



# Off-the-Cuff

A Publication of Prudential Overall Supply

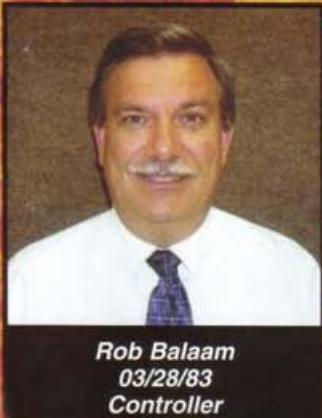
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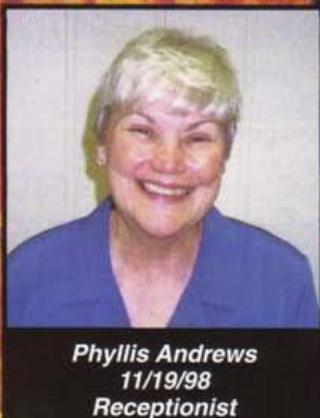
## Corporate Office People



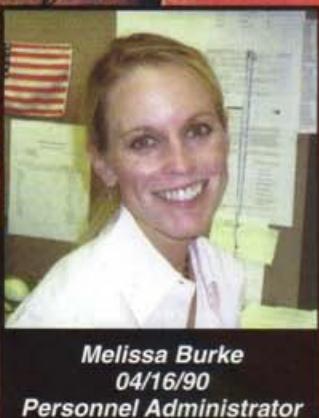
**Rob Balaam**  
03/28/83  
Controller



**Paula Johnson**  
04/01/85  
Data Processing Supervisor



**Phyllis Andrews**  
11/19/98  
Receptionist



**Melissa Burke**  
04/16/90  
Personnel Administrator



**Karen Stewart**  
10/12/70  
Data Processing Manager



**Stephanie Leibick**  
01/15/96  
Marketing Programs Coordinator



**Betty Johnson**  
04/27/98  
Sales & Marketing Administrator



**Jim Murray**  
09/02/86  
Secretary Treasurer



**Kathy Ivester**  
05/23/88  
Accounts Receivable Manager



**Alice Gutierrez**  
10/07/96  
Executive Administrator



**Bret Bielefeld**  
02/06/84  
Director of Purchasing



**Karen Truax**  
04/10/89  
Profit Sharing Administrator

# History of Corporate Office – 1968



*When it was mostly Irvine Ranch.*

In the midst of all this proliferation in land, buildings and equipment acquisition, Prudential Overall Supply opened its General Office in Irvine in 1968. It is situated next door to the Irvine plant, both properties being part of what once was an agricultural spread on the historic 110,000 acre Irvine Ranch in fast-developing Orange County. The main office houses the administrative functions of the Company.

- excerpted from "A Half Century of Progress."  
Prudential Overall Supply.



*Corporate Office - then.*



*Corporate Office - now.*



*John D. Clark, Founder, in 1969 celebrating first anniversary of the Corporate Office.*

# Corporate Office: We're Here To Serve Our Plants, Who Serve Our Customers.

## Regional Managers' Meeting Group.

This group meets monthly for an all day meeting.



Dan Clark (09/23/68),  
Chairman of the Board.



Tom Watts (09/08/75),  
President.



Stefan Schurter (10/26/92), Senior Vice  
President of Production & Engineering.



John Thompson (02/16/93),  
Vice President of Finance.



Jerry Martin (04/20/92),  
Vice President of Sales & Marketing.



Marc O'Leary (12/07/77),  
Regional Vice President.



Jeff Nelson (08/08/89),  
Regional Manager.



Mark Elberson (02/16/88),  
Regional Manager.



Terry Lahn (09/11/89), Vice President -  
Cleanroom Support Services



Chip Fiandaca (06/26/95),  
Regional Manager.



Bob Connolly (10/06/97),  
Director of Human Resources.



Don Nordstrom (08/11/86),  
Vice President of Human Resources -  
Training.

# Executive Offices



Left, Tom Watts (09/08/75), President; right, Dan Clark (09/23/68), Chairman of the Board.



Don Lahn (08/28/67), Vice Chairman.



Terry Lahn (09/11/89), Vice President - Cleanroom Support Services.



Allan White (08/01/03), Quality Assurance Manager.

