in their new endeavors.

## Outside Vendors To Move Surplus Inventory

In the month of July, IPI-State Surplus has contracted with two vendors, USOLDWHAT and National Surplus Liquidators to help in the selling of State Surplus property. The intent is to move surplus property that is of "no market value" to the customers that do come to purchase and see what our Des Moines facility has to offer. These items include servers, hubs and switches and any other items that sit on the shelves for more than sixty days. We are very excited to try to increase the reach of State Surplus, and we hope this will lead to many different ways to sell state property.

# Des Moines

## FEMA Trailers Available From Federal Surplus

In May, IPI-Federal Surplus received eight FEMA trailers. These trailers were near new, all deemed FEMA "MISSION READY." The travel trailers were complete with appliances, heating and air conditioning, and sleep 6-8 people each.

Iowa State University, the Department of Natural Resources, the Iowa Alcoholic Beverages Division and the

City of Osage all purchased trailers the first week. These trailers will be used to house park security, agricultural studies and emergency control centers.

Three trailers are still available for sale. Since these trailers are Federal Property, they are available only to qualified governmental agencies for official use.



**2006 CROSSROADS BELAIR, 32 FOOT  
LOT# 177: \$8,659.50**

Features: Sleeps 8, Stereo, 3 Burner Stove / Oven w/ Exhaust Hood, Hot Water Heater, Double Sink, Sit Down Shower, TV Antenna Hookups, 16' Awning, Smoke Detectors, 2 Air Vents, New Condition Inside



**2005 DESIGN DREAMS, 33 FOOT  
LOT #6: \$6,390**

Features: Sleeps 5-6, Air Conditioning / Furnace, Awning, Water / Sewer Hookup, Refrigerator/Freezer, Smoke Detector, Water Heater, TV Antenna Hookup, LP Gas, Stainless Double Sink, Shower/Tub, New Condition Inside



**2006 R. SUN VALLEY ROADRUNNER, 31 FOOT  
LOT #153: \$8,206.50**

Features: Sleeps 7, Heat / Air Conditioning, Sewer / Water Hook Ups, Water Heater, 3 Burner Stove w/ Oven And Exhaust, Smoke Alarm, 6 Cu Ft. Refrigerator /Freezer, Microwave, Double Sink, Shower / Tub, LP Gas, Stereo System, New Condition Inside

*E-mail [ipi.surplus@iowa.gov](mailto:ipi.surplus@iowa.gov) for more information.*

### Recent Customer Testimonials:

**Sovereign Grace Baptist Church: Church Furnishings**  
"Beautiful finish and craftsmanship."

– Galen R. Haegele, Pastor - June 2007

**Britt Library: Seating**

"Excellent quality & good value."

– Linda Friedow, Director - June 2007

**Department of Corrections: Printing**

"Once again IPI has done an outstanding job printing our handouts! I would like to thank you for your very fast (and unplanned) turn-around time of our product. Your quality work is very much appreciated ... Again, thank you for being so easy to work with."

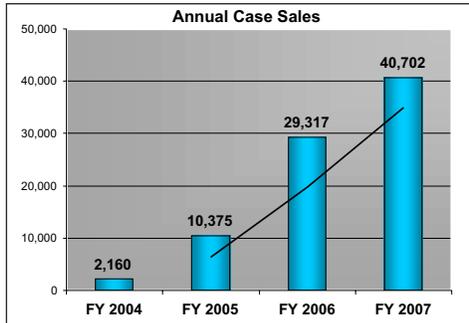
– Julie Marasco, Director's Office - June 2007

# Newton

## Just Like Pieces in a Puzzle

It all fits together for our Plastics Division when it comes to sales performance. The combination of a number of key business practices has been the catalyst in completing a picture of success. Managing these variables for a growing operation is a challenge. The Plastics Division continues to meet that challenge. The framework has been combining quality products, reasonable prices and exceptional service. Within these parameters, we have grown the business through innovative thinking. Just like fitting pieces in a puzzle together.

Sales have always been a barometer in measuring success. The following chart vividly portrays our annual sales in cases over the past four fiscal years. FY2004 case sales represent only seven



months of business. This was the year of our inception. Even by doubling the total number of cases sold in FY2004 to represent a full fiscal year of operation, the following annual case sales increases have been realized: 240%, 282%, and 139% respectively! The trend line shown in the chart is yet another indicator of the impressive growth rate of our Plastics Division.

