

# THE IPI Newsletter

www.iaprisonind.com / Winter 2013 Issue

## IPI Welcomes New Plant Manager

Please welcome Justin Opfer to the Iowa Prison Industries team; Justin's first day as manager of our operations in Newton and Mitchellville was Monday, February 18th.

Previously, Justin held the position of Production Manager for Aramark Healthcare in Des Moines, where he

led a team of three supervisors and 85 production employees. Justin received his degree in Business Administration from Concordia Lutheran University (NE). He and his family reside in Urbandale, Iowa.

We had many strong candidates apply for this key position, including several from IPI. While we selected Justin as

the best overall match for this particular position, the entire interview team was impressed with the talent and "bench strength" we have within IPI.

Over the next few weeks Justin will be visiting most of our facilities, and we hope you have the chance to meet him and welcome him to Iowa Prison Industries.

## Investing In Our Future



**DAN CLARK**  
IPI DIRECTOR

Thanks to the talent and hard work of our staff and offenders, along with the support of our customers, Iowa Prison Industries has been able to generate positive Net Sustainable Income over the past several fiscal years. The key word here is **Sustainable**. No organization can keep going for long without making investments in its people, processes and equipment.

Investment needs are many: Trucks wear out. Roofs leak. Computers become obsolete. Skills need upgrading. Regulatory requirements change. And of course, the marketplace constantly evolves (machines to produce buggy whips had to be replaced).

One important role of the IPI leadership team is to allocate our investment capital in the best manner possible. During FY13, Iowa Prison Industries plans more than \$1.8 million in investments in Plant, Property and Equipment. Here are a few highlights:

To modernize our **Textile Operations** in Mitchellville, IPI purchased Pattern Design Software from OptiTex, which is essentially "AutoCAD for apparel". The software allows IPI to digitize patterns for denim jeans, jackets, etc., develop the components needed to manufacture an item, and then cut them out using the most efficient layout. We also procured new machines for the denim jeans line, including a computerized belt looper and bander. Finally, we expanded our capabilities in fabric printing by purchasing a new Brother machine, which will allow us for the first time to print on dark garments.

IPI's **Canteen Operations** were improved by upgrading the software and hardware used for the checker stations, and we also plan to reconstruct a truck dock to improve safety and accessibility.

In Anamosa, we continue to invest in Iowa's largest and

most advanced **Sign Shop**, including a new sign sander that allows IPI to refurbish used signs, reducing costs and improving sustainability. In addition, we are replacing the slitter used to cut sheeting, and the paper cutter. Also at ASP, **License Plate** operations have been made more efficient with the purchase of new software, a new bagging line, and a new Unwinder/Straightener for motorcycle plates.

Production of wood furniture and cabinetry at **Mount Pleasant and Fort Madison** has been made safer with the purchase of new table saws utilizing the StopSaw instant braking technology (you have to watch the hotdog demo at [www.sawstop.com](http://www.sawstop.com)!) and also more efficient with the installation of a new CNC machining center, underfeeder, planers, pocket hole machines and clamping tables.

Maintenance of **IPI Farms** has been made easier with the purchase of an Excavator. In addition, we have put numerous other pieces of equipment into service, including a feed wagon and new utility vehicles.

All locations will benefit from the new Delivery Vehicles purchased for Anamosa, Fort Madison and Newton.

Finally, some of our investments in **Information Technology** will be easily seen, such as the replacement of 90 older desktop computer stations throughout all locations. Or the new tablet computers used by the Sales Team to make client presentations and access product brochures stored on the cloud. Others, such as the installation of redundant servers for disaster recovery purposes, aren't so visible, but are equally vital.

All of these investments, as well as many more not mentioned, are made possible by the Net Sustainable Income we generate from our operations. As you know, Iowa Prison Industries receives no governmental appropriations, and so our future is in our own hands.

Thanks again to the IPI team for all of your hard work and dedication, and to our customers for their support.