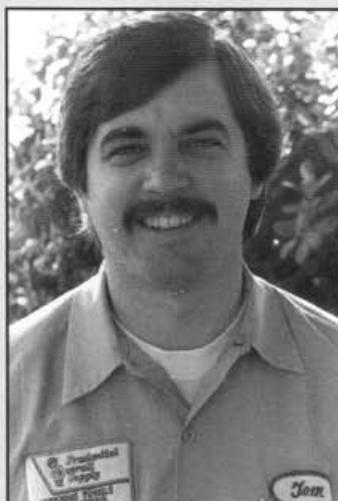


Karen Truax (04/10/89), Profit Sharing Administrator.



Alice Gutierrez (10/07/96), Executive Administrator.

**Does anybody recognize the two Cerritos Dust Control CSR's from the late 1970's?**



# Regional Managers



Marc O'Leary (12/07/77), Regional Vice President.



Jeff Nelson (08/08/89), Regional Manager.



Mark Elberson (02/16/88), Regional Manager.



Chip Fiandaca (06/26/95), Regional Manager.

## Key Accounts



Julie Danley (02/19/91), Key Accounts Manager.

## Training



Left, Bill Walters (06/08/64), Sales & Service Manager; right, Don Nordstrom (08/11/86), Vice President of Human Resources - Training.

# Finance



John Thompson (02/16/93), Vice President of Finance.



Jim Murray (09/02/86), Secretary Treasurer.



Phyllis Andrews  
(11/19/98),  
Receptionist.  
"The Voice Of  
The Corporate  
Office."



Bill Stoner (09/15/88), Accounting Manager.



Susan Hanson (09/17/01), Corporate Accountant.

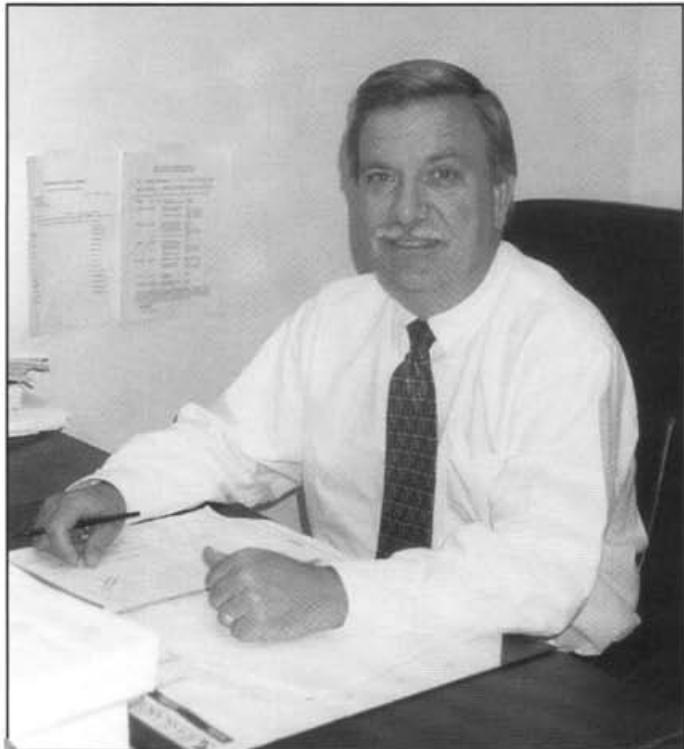


Carol Lorenz (06/07/99), Administrative Assistant.



Eva Cesario (01/09/89), General Accountant.

# Accounts Payable and Accounts Receivable



Rob Balaam (03/28/83), Controller.



Merriam Tinsay-Wong (07/01/91),  
Accounts Payable Supervisor.



Hilda Carrillo (06/26/90), Accounts  
Receivable & Collections Supervisor.



Accounts Payable Clerks: L-R Magnolia  
Tinsay Jacinto (04/02/96), Kiranjit Kaur  
(06/22/99), Jean Tinsay (12/26/00).



Kathy Ivester (05/23/88), Accounts  
Receivable Manager.



Accounts Receivable Clerks, L-R: Mai Nong (03/02/01); Judy Vega (10/29/90); Eileen  
Sommers (05/11/98); Venus Houn (06/15/00); Connie Ly (05/16/88); Alice Go (08/16/93).

