



# Off-the-Cuff

A Publication of Prudential Overall Supply

Vol. 38, No. 3

1661 Alton Pkwy., Irvine, CA 92606

(714) 250-4855

Fall 1997

## Groundbreaking Held For Milpitas Cleanroom



story page 4



Cerritos Garment  
Manufacturing Uses  
New Equipment to  
Improve Efficiency

story page 6

# From the Prudential Mailbag

*The date of hire is listed after each employee name throughout Off-The-Cuff.*

**SAMSUNG**  
AMERICAS

**SAMSUNG AUSTIN SEMICONDUCTOR, L.L.C.**  
12100 Samsung Boulevard  
Austin, Texas 78754  
TEL: (512) 672-1000

Dated: 8-29-97

To: Mr. Dan Clark  
From: Tom Castro  
Re: Prudential Cleanroom Service  
Cc: Mr. Tom Laws  
Mr. Robert Spector

Dear Mr. Clark

I have recently received notification that Prudential Cleanroom Services has been selected to launder our Class "A" garments. I would like to take this opportunity to thank Mr. Tom Laws who has provided excellent assistance during this period. He has played a key role in matters concerning this decision. Mr. Laws, also, took the initiative to assist in providing Samsung Austin Semiconductor with consumable items which is out of his scope of responsibility. Mr. Law's hard work and dedication deserves recognition.

Regards,

*Tom Castro*  
Tom Castro  
Superintendent  
Samsung Austin Semiconductor

**Tom Laws (09/03/96), Corporate Sales Representative, Austin Cleanroom**

**PUEBLO HEATING & COOLING, INC.**  
YOUR COMFORT IS OUR BUSINESS  
3851 N. RICHEY BLVD. TUCSON, ARIZONA 85716  
(520) 326-5504 FAX (520) 321-4535

Prudential Overall Supply  
4240 S. Freemont Ave.  
Tucson, AZ 85714

September 9, 1997

Re: Letter of Recommendation for Jeff Zeidman

Dear Sirs:

Prudential Overall Supply Company has been my firm's vendor for uniform service for one month. During this time, I have found Prudential to have provided high quality uniforms and service at reasonable prices. You have met our requirements for top quality uniforms and have been forthcoming with adjustments and corrections when necessary.

In addition, the corporate sales representative representing your company, Mr. Jeff Zeidman, is a pleasure to deal with. I have always found him to be available to answer any of our questions concerning the uniforms. He has "gone the extra mile" for us on many occasions and deserves to be recognized for his honest and sincere concern with respect to our uniform service needs.

In short, it is my pleasure to recommend Prudential Overall Supply and Jeff Zeidman to any company that may be seeking a high quality, reliable, and affordable uniform service company.

Sincerely,

*Robert DiFusco*  
Robert DiFusco  
President

am/rd

cc: Jeff Zeidman

**Jeff Zeidman (10/10/85), Corporate Sales Representative, Tucson**

Author: Marc O'Leary at POS\_CORP\_OFFICE  
Date: 7/15/97 12:52 PM  
Priority: Normal  
TO: Jeff Nelson at P13-VISTA, P13 Sales&Serv at P13-VISTA,  
Pam Flores at P13-VISTA, Ray Stockdale at P13-VISTA

Subject: Revenue  
Vista Team:  
For the first time in Vista's 8 1/2 years of existence, you broke the  
milestone of \$100,000 in revenue for a one week period! This is  
particularly exciting considering Vista opened with just \$30,000 in  
revenue. Fight on!  
Marc

**To the Vista Plant from Regional Manager Marc O'Leary (12/07/77)**

 Printed on Recycled Paper.

**OFF-THE-CUFF**



**A Quarterly Publication of Prudential Overall Supply**  
*Dedicated to the improvement of employee morale and the broadening of customer relationships*

**Mary Kirkpatrick – Editor**  
Marketing Plus  
1-800-554-7587

**Please address all correspondence and address changes to:**

**Prudential Overall Supply**  
Human Resources Dept.  
1661 Alton Pkwy.  
Irvine, CA 92606  
(714) 250-4855

**ECOLAB**

Ecoclean Inc.  
The Atrium  
280 Shuman Boulevard  
Suite 135  
Naperville, Illinois 60563  
630-355-2051  
Fax: 630-355-0713

Lawrence T. Baiza  
Vice President  
Corporate Accounts

July 29, 1997

Mr. Stefan Schurter  
Vice President of Engineering & Production  
Prudential Overall Supply  
1661 Alton Parkway  
Irvine, CA 92714

Dear Stefan,

Having just read the most recent issue of "Off-the-Cuff", I wanted to thank you for the opportunity to share in your company's success.

It occurred to me that it is approximately three years since I began having the pleasure of reading "Off-the-Cuff" magazine. I can vividly recall our conversations at your corporate office, relative to being included on the mailing list.

Likewise, I remember our discussions concerning the pride each of us has in our company . . . our similar commitment to excellence . . . our drive to exceed the customer's expectations.

With all these thoughts in mind, I simply wanted to say thank you for allowing me to share in your success . . . most importantly, thanks ever so much for the opportunity to do business together.

Best regards,

LORETTA  
Lawrence T. Baiza

LTB/gp

**Stefan Schurter (10/26/92), Vice President of Engineering and Production**

Textile Care Division

## Paramount Unified School District

15110 California Avenue, Paramount, California 90705-4578  
(310) 602-6000 Fax (310) 634-6029

BOARD OF EDUCATION  
SHELLY HARRIS  
President  
JANET M. MILLER  
Vice President  
RICHARD CALDWELL, R.A.  
VIVIAN HANNEN  
Member  
CHRIS OLSON  
Member  
MICHELLE LAWRENCE  
District Superintendent

July 16, 1997

Prudential Overall Supply  
P.O. Box 11210  
Santa Ana, California 92711

Dear Ronald,

Thank you for your generous contribution to the Paramount Rotary Scholarship Fund. I think you're terrific. Your donation and continued support mean so very much for the students of Paramount Unified School District.

I appreciate the efforts Prudential Overall Supply makes in providing educational opportunities for the youth of our community. It is because of your thoughtfulness and caring that many of our students are able to move forward with their college education.

It is the desire of the School District to make our schools the best in the State of California. One of the greatest assets our students have is people like you who know we can't do it alone. Please accept my sincere appreciation on behalf of Rotary and Paramount Unified.

Very truly yours,

*Michele*

Michele Lawrence  
District Superintendent

ML:ttr

**Ron Baublitz (09/19/94), General Manager at Cerritos Dust Control**

### SJSU SAN JOSE STATE UNIVERSITY

Continuing Education - Professional Development • 3021 Tech Way, Suite 200 P.E. • San Jose, California 95128

June 30, 1997

Martin Allender,  
Prudential Overall Supply  
1429 N. Milpitas Blvd.  
Milpitas, CA 95035

Dear Mr. Allender:

Congratulations! Our records indicate that your employee, James R. Kellogg, has successfully completed all of the requirements for the Certificate Program from San Jose State University.

Completing this comprehensive curriculum indicates a true commitment to life-long learning and improving business skills. It is not easy to balance personal and professional responsibilities while attending classes and completing assignments associated with the Certificate.