Dan

# Sales & Marketing

## Customer Spotlight: Central Iowa Shelter & Services

This past summer, Central Iowa Shelter & Services and Iowa Prison Industries worked together to design and build 207 metal beds for the new homeless shelter located in Des Moines. This project required the coordination of three IPI shops: the metal beds were designed and built in our Anamosa Metal Shop, the



The new Central Iowa Shelter & Services building has already served over 1,300 individuals since opening in September 2012.

mattresses were made at our Fort Madison facility and the installation of the beds was done by our Des Moines moving and install team. The metal shop worked closely with Tony Timm, Executive Director of the Central Iowa Shelters & Services, to design a bed to meet their specific needs. The metal bed designs were approved and ordered by Mr. Timm in July of 2012 with a promise to deliver the first part of September. IPI was on a tight schedule to meet this deadline, and through hard work and communication, we came through.

From the time the beds were delivered in September to present, the homeless shelter has served over 1,300 homeless individuals. A third of these individuals

were victims of domestic violence or had a mental illness. IPI is proud to have been a part of this project and helping these individuals.



Tony Timm

IPI extends our thanks to Tony Timm for allowing IPI to be a part of this important Des Moines project. We also congratulate the shelter on receiving the Des Moines Register's Aurora Award, which recognizes a nonprofit group that has worked to fill a need in the community. Tony was also recently recognized as Citizen of the Year by the Des Moines Downtown Chamber of Commerce.

## Showroom Donating Samples

As IPI continuously modifies and expands our furniture product lines to meet our customers' ever-changing needs, we strive to keep the Des Moines showroom updated with our latest products. By doing so, we give our customers something new to look at each time they visit the showroom.

Occasionally, this results in an abundance of furniture samples and not enough space to showcase them appropriately. Recently, the Des Moines showroom inspected our inventory and

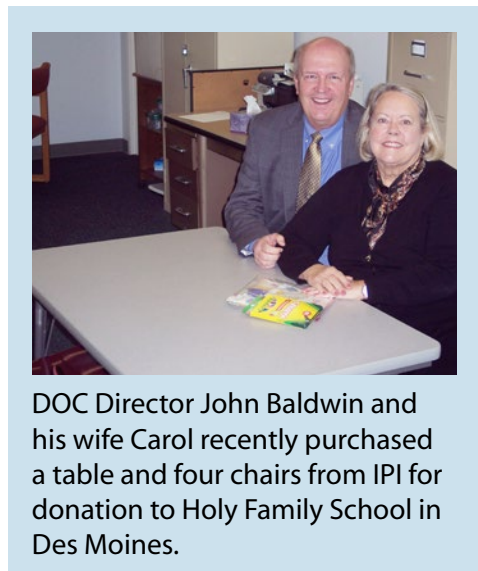
found a number of pieces that are no longer a high priority to have on display. To expedite opening up space for new samples, the Sales Team has been working with customers that typically have extremely tight budgets and offering them these pieces at a very large discount or at no cost at all.

Recent donations included several pieces of furniture to both Gigi's Playhouse / Down Syndrome Awareness Center in Des Moines and the



Gigi's Playhouse staff (Eric Land, Kate Paulline & Mike Press) are shown with the wardrobe that IPI donated to the facility.

Willis Dady Emergency Shelter in Cedar Rapids.



DOC Director John Baldwin and his wife Carol recently purchased a table and four chairs from IPI for donation to Holy Family School in Des Moines.

## Showroom Hosts Advisory Board Meeting

In December, the IPI Advisory Board meeting was held in the Des Moines Showroom. All of the IPI Managers were in attendance to present updates on their locations to the Board.

IPI presented IPI Advisory Board Chairman Doug Hillman with a License Plate Plaque/Clock to celebrate his retirement from Drake University (photo at right). Those in attendance also wished Manager Shawn Preston good luck in his new career (photo far right).



The IPI Board Meeting locations, agendas and minutes are always posted on the IPI website.