# Data Processing



*Karen Stewart (10/12/70), Data Processing Manager.*



*Paula Johnson (04/01/85), Data Processing Supervisor.*



*Data Control Clerks, L-R: Elizabeth Schultz (07/25/88); Martha Ford (07/23/87); Kyong Lee (05/07/90); Hedy Evertsen (03/12/86); Patricia Stebinger (09/19/94).*



*Input Operators, L-R: Seated: Peggy Codd-Belton (11/03/98); Lucy Lee (03/08/94); Standing L-R: Co Phan (02/02/98); Arleen Barton (02/10/97); Maryke Diaz (06/24/02); Shirley Manuel (04/03/01); Kim Hoang (05/02/84).*



*Hilda Haghghi (10/15/90), Lead Input Operator.*

# Computer Support



Fawn Tao (07/12/95), Network Manager.



Systems Analysts L-R: Jorge Sotolongo (11/13/78); Chuck Freese (09/29/80); Augustine Chung (09/15/97).



Evelyn McCamment (12/15/97), Systems Analyst.



Mike McKinney (03/30/89), Computer Support Specialist.

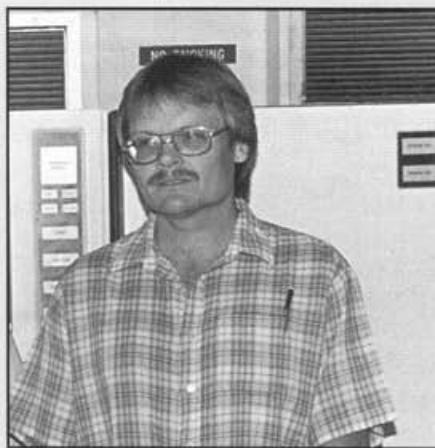


Marlan Bigler (11/26/84), Computer Programmer.



Computer Operators, L-R: Lonnie Tran (01/04/93); Steve Neely (04/07/00); Josh Sotolongo (05/04/98).

**Does anybody recognize these three computer experts in their earlier days at Prudential?**



# Engineering Department



*Stefan Schurter (10/26/92),  
Senior Vice President of Production & Engineering.*



*Harve Ortman (08/20/79),  
Director of Production.*



*Lee Terry (05/09/88),  
Environmental & Safety Director.*



*Carmen Sjelin (04/29/92),  
Safety Manager.*



*Doug Geer (02/01/83),  
Director of Fleet Operations*



*Patrick Flores (04/03/00),  
Corporate Production Manager.*



*Ramiro Miranda (06/30/97),  
Staff Engineer.*



*Tito Romero (09/29/00),  
Janitor.*



*Tom Chan (03/23/89),  
Regional Maintenance Engineer.*



*Dave Parra (04/08/85),  
Staff Engineer.*



*Alex Reifschneider (05/08/00),  
Regional Maintenance Engineer.*

## Sales & Marketing



Jerry Martin (04/20/92), Vice President of Sales & Marketing.



Dean Killion (03/06/95), Director of Sales.



Jimmie Hoskins (03/11/96), National Accounts Sales Manager.



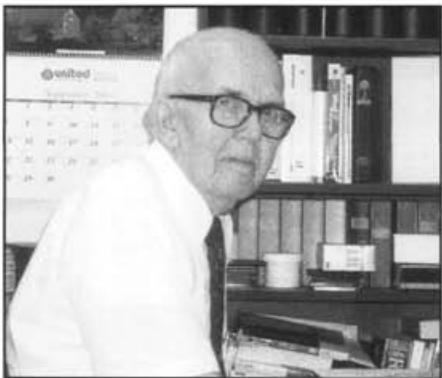
Left: Stephanie Leibick (01/15/96), Marketing Programs Coordinator; right, Betty Johnson (04/27/98), Sales & Marketing Administrator.

## Purchasing



L-R: Patti Ward (05/03/95), Buyer; Lilli Hunter (06/12/79), Purchasing Agent; Bret Bielefeld (02/06/84), Director of Purchasing; Mary Olsgaard (03/21/95), Buyer; Karen Munizich (08/01/96), Buyer.

# Personnel



Dale Bain (03/21/60),  
Personnel Director.



Melissa Burke (04/16/90),  
Personnel Administrator.



Eleanor Pszonek (12/09/81),  
Payroll Clerk.



Lunch at the outside table.



L-R: Dolores Delgado (04/14/03), Office Clerk; Gus Barrera (11/26/01), Personnel Clerk; Brandy Brown (07/23/02), Benefits Clerk.