As the employer for this student, we hope you will join us in taking pride in the professional skill development and outstanding accomplishment of this employee.

Sincerely,

*R. Beck*  
James R. Beck, Executive Director  
Professional Development  
San Jose State University

**Rick Kellogg (11/07/88), Sales & Service Manager at Milpitas Industrial**

### Stine Road Baptist Church

3003 Stine Road • Bakersfield, CA 93309 • (805) 833-4345 • Fax (805) 833-4350

July 24, 1997

ERIC HANNY  
Pastor

BART YOUNG  
Minister of Music  
And Administration

RANDY STACKS  
Minister of Youth  
And Education

Doug Geer  
Prudential Overall Supply

1661 Alton Parkway  
Irvine, CA 92606

Dear Doug,

On behalf of Stine Road Baptist Church, I want to thank Prudential Overall Supply for the donation of the trailer. It will be of great help to us for many years to come as it has greatly expanded our previously limited storage ability. As a Church, we all appreciate your willingness to minister to us in this way, and we thank your company for allowing you to make this donation.

Thank you, also, for taking the time to bring the trailer to us and set it up. I'm glad you brought Jenell with you, and we hope to see you both again real soon.

Your brother in Christ,

*Bart*  
Barton R. Young  
Minister of Music and Administration  
Stine Road Baptist Church  
Bakersfield, California 93309

**Doug Geer (02/01/83), Fleet Manager at Central Garage two letters!**

### WORLDS GREATEST WORKING TRUCK SHOW 1997

TO: TRUCK SHOW JUDGES

FR: KAREN SMITH

THANK YOU!! THANK YOU!! THANK YOU!!!

As usual you all did a wonderful job. We judged by categories this year which took a little bit longer, but I think it was worth it in the end. We ran into a couple of stags but I will solve these problems for next year. Your efforts on behalf of the Crippled Children's Society is greatly appreciated. I know that giving up a Sunday with the family is hard to do, but the money raised will provide an opportunity for these special kids to attend a summer camp designed especially for their needs.

Many of us have been involved with the World's Greatest Working Truck Show for the past 17 years, and for some of you, this was your first. I hope that the old timers and new comers had a great time and we look forward to seeing you next year. In the meantime, I want each of you to feel good in your heart for the contribution you made that day.

I do have one final request. We are always seeking ways to increase participation to the truck show. If any of you have recommendations for increasing participation from fleets, please call me or fax me at 818-915-0929.

Again, thank you for your support.

*Karen Smith*

# New Milpitas Cleanroom Groundbreaking Held In June

**O**n June 26, 1997, a Groundbreaking was held for the Milpitas Cleanroom. The ceremony was held on the lot adjacent to the Industrial Services Division Plant at 1429 North Milpitas Blvd.

The new 40,000 square foot facility will be the industry's most technologically advanced cleanroom garment processing facility and will replace the Prudential Cleanroom Services Fremont Cleanroom.

The new Milpitas facility will employ approximately 110 service, administrative and technically trained production employees. Fremont General Manager Peter Travis will continue at Milpitas.

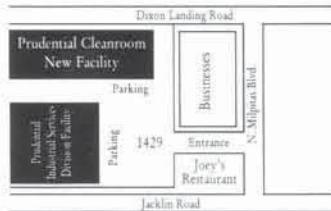
The new facility is expected to open in 1998. Periodic ads will be placed in the San Jose Business Journal, leading up to the grand opening of the facility.

*You are cordially invited to attend  
Prudential Cleanroom Services  
Milpitas Ground Breaking Ceremony  
on Thursday, June 26, 1997  
at 10:00 a.m.*

*Please R.S.V.P. by Wednesday, June 20th  
Stephanie Leibick - (714) 250-4850 ext. 270 or [StephanieL@pos-clean.com](mailto:StephanieL@pos-clean.com)  
(over for location map)*

## *Milpitas Cleanroom Location Map*

*1429 North Milpitas Blvd.*



*The Invitation to the Groundbreaking.*



*A reception was held at the Industrial Services Division plant prior to the Groundbreaking. Other guests included Rhownica Lund and Donna Abrahams from Komac.*



*At left, Stefan Schurter (10/26/92), Vice President of Engineering and Production and Dan Clark (09/23/68), Chairman (right) attended the Groundbreaking.*

*On the cover, the Groundbreaking for the new Milpita Plant was held on June 26, 1997. Local press and community leaders were invited. The new Plant is expected to open in late 1998.*



**Ready!**

(l-r): Scott Wells, Vice President, K-Tec, Scott Agee, Designer/Architect, Henry C. Manayan, Mayor, City of Milpitas, Pete Travis (06/06/83), Fremont General Manager, and Mark Tombolson, Construction Supervisor, Central Coast Construction.



**Set!**

(l-r): Stefan Schurter, Gaye Morando, Executive Director, Milpitas Chamber of Commerce, Mayor Manayan, Pete Travis, and Terry Lahn (09/11/89), Vice President, Cleanroom Operations.



**Dig!**

Roy Lemke, Mobilelodge Tenant, 87 years old, friend of POS, Scott Wells, Mayor Manayan, Pete Travis, and Mark Tombolson.

# New Equipment Improves Efficiency at Cerritos Garment Manufacturing

The Cerritos Garment Manufacturing plant in Cerritos, California makes and supplies the uniforms and garments to other Prudential plants. The Plant has undergone many changes since it was last featured in the Fall 1988 issue of *Off-the-Cuff*.

"We've changed quite a bit since *Off-the-Cuff* was last here," says General Manager Joe Dennison, who was appointed to his position just after *Off-the-Cuff*'s last visit. "We have added some new equipment, which has helped us improve efficiency and productivity. Even so, our staff level is lower than it was in 1990, when it was running at around 170 people. We now have a staff of 142, which means we can do more with fewer employees," he added.

"Customer satisfaction and customer service are the primary goals of the Manufacturing Division. We continue to improve our quality, consistency and on-time delivery



*The Cerritos Staff enjoys a well-deserved lunch break.*

through systems developed with the Quality Improvement Process," says Joe.

Computers and automated equipment have changed the way Cerritos Garment Control now processes



*The front of Cerritos Garment Manufacturing.*



*Joe Dennison points to a reference board, showcasing the many styles and fabrics.*

orders. "Many of our special orders are faxed to us by the other Prudential plants," said Joe. "We can often turn them around in just two to four days," he added. The Plant produces an average of 4000 garments a day, or 18-20,000 per week, an impressive number for such a small staff.

The new equipment which has helped improve productivity includes a button holer machine and button indexer; a back pocket welt machine; a shirt pocket machine; a laminating machine; and a 6 head embroidery machine.

One operator running the button-holer machine can do what it would otherwise take three or four people to do. The back pocket welt machine is also vital to the Plant's operation. "It would be extremely difficult without this machine. It does the work of five people," says Joe.

The shirt pocket machine makes sure that every pocket put on a Prudential garment is perfect. This machine can do the work of ten people.