## Sales Report Card

YTD Customer Satisfaction Card Results <i>(July 1, 2012 through January 31, 2013)</i>				Recent New Customer / New Project Orders <i>(For a complete list contact the Des Moines office)</i>		
	<b>Excellent</b>	<b>Good</b>	<b>Below Average</b>	<b>Customer</b> .....	<b>Products</b> .....	<b>Sales</b>
Sales Representative Knowledge	89.5%	9.9%	0.6%	Grand View University .....	Residence Furnishings...	\$422,000
Timeliness of Delivery	75.3%	23.1%	1.6%	Cedar Rapids Library .....	Shelving Ends & Tops ...	\$265,242
Delivery Service	83.5%	15.9%	0.6%	UNI Dining .....	Booths & Tables .....	\$76,549
Quality of Goods	87.8%	11.7%	0.6%	Iowa City Fire Dept .....	Office Furniture .....	\$10,876
Value for Money	82.3%	16.0%	1.7%	Rudd-Rockford CSD .....	School Furniture .....	\$9,204
Question/Problems Handled Promptly	86.5%	12.9%	0.6%	City of Maquoketa .....	Office Furniture .....	\$9,052
<i>Average</i>	<i>84.0%</i>	<i>15.0%</i>	<i>1.0%</i>	Cedar Heights Baptist Church ...	Furniture .....	\$8,571
	<b>Yes</b>	<b>No</b>	<b>Maybe</b>	Webster City Police Dept. ....	Modular .....	\$6,062
Would you recommend us to others?	98.7%	0.0%	1.3%	Schroeder Library .....	Library Furniture .....	\$3,272
				Western Iowa Power Coop .....	Office Furniture .....	\$2,749

# Business Office

## Sales Comparison FY2013 & FY 2012

	MTD SALES		YTD SALES		CHANGE	
	FY-2013	FY-2012	FY-2013	FY-2012	\$	%
<b>ANAMOSA</b>						
License Plates	193,867	93,265	1,142,238	521,028	621,209	119.2 %
Sign	284,925	213,192	2,010,131	2,009,629	501	0.0 %
Graphic Arts	50,446	39,885	354,814	289,342	65,472	22.6 %
Housekeeping/Laundry	68,651	66,848	348,266	424,773	(76,507)	(18.0) %
Filters	39,245	36,887	266,235	239,263	26,972	11.3 %
Metal Furniture	161,766	131,839	1,619,715	2,006,715	(387,001)	(19.3) %
Custom Wood	10,925	31,431	398,918	358,051	40,867	11.4 %
Braille	17,825	29,018	178,936	213,509	(34,572)	(16.2) %
Rockwell City Operations	13,813	730	97,244	72,360	24,884	34.4 %
<b>ANAMOSA TOTAL</b>	<b>841,463</b>	<b>643,096</b>	<b>6,416,496</b>	<b>6,134,671</b>	<b>281,825</b>	<b>4.6 %</b>
<b>FT MADISON</b>						
Furniture	339,524	17,808	2,486,228	2,708,533	(222,305)	(8.2) %
Textiles	13,577	15,330	77,593	314,609	(237,016)	(75.3) %
Tourism	6,844	29,578	41,382	75,551	(34,168)	(45.2) %
<b>FT MADISON TOTAL</b>	<b>359,944</b>	<b>62,716</b>	<b>2,605,203</b>	<b>3,098,692</b>	<b>(493,490)</b>	<b>(15.9) %</b>
<b>MITCHELLVILLE</b>						
Panels and Seating	34,240	129,110	820,586	902,651	(82,064)	(9.1) %
Housekeeping/Chemical	61,031	62,961	352,693	452,143	(99,450)	(22.0) %
Textiles	79,385	36,750	484,424	321,585	162,839	50.6 %
Plastics	64,264	76,580	368,495	395,536	(27,041)	(6.8) %
<b>MITCHELLVILLE TOTAL</b>	<b>238,920</b>	<b>305,401</b>	<b>2,026,198</b>	<b>2,071,915</b>	<b>(45,717)</b>	<b>(2.2) %</b>
<b>DES MOINES</b>						
State Surplus	2,379	496	8,782	8,724	59	0.7 %
Federal Surplus	750	16,116	32,373	75,900	(43,527)	(57.3) %
Moving and Install	13,714	6,409	195,143	157,008	38,135	24.3 %
<b>DES MOINES TOTAL</b>	<b>16,842</b>	<b>23,021</b>	<b>236,298</b>	<b>241,631</b>	<b>(5,333)</b>	<b>(2.2) %</b>
Novelties	463	587	2,181	19,334	(17,154)	(88.7) %
<b>TOTAL W/O CANTEEN</b>	<b>1,457,633</b>	<b>1,034,822</b>	<b>11,286,376</b>	<b>11,566,244</b>	<b>(279,869)</b>	<b>(2.4) %</b>
<b>CANTEEN</b>	<b>388,412</b>	<b>361,714</b>	<b>2,775,963</b>	<b>2,724,086</b>	<b>51,877</b>	<b>1.9 %</b>
<b>TOTAL WITH CANTEEN</b>	<b>1,846,045</b>	<b>1,396,536</b>	<b>14,062,339</b>	<b>14,290,330</b>	<b>(227,991)</b>	<b>(1.6) %</b>
Less Elimination of ID Sales	48,406	50,651	291,583	669,817	(378,234)	(56.5) %
<b>GRAND TOTAL</b>	<b>1,797,640</b>	<b>1,345,884</b>	<b>13,770,756</b>	<b>13,620,513</b>	<b>150,243</b>	<b>1.1 %</b>