## Canteen Shoe Offering A Great Winner For All

The Central Canteen continues its policy of providing products that meet offender needs. Shoes are no exception. We are completing our most recent offering of a women's Sketchers 2250 tennis shoe. This highly attractive well-designed product could easily be described as a "dress" shoe. The shoe has

been available for purchase over the past sixty days and will soon end. The quality and affordable price meets our high standards and we are pleased to announce this has been well received. Sales now total 203 pair; over 28% of Iowa's women offenders now wear Sketcher shoes from the Central Canteen.

# Rockwell City

## RWC Welcomes Temporary Worker

Wade Hammen has been working for IPI at Rockwell City since May 25, 2007, as a part-time temporary worker. Wade graduated from Buena Vista University this year with a degree in Criminal Justice. On the 30th of July, Wade will begin a new career with Tate & Lyle as a process technician at their Barnum ethanol plant. For Tate & Lyle, he will be

overseeing various plant processes and troubleshooting any problems that may arise. Wade has been a valuable help to Rockwell City covering vacations and leave.



Best of luck to you, Wade!

## Knock Your Sox Off With These FUN FACTS!

The Plastics Division has shipped over 586 million square feet of plastic bags. That is equivalent to over 21 square miles. You could completely cover an average size Iowa county with that much plastic. Nearly 21.5 million individual bags have been produced. Based upon the 2000 census, each Iowan could receive seven bags with plenty for leftovers. Laid end to end, one could follow a line twelve inches wide made from our plastic bags that would stretch for 12,097 miles. That "big" plastic line would encompass virtually half the diameter of planet earth! That's really stretchin' it folks!

## "Pay As You Pitch" & ISU Anniversary Programs

The Plastics Division carries a full line of plastic bags. We offer bags for biohazard disposal, food storage, protective coverings, shipping, special packaging and trash can liners. Customized bags are also available.

The City of Grinnell gave us the opportunity to provide the local community with their "Pay as You Pitch" garbage bags. These customized bags are yellow in color and come with black printing and imagery. We package them in groups of five bags and include ties for the consumer's convenience.

Iowa State University has recently purchased a unique plastic bag. These bags offer a new look for the campus in that they come in a distinctive buffeted color with red printing and imagery. The printing includes a commemorative 150-year anniversary emblem that ISU will be celebrating in 2008. They will serve as an all-purpose bag and will be used during orientation programs, in dorms and at all sporting events.

**P. S. Congratulations Iowa State!**

## FM Inmate Recognitions



Inmate Jesse Gusman (center) receives a certificate for 5 years of service to IPI from Joe Wright & Mike Nye.



Inmate Arthur Rogers (center) receives a certificate for 5 years of service to IPI from Mark Meinhardt & Mike Nye.

## Tourism Changes Increase Profits

Sales were up 38% in Tourism over the previous year. During this past year, the Tourism Division was close to losing money so the shop was evaluated, changes were made and as a result FY07 will have a nice finish. Great job Ray Reyes and the tourism offenders.

## Textiles Experiences Sales Growth

The Textiles Division will end this fiscal year with a 34% increase in sales, and it is projected that Textiles will make a small profit for the first time in several years. This is mostly due to our correctional institutions supporting Iowa Prison Industries. As has been mentioned in past newsletters, institutions purchase inmate clothing, flat stock and bedding from IPI, usually in rather large quantities. This division will continue to look for various ways to be more economical so this operation can be profitable. Recently Iowa Prison Industries reduced the selling price of almost all of our products allowing institutions to receive more products for their dollars; this has resulted in larger orders, increasing our business and allowing us to hire more offenders.

# Fort Madison

## Furniture Division Ends Year With Sales Increase

Fort Madison's Furniture Division will end this fiscal year with a 29% increase in sales over last year. Financially, we will still come in with about a \$200,000 loss; this is an improvement from the previous fiscal year when we had over an \$845,000 loss. Our custom wood division has been very instrumental in this year's increase in sales not only with schools, libraries and churches but also with new construction like cabinets and countertops for classrooms and custom built office furniture. Universities and schools continue to be Fort Madison's largest customers. University of Iowa played a large part in our dorm business this year with almost 600 rooms of dorm furniture for summer 2007 delivery.

The Furniture Division recently purchased a finger jointer; this piece of



Inmate Brown operates Fort Madison's new finger jointer machine.