*Ben Janairo  
Administrative Assistant*

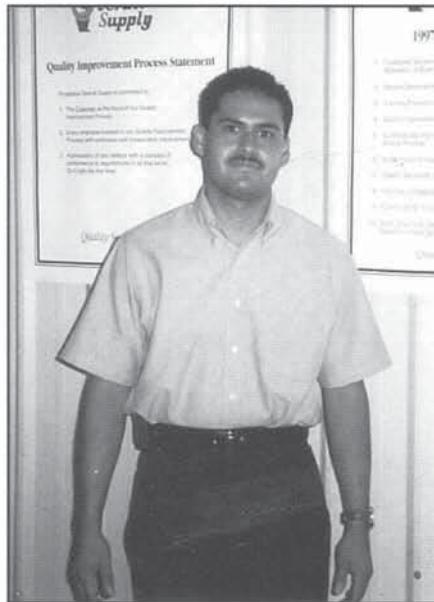
The plant employees who do the sewing, pressing and preparing of garments work hard to make sure that every garment is done correctly, without error. "We have a great team working out on the floor. Everyone works hard. We couldn't do as well as we do without such a great staff," says Plant Superintendent Freddy Hernandez.

"The competent people I work with have dedicated themselves to improving the quality and productivity of their work. They have taken responsibility and accountability for everything they do. I thank each member of our team in achieving 1,660,000 hours without a Lost Time Accident and making our plant second to none in efficiency and quality," said Joe.

Some of the talented staff at Cerritos Garment Manufacturing include:

**Joe Dennison  
General Manager**

Joe joined Prudential on August 10, 1989. "I enjoy working at POS because of the high standards established many years ago by John



*Freddy Hernandez  
Plant Superintendent*

D. Clark and the Commitment to Excellence exemplified by Dan Clark."

In his spare time, Joe enjoys computers, reading, music and visiting with his family, which includes one daughter, two sons and four grandchildren. Joe also enjoys hunting, fishing, camping, golf, motorcycles, sports cars and bicycling.

**Freddy Hernandez  
Plant Superintendent**

Freddy originally joined the Company in 1985 and re-joined POS on March 20, 1989. "POS is a company that I feel believes in opportunity. If you work hard and dedicate yourself, in time an opportunity will be there," he said.

Freddy enjoys spending time with his four children and wife, Luisa. His hobbies include mountain bike riding and basketball.

**Ben Janairo  
Administrative Assistant**

Ben joined the Company on 01/29/92. As for Prudential, Ben says "where else can you find the



*Ronnie Lemus  
Mechanic Supervisor*

CFO and President of a medium size company call you by your first name?"

Ben is married and has three children. He enjoys photography and gardening, and has a Bachelors of Arts in Economics.

**Lilia Rojas  
Secretary**

Lilia was hired on February 22, 1988 and was promoted to Secretary on 07/17/89. "My job is unique and I never get tired or bored," she says.

Lila's hobbies are reading, bike riding and traveling.

**Irma Buenrostro  
Office Clerk**

Irma joined Prudential on 09/12/89. She is a graduate of Garfield High School in East Los Angeles. Irma enjoys traveling, taking pictures and meeting new people. Irma is married and has one daughter.

**Carlos Varela  
Production Control Supervisor**

Carlos joined Prudential Overall Supply on March 28, 1990 as a Manager in Training, and was appointed to his current position in October 1992.

"What I like best about working at POS is the Tuition Reimbursement Program, and the flexible schedule that allows me to continue my college education," says Carlos. He received his AA degree in General Studies from Cerritos College in 1996. In his spare time, Carlos enjoys mountain biking and playing chess. He is the father of two girls.

**Humberto Uribe  
Cutting Supervisor**

Humberto joined the Company on September 2, 1986 and was promoted



*Secretary Lila Rojas (right) and Irma Buenrostro, Office Clerk*



*From left to right: Amilcar Escobar, Supervisor, Ernesto Escobar, Supervisor, Humberto Uribe, Supervisor, Abel Hernandez, Lettering Supervisor, Ronald Lemus, Mechanic Supervisor, Jose Pascencia, Shipping Supervisor and Felicitas Agpaoa, Supervisor.*

to Supervisor in June 1991. He is married and has two sons. "The most important thing I do in my free time is to spend time with my family," he says.

**Jose Plascencia  
Shipping Supervisor**

Jose rejoined Prudential on May 16, 1990. He was promoted to his current position on July 23, 1990.

Jose is single and his hobbies include coaching his brother's soccer team and being a disc jockey.



*Joe Dennison  
General Manager*



Orders are usually faxed in from the other Prudential plants.



A forklift is used to remove the huge roles of fabric kept at the Plant.



Each garment is sewed together using the highest standards in quality control.



The new 6-head embroidery machine.



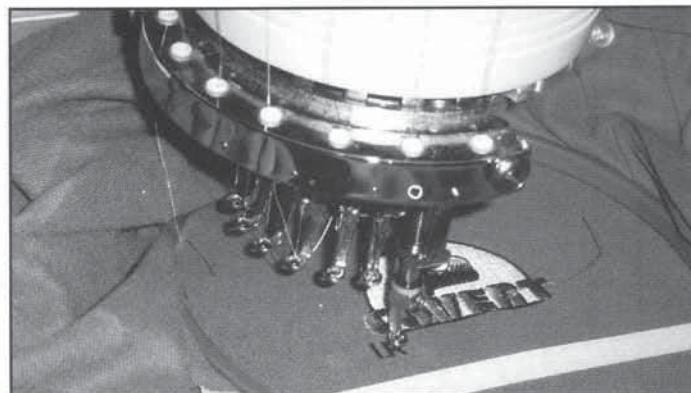
Cerritos employees use computers to make and generate the artwork for emblems and logos.



Fabric is cut according to the pattern.



A computer is used to send instructions directly to the 6-head embroidery machine.



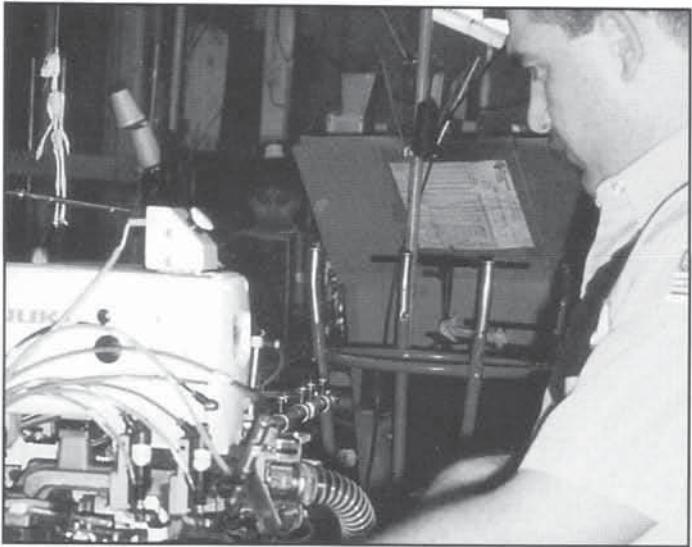
A customer logo being embroidered onto a shirt.