# Human Resources



Bob Connolly (10/06/97), Director of Human Resources.



Mike Flores (09/25/95),  
Human Resources  
Manager.

Sabino Santos  
(09/03/03), Human  
Resources  
Representative.



# Corporate Office Employee Appreciation Day – September 2003



*Above and left: Corporate Office employees gathered for Employee Appreciation Day.*



*Stefan Schurter (10/26/92), Senior Vice President of Production & Engineering, presents Harve Ortman (08/20/79), Director of Production with his 24th Anniversary Thank You Certificate. Harve is looking forward to his 25th!*



*Starting off with some goodies!*

*Mike Flores (09/25/95), right, Human Resources Manager, welcomes MPTP's L-R: Gabriela Figueroa (06/02/03); Jose Martinez (06/09/03); Kevin Faunce (08/18/03); Brian Hewett (03/17/03); Oliver Ocampo (03/31/03).*

# Corporate Office Quality Improvement Team (QIT)



Corporate Office QIT, seated, L-R: Stephanie Leibick (01/15/96), Marketing Programs Coordinator; Melissa Burke (04/16/90), Personnel Administrator, Corporate Office QIP Coordinator; Eileen Sommers (05/11/98), Accounts Receivable Clerk; Lilli Hunter (06/12/79), Purchasing Agent; Merriam Tinsay-Wong (07/01/91), Accounts Payable Supervisor; standing L-R: Marlan Bigler (11/26/84), Computer Programmer, Corporate Office QIT Chairman; Dan Clark (09/23/68), Chairman of the Board; John Thompson (02/16/93), Vice President of Finance; Jim Murray (09/02/86), Secretary Treasurer, Corporate Office QIT Secretary; Ramiro Miranda (06/30/97), Staff Engineer; Don Nordstrom (08/11/86), Vice President of Human Resources - Training, Corporate QIP Coordinator.



Augustine Chung (09/15/97), Systems Analyst, QIT Member.

## 2003 Quality Improvement Team Goals:

1. Every department involved in a CAT project.
2. Two OFI's per employee.
3. All departments involved in QIT meetings.
4. Improve OFI response time.
5. Update OFI status at each QIT meeting and post results.
6. Establish implementation date on OFI approvals.

Best Service ALL the Time

## ISO9000:2000 Audit



Left: Cleanroom Division Management Review Meeting Group.

L-R, seated: Chip Fiandaca (06/26/95), Regional Manager; Jerry Martin (04/20/92), Vice President of Sales & Marketing; Allan White (08/01/03), Quality Assurance Manager; Terry Lahn (09/11/89), Vice President of Cleanroom Support Services.

Standing: Marc O'Leary (12/07/77), Regional Vice President; Tom Watts (09/08/75), President; Stefan Schurter (10/26/92), Senior Vice President of Production & Engineering; Don Nordstrom (08/11/86), Vice President of Human Resources - Training.



ISO 9000: 2000 Internal Audit, seated, Lilli Hunter (06/12/79), Purchasing Agent; standing: Allan White (08/01/03), Quality Assurance Manager; Phillip Lee (07/16/03), Quality Assurance Supervisor, Los Angeles Cleanroom; Eric Ono, Consultant.



ISO 9000: 2000 Audit October 1, 2003 L-R: Terry Lahn (09/11/89), Vice President of Cleanroom Support Services; Allan White (08/01/03), standing, Quality Assurance Manager; Rudy Taron, Program Manager, Lead Auditor, TUV America; Dirk Schroeter, Product Manager, TUV America.

# Corporate Office OFI Drawing For Car Wash By President



Patti Ward (05/03/95), Buyer, draws lucky name from all OFI's submitted during the past month. Marlan Bigler (11/26/84), Computer Programmer, Corporate Office QIT Chairman, holds the bucket. Below: Corporate Office employees taking a break to watch the car wash.



The lucky winner is Hilda Carrillo (06/26/90), Accounts Receivable/Collections Supervisor, right. Left-President Tom Watts (09/08/75).



The key to success: use lots of soap and water. The Corporate Office had an unusually high number of Opportunity For Improvement (OFI) forms turned in this month.

# Featured Supplier

Usually, *Off-The-Cuff* has a customer spotlight for the featured plant. With the Corporate Office being the plant in this issue, we selected Dober Group as a featured supplier.