## Warden Ault Gives Kudos To IPI Staff

During ISP's weekly staff meeting, Warden Ault expressed his thanks to IPI Technician Dale Koopman on his handling of information he received regarding an inmate in IPI being in



Ft. Madison Furniture recently custom built this office furniture for DOC Director John Baldwin.

equipment will be a win-win for everyone. It will allow us to recycle material that normally would go to the landfill, which creates extra expense, and use this recycled material in numerous areas of our production, which helps reduce the necessity to increase prices due to the rapid increase of our raw materials. Additionally, this piece of equipment provides meaningful employment for our offenders so that they obtain marketable skills with modern equipment to help them gain employment upon their release.

In the next few months, we will have available a pew flyer/brochure on both new pew construction and refurbishing of existing pews. The brochure will simplify what IPI can provide and allow the sales representatives to figure an estimated cost on pew projects.

possession of contraband items. The inmate was taken to investigations where he did admit to being in possession of the items and was then locked up. Good work Dale!

*"Thank you for your generous donation of the Iowa maps and books for the "Our Kids" Seminar gift bags. We sincerely appreciate your support of our educational initiative. Our guest presenters will see how truly caring and productive Iowans are. It's great to be an Iowan!"*

*With gratitude and appreciation,  
Stephanie Jones, Heartland Area Education Agency II*

# Business Office

## FY07 Accomplishments & FY08 Plans

Due to the Business Office staff's hard work, dedication and teamwork, the Business Office completed many projects this past fiscal year including:

- Finished conversion of all branches to Inventory accounting.
- Business Office is fully backup trained. All positions have primary and secondary backups.
- Definite month-end deadlines for all IPI were instituted. This has worked out very well.
- Job shadowing/immersion to continually look for more efficient methods and processes.
- Major Global computer system enhancement.
- Report additions and changes, forecasts.

- Plant visits by Business Office staff.
- Extensive computer network upgrade of hardware and software increasing speed and reliability.

A busy year is ahead for the Business Office; future plans include:

- Continue strategic planning.
- Continue to look for more automated and efficient methods of doing processes.
- Continue development of specialized reporting.
- Continued development of areas of Global program not being used or begin use of enhancements of that program.



Iowa Prison Industries Director Roger Baysden (second from left) presents a model of the DMACC semi that Des Moines Area Community College (DMACC) President Rob Denson (third from left) drives in area parades to Denson. The wooden semi was made by inmates at the Iowa State Penitentiary in Fort Madison. DMACC Motorcycle Safety Instructor Bill Eden (left) and DMACC Continuing Education/Technical Director Mike Aubrey look on.



## On The Lighter Side



### Birthdays

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

#### August

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

- 14 – Teresa Engelbart (AN)
- 15 – Greg Hart (AN)
- 20 – Bob Fairfax (DM)
- 22 – Jeffery Buford (AN/Farms)
- 30 – Grace Kurt (AN)

#### September

- 7 – Julie Schaefer (AN/Farms)
- 20 – Jerry Burdette (AN/Farms)
- 23 – Gary Schilling (AN)

#### November

- 3 – Pat Fowler (AN)
- 9 – Bill Janssen (AN)
- 10 – Ray Reyes (FM)
- 12 – Julie Dietiker (AN)
- 13 – Matt Butler (NW)
- 18 – Rhonda Stoller (MV)
- 22 – Tammy Diesburg (AN)
- 26 – Tim Diesburg (AN)
- 28 – Julie Nassif (AN/Farms)
- 30 – Rod Schlee (AN)
- 30 – Al Stecher (AN)

#### October

- 1 – Tangela Buerckley (MV)
- 4 – Kent Ashline (AN)
- 8 – Joe Wright (FM)
- 9 – Cathy Benedict (AN)
- 9 – Randy Bryant (FM)

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.

## ? TRIVIA ? ● CHALLENGE ●

1. What part of the state does Sales/Service Rep Dino Costanzo cover?
2. Who was IPI's top customer in terms of sales dollars last fiscal year?
3. How many jeans per week is Mitchellville able to produce?
4. Who is the new Production Coordinator in the Anamosa Graphic Arts division?
5. How many FEMA trailers does Federal Surplus have available?
6. How many cases of plastic bags did Newton sell last fiscal year?
7. What is the new piece of equipment at Fort Madison?

See answers on page 4.