*The Plant has its own silk screening equipment for badges and emblems.*



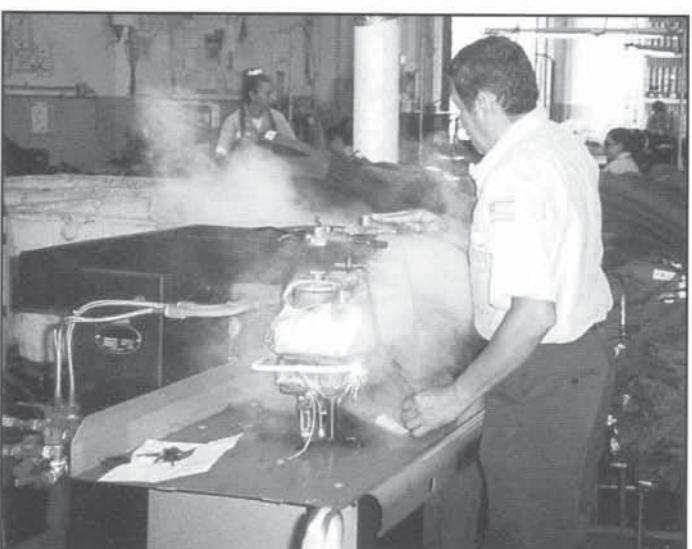
*When completed, garments are packaged in Prudential boxes for delivery to other Plants.*



*Hard at work.*



*Attaching the pockets.*



*Each garment is pressed as needed before being shipped.*



*Cerritos Garment Manufacturing can create any size garment, as shown here.*



A Cerritos employee prepares to make a delivery to a Prudential plant.



The supply room.



The Plant keeps some of the most common badge names on hand.



Quality control is an important part of the garment making process.



Cerritos is proud of their great safety record.

**Ronald Lemus  
Mechanic Supervisor**

Ronald joined Prudential as a mechanic in June 1986 and was promoted to Mechanic Supervisor in June 1988. "I like working at Prudential because there is a lot of room for advancement and the Company is expanding rapidly," he says.

Ronald has been married to Ana for 26 years and has three children. He enjoys soccer, swimming, cycling and running.

**Ernesto Escobar  
Plant Supervisor**

Ernesto came on board the Company in November 1985. "I like to work for Prudential because of the good benefits. Also, we have good communication with the supervisors and manager. This is very important," he said.

Ernesto is married and enjoys music and soccer.

**Amilcar Escobar  
Supervisor**

Amilcar joined Prudential May 19, 1986 and was promoted to Supervisor in 1989. In his free time, he enjoys football, soccer and fishing.

**Felicitas Agpaoa  
Supervisor**

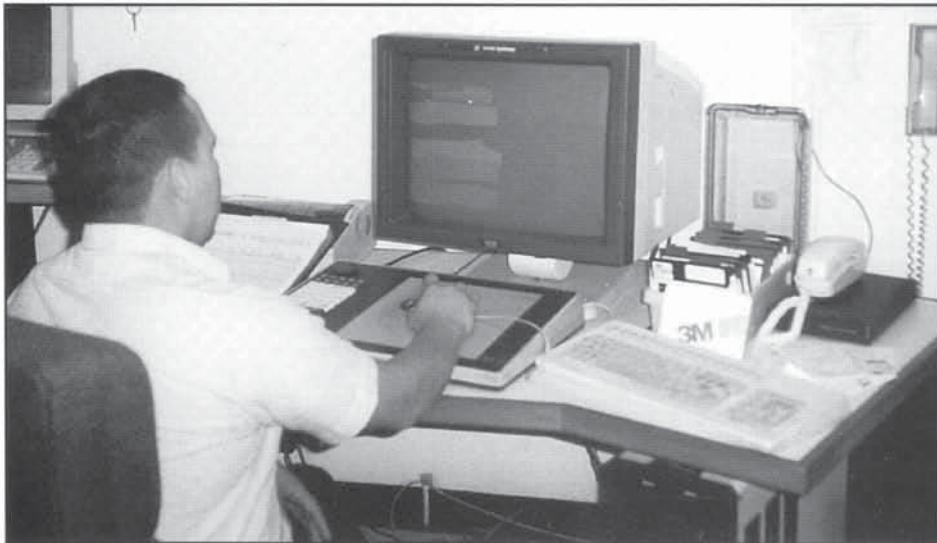
Felicitas joined Prudential January 17, 1990 as a Machine Operator and was promoted to Supervisor in May 1990.

"I apply my best knowledge of sewing to teach and train new operators the proper techniques and how to assemble garments for better quality," she says.

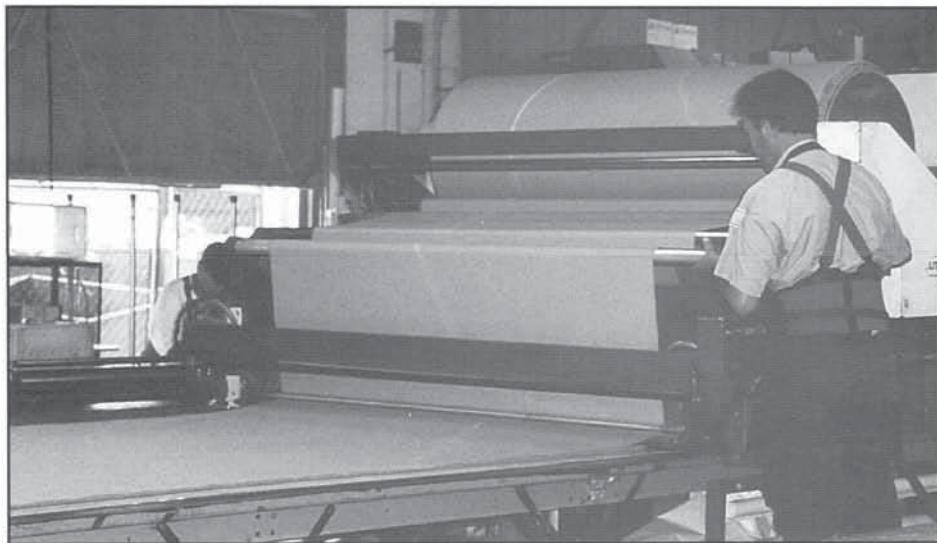
Felicitas is married and has two children.

**Abel Hernandez  
Lettering Supervisor**

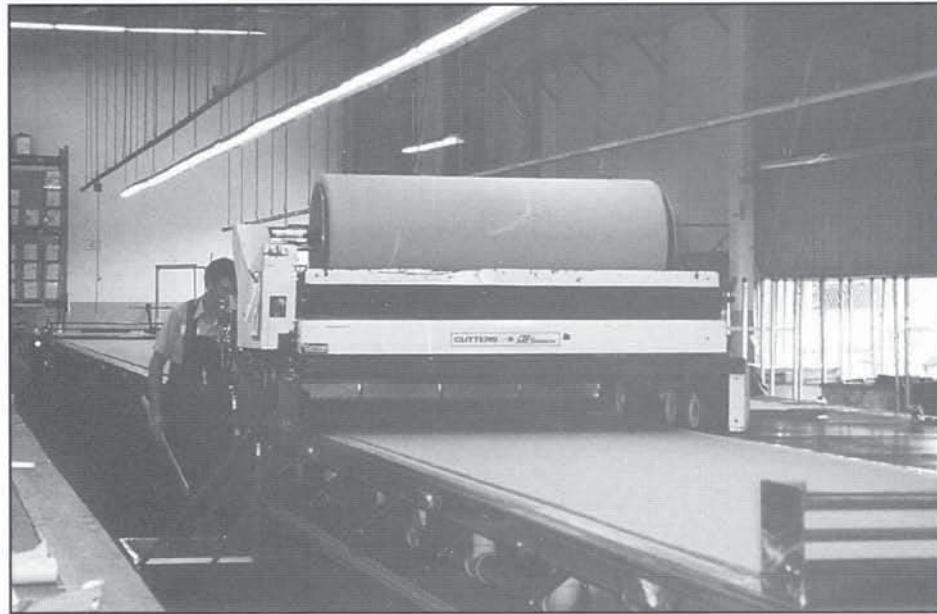
Abel joined Prudential on 12/12/86. "Every day is a big challenge," he says. Abel lives with his mother and sister and enjoys church and community activities.