\* As of January 31, 2013

## Onward & Upward In Textiles

Advances in technology have driven the apparel industry to new heights...and Mitchellville IPI can now compete with the help of two new major additions: a Brother GT-381 inkjet for direct to garment printing and a Digitizer and Plotter for the sewing department.

The customization market in apparel decorating has been fueled by digital garment printing technology. It has also created a new market for multiple-color, low-run production of quality, cost-effective garments. It allows the consumer to create a multi-colored custom design, choose any color shirt to have it printed on, order a quantity as low as one, produce it in a short amount of time, and then package it and ship it to them! Could this have happened without direct to garment technology? Probably so, but not with the profitability and fast turnaround time that has been experienced with direct-



Offenders digitally print a multi-colored logo on a dark-colored shirt, a capability of the new Brother GT-381 garment printer.

to-garment printing technology. These types of print-on-demand customization business models have experienced rapid growth, and the future looks positive for continued, sustained growth. Our new Brother GT-381 inkjet printer has 8 printing heads with 1200 DPI capabilities adding high definition graphics to apparel items. The ink is cured with a heat press that processes up to 16.7 million different colors, and it prints on an area up to 14" x 16". Another innovation is the pre-treat option which allows us the ability to print white ink onto dark or black fabric. Not having this ability before had greatly hindered us on acquiring different bids. Now, we are competing for more and larger bids!

The second addition to Mitchellville IPI is the OptiTex Apparel CAD system. It conveniently integrates the two worlds of 2D and 3D product development into one easy-to-use interface. It uses a "marker" to trace around the physical form creating a digital pattern. Now, utilizing the one advanced system, we



An offender traces a pattern with a "marker" to digitize it.

can simplify grading, generate nested layouts to minimize material waste, and accurately check, correct, and balance the pattern. The pattern can be checked for construction, fit, and draping without having to switch between different applications. Once we are up and running completely, we will utilize the program's capabilities to help in both the panel and chair departments. We are exploring the option of adding an automatic cutting table which will decrease material waste even more!

These new additions offer great benefits to our company such as dramatically increased productivity leading to cost savings and creating a full-scale automated procedure. However, the bottom-line is knowledge. We are helping to train offenders in current and up-to-date technology in the apparel industry, helping the offenders be qualified for jobs when released.

## Textiles Division Growth Creates New Offender Opportunities

All of the new technology progressions in this department are helping to increase and expand our potential. A division that started with only manufacturing blue jeans has advanced to include sweats (both pants and shirts), shorts, and jackets. The division has also developed to include the production of diapers, sheets, pillowcases, jumpsuits, scrubs, and laundry bags.