October 6, 2003

Mr. Don Nordstrom  
Prudential Overall Supply  
1661 Alton Parkway  
Irvine, CA 92606-4877

Dear Don:

When I first heard that Dober Group was going to be the spotlight of your terrific company newsletter "Off the Cuff", I immediately thought about all of the great people that have made this partnership a special one. Both the Prudential personnel and the Dober personnel have always had one mutual goal, "How do we both become better organizations so we can be better prepared to compete in the future".

We can certainly say that the Prudential people have made our company a much better company, we can only hope that Dober has made Prudential a much better company. There is no question that both of our team members are our greatest asset.

We here at Dober have always enjoyed our relationship with everyone in the Prudential Family.

Thank you for featuring our organization and we look forward to many more years of a mutually beneficial relationship.

Sincerely,

John G. Dobrez  
President and CEO

Main attractions in **Dober's** booth at the show will include **Ultrax**, its liquid feed system for commercial laundries, and **Chemwatch**, its washfloor management software, designed to save you money.

The exhibit also gives attendees the opportunity to consult the company's staff on a variety of issues. Among these: linen starch. Attendees are invited to "see why Dober understands starching better than anyone." You can also talk with the company's people about total water management (treatment, recycle, and reuse).

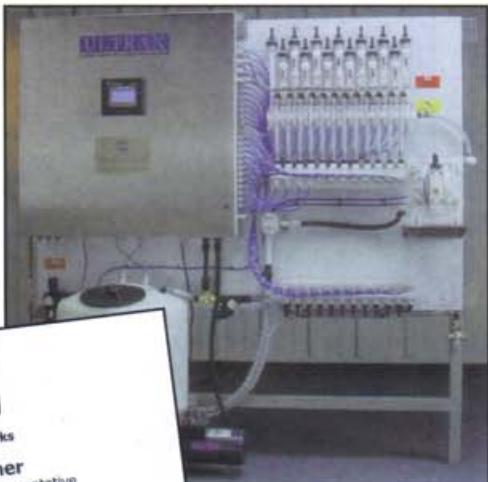
A family-owned business for over 46 years, Dober is making its seventh consecutive appearance at Clean. The company is promoted as the "technical powerhouse" for washfloor and wastewater chemical programs for commercial laundries, showing customers how their "Research Works" for them.



Tim Buckner at the Vista Plant Waste Water treatment system controls.



Tim Buckner and the microprocessor on a Vista Plant washer.



Tim Buckner and the Vista Plant Ultrax Ultra Tracking Liquid feed system.

## Dober Group Technical Service Representatives and the Prudential Plants They Service:

**Tim Buckner, Account Coordinator for Prudential**  
Riverside (Waste Water)  
Chula Vista  
Carson  
Irvine  
Cerritos Dust Control  
Vista

**Frank Saeman**  
Van Nuys  
Riverside (Wash Floor)  
Los Angeles Industrial  
Los Angeles Cleanroom  
Moorpark Dust Control (Wash Floor)

**Chris Rizzo**  
Moorpark Dust Control  
(Waste Water)  
Phoenix (Waste Water)

**Mark Jennings**  
Fresno  
Milpitas Industrial  
Milpitas Cleanroom

**Ed Shanks**  
Tucson  
Phoenix (Wash Floor)  
Mesa Cleanroom

**Mike Gehrke**  
Austin

**Mike Pampu**  
Albuquerque

**Miles Stoffer**  
Richmond Cleanroom

From "Clean '03", an industry trade show.

# Stefan Reflects On Dober

by Stefan Schurter (10/26/92), Senior Vice President of Production & Engineering

"Dober started as a waste water system chemicals supplier 13 years ago. Prudential is the second company to use their wash floor system. They have earned our business because of their extremely high level of service. We use Dober for all of our Waste Water Treatment

System chemicals and for all of our wash floor chemicals except generic chemicals. We have not used powder in over ten years. Everything is liquid. Liquid in a computerized pumping system is more accurate and provides consistent quality. Their Technical Service Representatives do an outstanding service job. Their quality meets or exceeds our expectations."