*This computer is used to create patterns.*



*Fabric is unrolled with this machine (above & below).*



# Albuquerque Cleanroom Focus of Article

The article below appeared in the June 30th edition of the *Albuquerque Journal*.

BUSINESS OUTLOOK  
MONDAY, JUNE 30, 1997

3

## FOCUS ON BUSINESS

### Clean-room supplier adapts to competition

BY SHERRI CHUNN  
*Journal Staff Writer*

Clean-room laundry — it can be a dirty, competitive business.

Prudential Overall Supply Inc. in Albuquerque knows that from first-hand experience.

When the Irvine, Calif.-based company opened its plant here in 1993 to distribute and launder clean-room attire, it had no competition.

The company provided and cleaned bunny suits for most of the major semiconductor manufacturers and other clean-room users in the area.

But as the semiconductor industry in the Albuquerque area grew, so did the competition in clean-room services.

"We were the only business there for a while. But there is only a limited amount of business in the area," said Terry Lahn, vice president of clean-room operations, who works in Irvine.

So when a competitor moved in and captured some of Prudential's business, the company did what it needed to do.

"(Since other companies entered the market), we've managed to hold our own. We're still doing what we can to secure new business," said Lahn.

While the company lost some contracts to its competition, it picked up some new business when it started offering industrial uniform and laundering services in October.

The Albuquerque plant now rents employee uniforms and janitorial supplies to businesses ranging from restaurants to hair salons to gas stations. Prudential also offers uniform laundering services.

"We chose to stay in Albuquerque (despite the added competition in clean-room services)," he said. "We thought there was an opportunity (in industrial services). Adding the industrial portion will provide us with staying potential in that area."

It also made the Albuquerque plant unique among Prudential's facilities — it is

#### Prudential Overall Supply Inc.

**OWNERSHIP:** A privately owned corporation based in Irvine, Calif., that has offices throughout the West. The Albuquerque plant is its only operation with clean-room and industrial services.

**PRODUCTS/SERVICES:** Prudential provides laundering and uniform services for all types of businesses. It also provides bunny suits and laundering services for companies with clean-room operations.

**YEAR FOUNDED:** The Albuquerque office opened in 1993.

**# OF LOCATIONS:** One at 8344 Corona Loop NE

**# OF EMPLOYEES:** 35

**BUSINESS TIP:** "You need to provide a consistent, high-quality product. Some businesses focus on price. That's good for the short run, but it doesn't sustain you over time." — Terry Lahn, vice president of clean-room operations

the only plant in the company with clean-room and industrial services, said Mike Blazek, general manager.

Prudential's other plants nationwide offer either clean-room or industrial services, but not both.

The plant's business is about evenly split between the two divisions, said Blazek, who transferred to the Albuquerque plant from California in October.

Blazek, who has worked mainly on the industrial services side, said Albuquerque's industrial uniform market was ripe for a new player.

The company recently doubled its space



GREG SORBER/JOURNAL

**BUNNY BAGS:** Cecilia Bojorquez, left, and Yazmin Querzada package laundered clean-room garments in Prudential Overall Supply Inc.'s clean room.

on Corona Loop NE near Balloon Fiesta Park to house the new division, adding nearly 11,000 square feet to the plant.

Mammoth washing machines churn nearly all day long in the new area, while employees sort and hang cleaned and pressed uniforms.

It's a relaxed environment compared to the operation on the other side of a wall where "clean" takes on added importance.

A dirty clean-room uniform typically isn't visibly dirty.

Once a clean-room uniform is worn by a technician, it becomes contaminated with

particulates such as skin and hair particles.

Prudential's job is to remove as many particles as possible and package the suit so it remains pristine until it is worn again.

The clean-room uniform components — bunny suits, boots and hoods — are first sorted in the clean-room services division then washed in a high-tech washing machine.

Then — in a wet clean-room environment — they're placed into a dryer where most of the actual cleaning or particulate removal takes place, according to Mike Shores, plant superintendent.

The suits are removed from the dryer by employees in bunny suits in a Class 1 clean room. That's where the suits are folded and hermetically sealed.

Class 1 clean rooms are the highest level clean room available, Shores said.

The quality of the product is monitored regularly by an employee in a separate clean-room section who vacuums a portion of a uniform for a minute, captures particulates on a filter and then measures the particulates.

The uniforms are then sent back to the customers, who are as far away as Utah.

Prudential officials won't say exactly how many contracts it has because of the competitive nature of the business. Blazek said it has "several hundred" industrial and clean-room contracts.

Lahn believes the Albuquerque plant will hold onto its current clients — and maybe win back some that it lost — in the future because of the company's quality standards.

"You need to provide a consistent, high-quality product. Some businesses focus on price. That's good for the short run, but it doesn't sustain you over time," he said.

Focus on Business reports on companies that demonstrate successes and innovations in their operations. If your company has implemented an idea that "makes business work," or has come up with a creative solution to a business problem, give us a call at 823-3834.

# Comparative Brochures

*Who are we?*

**We are Prudential Overall Supply** Since 1957 we have been committed to maintaining our customer's image.

**We are the Professionals** - Dedicated to providing our customers with complete industrial and industrial facility services, including, rents, supply, cleaning and disposal, at the best dollar value.

**We are the Plumbers** - Supply industry demands by engineering the most efficient and efficient methods of service and continuously searching for better ways to serve our customers.

**We are the Inspectors** - We take the inspection, and in assessing our company's best service with the best interest of office for our customers.

Now we are not just services and services. We are a professional service, applied with instant value representation, maximum ergonomics, ergonomic, and a very well educated team. Dedicated to making our customer's life easy, cleaner, more efficient, professional people are always available for consultation.

In short, every kind of every service we provide is professional quickly and efficiently, every time.

*Service Link*

Comparative program specifically designed for our customers.

**Industrial Overall Program** Overall rents a quality service and equipment to our customers. We offer a wide variety of services and rents to our customers. We offer a wide variety of services and rents to our customers.

**Facilities Program** Overall rents a quality service and equipment to our customers. We offer a wide variety of services and rents to our customers.

**Plant Control Program** Overall rents a quality service and equipment to our customers. We offer a wide variety of services and rents to our customers.

**Chemical Program** Overall rents a quality service and equipment to our customers. We offer a wide variety of services and rents to our customers.