In addition, we have recently inherited a line of linen products from another division. This linen division consists of towels, washcloths and socks. Although this linen line is not actually manufactured here, it creates a whole new opening within the textile division. Offenders are now given the opportunity to work with vendors on purchasing the products for this line. Learning the purchasing

aspect is an excellent qualification for the offenders working within the textile division. They need to find the best product for the best price. They are also developing customer service skills while developing rapport with the different vendors. Combined with the technology augmentations, we are providing more and varied experiences and training for offenders for when they reenter society.

# Fort Madison

## Fort Madison Goes Lean

In October 2012, the Fort Madison IPI plant began a valuable lean manufacturing training seminar presented by Southeastern Community College. The training seminar included a full-day opening session followed by several half-day and full-day sessions with fewer participants – five of the plant staff partnered with five plant offenders. The following topics were covered: Five “S,” value stream mapping, leading lean transformation, the pull/Kanban system, and cell flow.

During the opening session, a role playing exercise provided a hands-on illustration of the potential for operational improvement through applying lean manufacturing principles. By the end of the session, everyone agreed that implementing lean manufacturing principles represents a substantial opportunity for improvement.

The Five “S” session required each team to identify an actual Five “S” project to pursue and then give a presentation on their project. The presentations featured existing conditions, the desired conditions, and the progress made toward achieving those conditions. The group recognized that every plant area – from the office to the production floor to the warehouse – could be improved by applying the Five “S” Tool, and additional Five “S” efforts continue in the plant.

The leading lean transformation

session explored various aspects of leadership. The group distinguished between manager behaviors and leader behaviors. The exercise established that everyone can be a leader. To lead the lean initiative the group considered four keys to the effort: Have the vision, believe in the process, show others how they fit, and give feedback about progress. Everyone enjoys a role in continuing and expanding the lean transformation.

The pull/Kanban system session distinguished between the traditional push approach to production and the more efficient pull approach to production. The push system to production is based on anticipated need dates. Shortening the production cycle is the essence of the pull system. The session demonstrated the need to reorganize plant processes and operations.

The cell flow session considered the variety of wastes that exist in manufacturing. Cellular manufacturing targets those wastes by arranging equipment and workstations in a sequence that supports a smooth flow of materials and components through the process with minimal transport or delay. An unprecedented cabinet order gave the session greater urgency and an immediate



impact on operations. The session’s conceptual approach to successfully meeting the cabinet production challenge translated into physical plant changes within days.

The lean manufacturing training seminar also coincided with the start of finishing the inside of the IPI building at the new Fort Madison prison. Once the general contractor completed the walls and roof, IPI assumed responsibility for completing the building. A lean manufacturing perspective will be evidenced throughout the planning, implementation, and operation of the new building. The IPI-Fort Madison plant will reap dividends from the lean manufacturing seminar for years to come.

## Gearing Up For A Busy & Exciting Year

IPI Fort Madison and Mount Pleasant are expanding their offender workforce and hours to meet all our order deadlines.

As construction continues on the two prison projects, IPI Fort Madison continues with millwork production and installation at both facilities. IPI is also responsible for completing the interior of our new building at the Iowa State Penitentiary.

Colleges and universities across Iowa continue to be pleased with the quality of our furniture, and IPI has secured a

number of orders for summer 2013 delivery for dormitory furniture and cabinetry. Habitat for Humanity cabinetry orders continue to come through our shop as well.

All in all, it looks to be a very busy, but exciting, year for the Fort Madison furniture shops.

### 2013 Project Schedule

University of Iowa.....	647 dressers
Iowa State University.....	720 rooms / 3,600 pieces
Iowa State University.....	180 cabinets
Iowa Western Cmnty College ..	140 rooms / 700 pieces
University of Northern Iowa ...	256 rooms / 818 pieces
Grinnell College .....	50 rooms
Grand View University.....	155 rooms / 995 pieces

## Shop Spotlight: Sales Office

This month's spotlight is on the Anamosa Sales office. The sales and marketing efforts of the Anamosa sales office contribute to the success of IPI. But the service goes beyond the sale, and our sales office staff also provides the customer support needed to ensure the customer has a good experience with our organization. Darcy Austin, Teresa Engelbart, Diane Hughes and Chris Guy provide a combined 68 years of experience.