**Prudential Overall Supply**

*Who are we?*

**Prudential Cleanroom Services** Since 1957 we have been committed to improving our customer's products.

**We are the Professionals** - Dedicated to providing our customers with complete industrial and industrial facility services at the best dollar value.

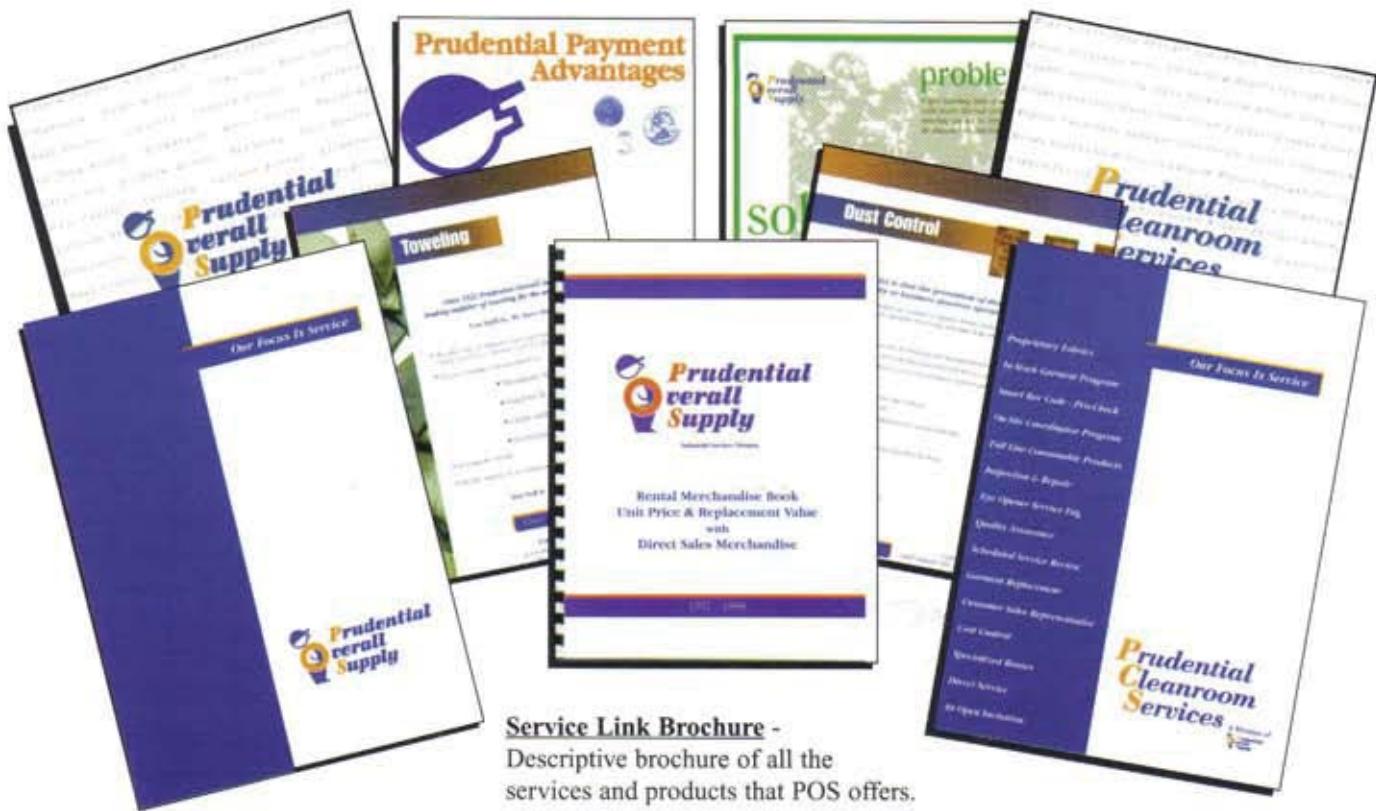
**We are the Plumbers** - Supply industry demands by engineering the most efficient and efficient methods of service and continuously searching for better ways to serve our customers.

**We are the Inspectors** - We take the inspection. And by inspecting our company's best service with the best interest of office for our customers.

Now we are not just services and services. We are a professional service, applied with instant value representation, maximum ergonomics, ergonomic, and a very well educated team. Dedicated to making our customer's life easy. Under one roof, trained on making our customer's life easy. Under one roof, these people are always available for consultation.

In short, every kind of every service we provide is professional quickly and efficiently every time.

## New Marketing Materials



**Service Link Brochure** - Descriptive brochure of all the services and products that POS offers.

**Comparative Brochures** - Developed as a quick reference comparison of services and products. Also a Service Link tie in. Cleanroom and Industrial.

**Power Pack Binder** - Designed as an up-scale container of presentation data for large prospects. Cleanroom and Industrial.

**Corporate Statement Packs** - New format for our Company commitment to safety, environment, quality process, mission statement, and the founder's message.

**Service Insert Packs** - New format for our service impact areas. Cleanroom and Industrial.

**Payment Method Brochure** - A descriptive brochure on a variety of methods by which certain customers can pay for our services.

**Proposal Folder** - Designed as a daily presentation package for all of our prospects. Cleanroom and Industrial.

**No matter what your size. . .**



... we have the service to fit your needs.

## *Industrial Service Insert Packs*

Letter of Intent
Customer Visitation Program
Filing
Garment Control List
Eye Opener Service Tag System
Uniform Rental Specifications
Personalized Garment Dispenser
Prudential Overall Supply History

#### Prudential Overall Supply History

Mr. Julian D. Clark founded Prudential later in 1850, using 500 shares of stock to start. Under his direction we have grown to our present 500 service center locations in all Western states.

Continuous facility inspections and monitoring programs ensure student processing and service center facilities. Our facilities, a real source of pride, are always available for customer inspection which we encourage. Most important is the constant reassurance of our personnel. This allows Prudential to service you in

### Distinct or Encrypted Constituents

the plants are strategically located so that they augment each other. Emergency procedures have been devised to insure service by Peconicella customers even during times of calamity or catastrophe.

### *Corporate Statement Packs*

Safety and Health Policy  
Environmental Cost Summary  
Environmental Policy  
Quality Improvement Process Statement  
Mission Statement

*"Tell the customer exactly what we can and cannot do. Then do everything we have promised and expect a fair price for our services. If we all do this, we will grow, retain our customers and deserve."*

John D. Clark  
founder  
*Environmental Research Institute*

*Quality Service and Products  
for over 65 years*



## Service Link ADVANTAGE

# Grand Opening Held for Tijuana Consumable Products Service Center

The Grand Opening for the Prudential Cleanroom Services Consumable Products Service Center in Tijuana, Mexico was held August 22, 1997.

Employees and guests were treated to great food and live music from a band.



Employees and guests listen to music provided by a mariachi band.



Left to right: Raymundo Martinez, Jane Stiles, Ma. Isabel Iniguez, Terry Lahn, Carmen Pedroarena, Paulina Doray, Don Lahn, Francisco Castro, Christine Clark, Robyn Cabitt, Carl Lineberger, and Dan Clark in front of the PCS-Mexico truck.