Approximately 10,000-12,000 sales orders are completed annually with our Anamosa and Rockwell City divisions and many of the products involve unique non-stock items to meet a customer's needs. While this involves a lot of interaction with customer and production areas, we are able to provide an unequalled service to the customer. Our customer satisfaction cards

often note the customer focus and making the order a good experience. Another critical part of their work is to listen to customers'

needs for new products and services. This has led to new lines and services that create offender work.

Our staff engages the customer by attending conferences of our customers, hosting tours and training seminars, and meeting customers to see how their organization operates. By doing this, we not only learn our customers' product needs, but also build an understanding that will meet their and other customers future expectations.



*Sales Office Staff: Diane Hughes, Darcy Austin, Chris Guy & Teresa Engelbart*

The way we do business in the Sales Office has also changed over the years. While we are always willing to take the time to talk to the customer and provide solutions to what they need, orders now come from a variety of sources. Orders forwarded from our website have increased significantly along with a similar increase in emailed orders. Whatever the source, the Anamosa sales staff strives to provide the best service possible.

## Staff Highlights

Ruthie Mosser, Purchasing Agent, attended a recent Procurement Conference at the Kirkwood Outreach Center in Cedar Rapids and did a presentation on doing business with Iowa Prison Industries.

**Teresa Engelbart** and **Greg Hart** attended the County Engineers Show in Ames, Iowa, in December.

A recent service awards luncheon at ASP included IPI staff **Teresa Engelbart** and **Tim Diesburg**, each with 30 years of service! Congratulations on this great accomplishment.

Congratulations to **Chris Guy** on the completion of her Associate of Arts degree.

In October, **Al Reiter** ran the Des Moines IMT Marathon, finishing all 26.2 miles of it in under 4 hours!

A staff Christmas pizza lunch was held on Friday, December 21.

## Greening Iowa: E-Invoicing

Each month, IPI processes over one thousand invoices, each of which is printed, stuffed and mailed to the customer. Another copy of each invoice is printed and stored with the order paperwork. That's a lot of paper used each month! In order to save paper as well as labor and postage costs, IPI is planning to transition to sending our invoices to customers electronically via email (AKA e-invoicing).

The IPI Global Team has been researching and testing the functionality of e-invoicing in Global Shop over the past few months. While the final functionality of e-invoicing is still being developed, in general, any customer that agrees to receive their invoices electronically will no longer receive a paper copy via the mail. Instead, when an invoice is generated for that customer, Global will automatically generate and email a PDF invoice.

An additional benefit of e-invoicing is the ability to customize the email that the customer receives. The emails could

contain a variety of information, such as a link to a clearance sale on the IPI website, a notice of a new product that IPI is introducing or a link to an on-line customer satisfaction survey. The latter would eliminate the customer cards that we currently attach to order paperwork and manually compile into monthly reports, resulting in further labor and paper cost savings.

The IPI Global Team expects to have the e-invoicing functionality finalized in Global in the coming weeks. Once everything is ready to go on the backend, we will send out a notice to our current customers of the new capability and request a contact to receive the e-invoices if they wish to convert.

While IPI offers more and more green products and services to our customers, we also continue to look at our internal business practices to find ways to reduce our impact on the environment. We look forward to the green benefits of e-invoicing as we move forward with this project.

## On-Line Ordering Increases Holiday Gift Bag Sales

For the first time, friends and family of offenders were able to use their credit cards to purchase gift bags through a secure website.

Central Canteen offenders and staff worked diligently to process the orders in record time, filling totes, sealing bags, and packaging items into shipping boxes.

Like last year, two types of bags were

available for purchase, Deluxe Gift Bags and Regular Gift Bags. We sold over three times as many Deluxe Gift Bags as Regular Gift Bags.

A total of 3,601 gift bags were sold this year. This is a 25% increase in sales from last year's numbers!



Offenders assemble the gift bags (above) and then box them for shipping (below).