Ma. Isabel Iniguez, Carmen Pedroarena and Raymundo Martinez.



Left to right: Terry Lahn, Don Lahn, Dan Clark, John Oakson (American Mill Sales), and Carl Lineberger.



*The delicious Taco and Quesadilla buffet.*



*Carmen Pedroarena singing a Mexican Rancheras Song.*



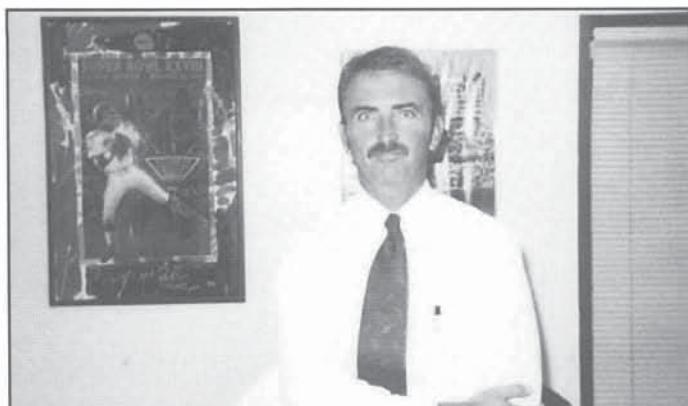
*Dan Clark's Prudential speech with Carmen Pedroarena translating.*

# Jerry Martin Promoted to Director of Sales & Marketing



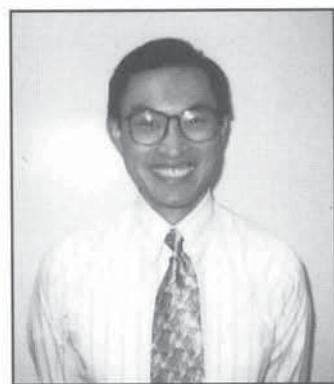
Jerry Martin (04/00/92) has been promoted to Director of Sales & Marketing effective September 22, 1997. Jerry joined Prudential as a Corporate Sales Rep and progressed through Regional Sales Manager to Corporate Sales Manager. Jerry replaces Chuck Wright, who retired on October 17, 1997. Pictures from Chuck's retirement party will be in the next issue of *Off-the-Cuff*.

## Management Changes & Promotions In the News



Les Edwards (10/01/90) has transferred to Mesa Cleanroom as Sales & Service Manager.

Christopher Welch (12/14/95) was promoted to Sales & Service Manager at Albuquerque.



Augustine Chung (09/15/97) was hired as a Computer Programmer at the Corporate Office.



Malka Salomon joined POS on 09/08/97 as a Computer Programmer.

Ramiro Miranda (06/30/97) has joined the Engineering Department as an Assistant Project Engineer.

## Management Changes & Promotions In the News



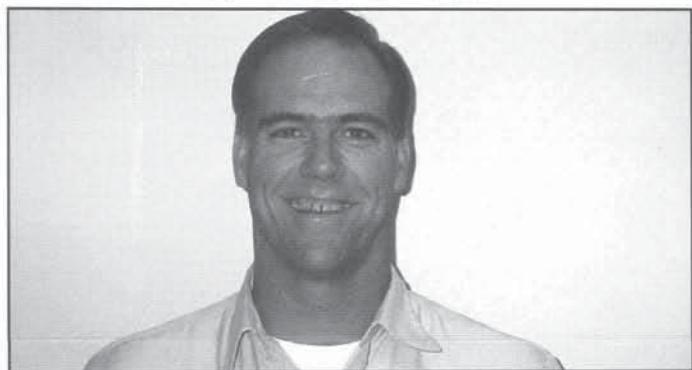
Mike Flores (09/25/95) has been promoted to Human Resources Representative.



Bobbi Davis (07/20/92) has been promoted to Plant Superintendent at Riverside.



Robert Leyerly (03/27/95) has been promoted to Route Manager at Riverside.



Skip Eastham (10/26/94) has been promoted to Route Manager at Riverside.



Steve Perez (03/12/90) has been promoted to Sales & Service Manager at Riverside.



Mike Fierro (04/10/95) of Riverside has been promoted to Sales & Service Representative at Palm Springs.



Rick Aper (03/05/96) has been promoted to Route Manager at Mesa Cleanroom.



Dorraine Ruiz (01/30/95) has been promoted to Office Manager at Phoenix.

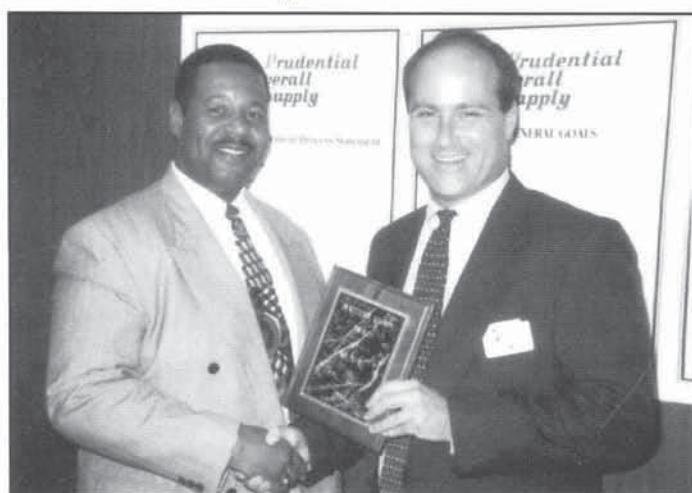
# Northern Region Presents 1997 Awards



*Northern Region Sales Content 1997 Winners. Left, 1996 winner Jerry Shelton (02/11/86), General Manager at Fresno, presents plaque to 1997 winner Ron Baublitz (09/19/94), General Manager at Cerritos Dust Control.*



*For lowest Accounts Receivable percentage, Alan McDaniel (11/14/94), General Manager at Los Angeles, receives his award from Northern Regional Manager Brandon Blanchard (06/08/92).*



*For Best Customer Retention, Brandon presents Marty Allender (04/22/92), of Milpitas.*



*For Largest Growth Percentage, Marty Allender receives a second award.*



*Ron Baublitz (09/19/94) of Cerritos received an award for Largest Profit Contribution.*

# Top Pro Awards Announced for Corporate Sales Reps



The Top Pro Award is given each period for being the "best" in the Industrial Services Division. In the photo at left, Steve Botello (left) and Mike Todd were co-winners of the Award for Selling Period #8.



A two-time winner! Steve Botello received a Top Pro Award for Selling Period #9.



Gale Richardson (left) received the Top Pro Award for Largest Account Sold during Selling Period #11.



Clyde Helbling (left) received a Top Pro Award for Highest Revenue Sold during Selling Period #10.

## Clean Pro Award Presented

The Clean Pro Award is presented for being the "best" in the Prudential Cleanroom Services Division.



Clean Pro Award to Wizzi Wisilinski for Largest Account Sold during Selling Period #11.



Tom Laws received a Clean Pro Award from Selling Periods #8 and #10.