### Gift Bags By Institution

	Deluxe	Regular
Mount Pleasant	331	84
Fort Madison	242	58
Rockwell City	76	15
Fort Dodge	421	95
Clarinda	332	101
Oakdale	299	79
Anamosa	425	139
Mitchellville	329	104
Newton	280	85
Newton CRC	81	25

## Canteen Hosts Holiday Ice Cream Social

On December 24, 2012, the Central Canteen held an ice cream celebration. Cake, ice cream, and all the toppings were provided.

Central Canteen employees enjoyed their ice cream at the end of the workday.

While the workers were eating, Chad Squires, Plant Supervisor, and Dan Clark, Director of Iowa Prison Industries, spoke about the accomplishments made by staff and offenders throughout the year.



**Good luck to Shawn Preston, Plant Manager of Newton & Mitchellville, as he explores a new career after over 15 years with the DOC & IPI!**

## Fun Fact!

The Central Canteen sold 4,423 boxes of snack crackers between October and December 2012. If you were to stack the individual tubes of crackers from end-to-end, they would span 13,269 feet. This is taller than 13 Eiffel Towers stacked on top of one another!



## New Laundry Service

What started off as a discussion of a need has turned into a small opportunity for the workers in Des Moines. In the spring of 2012, ISU and IPI started discussing the idea of a small laundry service for ISU's Facilities Planning and Management department. ISU had a need for a provider to wash mop heads, cleaning rags, microfiber rags and towels, and dust mops for the ISU custodial staff that are responsible for the cleanliness of many of the buildings on the ISU campus.

In July 2012, the idea became a reality, and IPI Des Moines started a weekly laundry service that includes picking up, laundering and returning the cleaned items to 21 different drop locations on ISU

campus in Ames. With workers from the CRC Newton assisting, the Des Moines location has already processed 5,820 pounds of dirty laundry for ISU during the first 6 months.

The success with the ISU FP&M teams has already lead to more opportunities at ISU. In October 2012, the IPI Des Moines began providing a laundry service to ISU for cleaning and ironing their lab coats.

While the laundry operation is relatively small, it has provided some unique offender training opportunities. We look forward to continuing this relationship with ISU as well as growing this business with ISU or other local organizations.

## A Word From ISU

July 2012, FP&M Custodial Services expanded its partnership with Iowa Prison Industries to include professional laundry service.

IPI performs weekly pickup and delivery for this critical service, and utilizes multiple forms of communication for any concerns or changes that need addressed.

The importance of cleaning supplies being returned consistently and in a clean condition, directly affect the ability of FP&M Custodial Services to maintain a safe and sanitary environment for students, staff and faculty across campus.

Due to the commitment and quality of service demonstrated by IPI staff, the amount of laundry sent in for service each week has steadily increased.

We want to thank all those involved in the process for their dedicated professional service.

-- Teri Sieve, ISU  
Facilities Services Coordinator

## On The Lighter Side



### Birthdays!

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

#### February

- 1 – Kim Zimmerman (AN)
- 2 – Cindy Reck (AN)
- 7 – Ruthie Mosser (AN)
- 15 – Dan Crook (DM)
- 19 – Pete Quackenbush (AN)
- 21 – Jed Kinion (AN/Farms)

#### March

- 4 – Steve Anderson (FM)
- 9 – Sandy Bunce (AN)
- 23 – Darcy Austin (AN)
- 23 – Tammy Luchtenburg (AN)

#### April

- 1 – Seth Essing (FM)
- 1 – Becky Munoz (FM)
- 4 – Mike Kuper (AN)
- 22 – Mark Merfeld (AN)

#### May

- 4 – Jeff Otting (AN)
- 8 – Wayne Leytem (AN)
- 13 – Michael O'Brien (DM)
- 15 – Dennis Barry (DM)
- 18 – Chad Squires (NW)
- 24 – Dennis Piotraschke (MV)
- 25 – Bob Carlson (AN/Farms)

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.

*All our dreams  
can come true,  
if we have the  
courage to pursue  
them.*

*--- Walt Disney*

*What the mind  
can conceive, it  
can achieve.*

*--- Napoleon Hill*