# Corporate Office Holds QIP 100% Participation Day

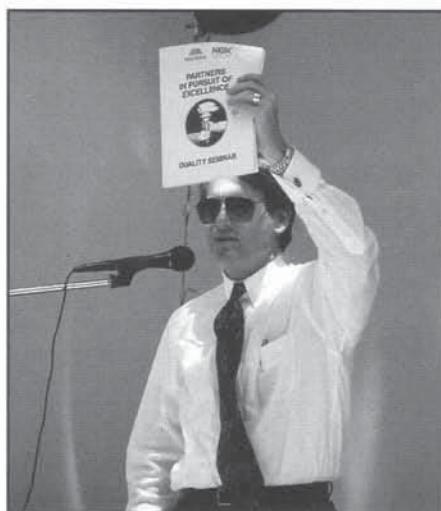
The Corporate Office held a Quality Improvement Process 100% Participation Day on Friday, June 20, 1997. All employees were encouraged to attend the event, which included food, speeches and prizes.



*Employees enjoyed the good food and pleasant weather.*



*Balloons added to the festive atmosphere.*



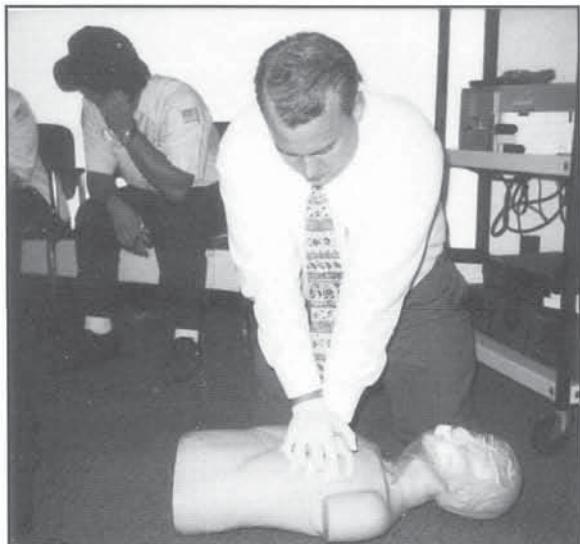
*Dan Clark spoke on quality.*



*Prizes were also a fun part of the event.*

# Safety Success Celebrated at Prudential

At right: Fresno employees show off their certificates after completing the Safer Lifting Training Program.



*On July 24, 1997, the Cerritos Safety Committee completed their CPR and safety Certification seminar and classes.*

*The Fresno emergency response team received CPR training (in photo at right). In photo at lower right, the Fresno Plant celebrated 344 days without a lost time injury with an outdoor barbecue.*



# What's News?

## Talk About Long-Term Projects!

In the April 11, 1997 issue of *Off-the-Cuff*, the Special Cleanroom issue, it was noted that Prudential started supplying garments for use in cleanrooms in 1960. The garments were processed in a building next to the Los Angeles Plant. The Los Angeles Cleanroom moved into their present building in 1983.

Recently, the Los Angeles Plant found a package of sample cleanroom fabric in the Supply room that nobody had looked at for many years.

It was addressed to Mr. Don R. Clark at the L.A. Plant. Don was Chairman of the Board and a pioneer in the cleanroom garment rental industry. He passed away in 1989. The package from Greenwood Mills, Inc. was postmarked Brooklyn NY, **November 4, 1960!** It had a lot of the rubber stamped "Air Mail" with a little airplane picture.

The Regional Managers' Meeting Group "decided" that this 37-year-old project could now be taken off the project list.

## Stan Hamilton Retires

Stan Hamilton (10/14/74) retired as a CSR at the Irvine Plant on June 27, 1997. At left, Mark Bickel (10/08/86), Sales & Service Manager, and Gary Newberry (08/28/89), General Manager, present Stan (center) with a clock.



## Long-time Employees Celebrate Anniversaries



Paula Cabrera (08/07/72), Cerritos Dust Control, celebrated her 25th anniversary with Prudential by enjoying a cake and a 25-year watch given to her by the Company.



Alan McDaniel (11/14/94), General Manager, Los Angeles (left) and Brian Fountaine (04/24/95), Plant Superintendent (right) present Yolanda Mora (07/26/77), with a 20 year award.

# What's News?

## Two Seminars Held

(right) A Plant Superintendents Seminar was held at the Van Nuys Plant on June 25, 1997.



(left) A Supply Supervisor Seminar was held at the Vista Plant on June 11-12, 1997.

## Payson, AZ MGO Group A Success



Payson, Arizona, Marketing Group One (MGO) operated from September 22 to October 3, 1997. From left to right are Jeff Ralson (06/16/97), Phoenix, Bill Howard (02/19/90), Prescott, Harry Lewis (11/22/82), Phoenix, Jeff Zeidman (10/10/85), Tucson, and Richard Villarreal (12/10/79), Phoenix.

## 1996 Achievement Award Nominees

Employees who were nominated for the 1996 Achievement Awards and omitted from the last issue of Off-The-Cuff are:

- Mike Shaffir (02/13/89) of Van Nuys, Sales & Service Manager
- Ron Bagan (10/17/89) of Van Nuys, CSR
- Gary Broadwater (12/01/94) of Van Nuys, CSR
- Ed Brooks (10/31/94) of Van Nuys, CSR

## In Memoriam

✓ Eazor, Staff Engineer at the Corporate Office from February 8, 1965 to March 31, 1989, passed away in June 1997. He will be sadly missed by everyone!



# POS Plant Picnics Held

## Chula Vista

The Chula Vista Plant held its picnic on August 9, 1997. Lots of great food and games were enjoyed by everyone!



*More fun and games!*



*Sampling some of the good food.*



*People of all ages participated in the games at the Chula Vista picnic.*

## Riverside

The Riverside Plant held its picnic on September 20, 1997. The weather was great and a good time was had by all!



*Kids and grown ups alike enjoyed the food and games at the Riverside picnic.*



# More 65th Anniversary Photos

## April 11, 1997

### Fresno Celebration



### Van Nuys Celebration





# Prudential Overall Supply

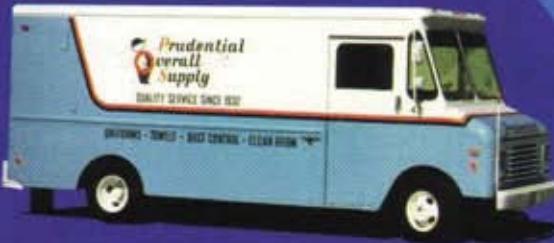
INDUSTRIAL SERVICES DIVISION  
Shirts . Shop Coats . Pants  
Coveralls . Shorts . Smocks  
Toweling . Aprons  
Safety Garments  
World of Image

DUST CONTROL SERVICES DIVISION  
Mats . Mops . Dust Cloths  
Wet Mops . Dust Mats  
Restroom Supplies . Air  
Freshener . Heavy Duty Soap

STATIC SERVICES DIVISION  
Apparel . Face Masks . Hoods  
Static Dissipative Knee-hi Boots  
ESD Static Control  
Garments and Supplies

CONSUMABLE PRODUCTS GROUP  
Swabs . Sponges . Gloves  
Class 100 Disposable Apparel  
ESD Products . Stationery & Paper  
Furniture & Equipment  
Measuring & Recording

*Link up with all the services and  
products we offer*



## Service Link ADVANTAGE