## Frank Saeman

by Frank Saeman of Dober

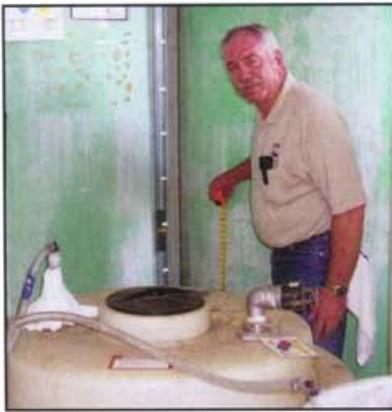
"I have been servicing Prudential for 36 years. I met John D. Clark in the Los Angeles Plant. He hit my arm so hard

in saying hello that it hurt for several days. Darrell Hogan (former Director of Purchasing) once told me to always be looking for a better mousetrap for Prudential or we will find somebody else who will."

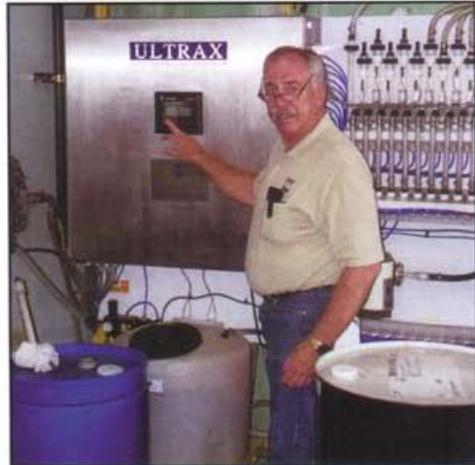


MAKING SURE IT WORKS — Frank Saeman, Far Best and John Rodelo, L.A. plant washman, check program chart which programs cleaning supplies into washers for each individual type of wash load. Mr. Saeman makes periodic checks at each Prudential plant to insure formula control and maximum efficiency from all his company's products.

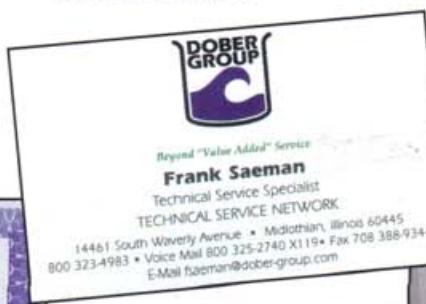
From Off-the-Cuff, March 1, 1972.



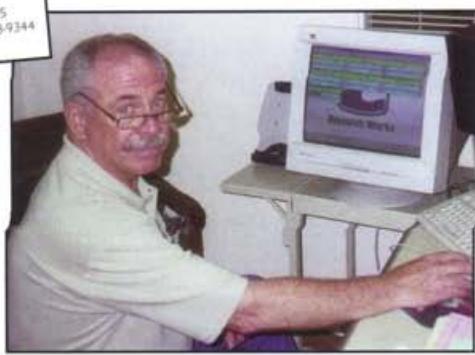
Frank Saeman measuring liquid chemical supplies.



Frank at the Riverside Plant Ultrax Ultra Tracking Liquid Feed System.



Left: Special recognition from Prudential for Frank Saeman



Frank at the computer generating wash floor reports in the Riverside Plant Superintendent's Office.

# 'Take The Beach!' – Top Pro Award Winners!

The 'Take the Beach' contest generated \$32,628.00 in weekly rental revenue! Twenty-one salespeople, nine general managers and five district sales managers qualified to earn contest points for prizes during selling periods 10 and 11.



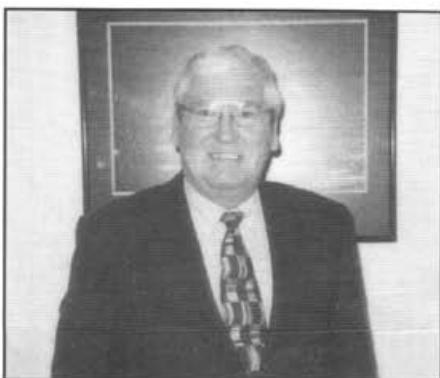
Top General Manager  
Randy Garrett (06/27/97), Vista.



Top District Sales Manager - Fresno -  
Bakersfield - Sacramento: John  
Pennington (01/02/01).



Corporate Sales Representative Top Pro  
Award, Sam McFarland (11/17/93),  
Phoenix.



Area Sales Representative Top Pro  
Award, Tom Armour (05/08/01),  
Moorpark Dust Control.



Regional Sales Representative Clean  
Pro Award, Patricia Pirtle (05/12/03),  
Richmond Cleanroom.

## Summer Getaway Contest: Chula Vista Sweep!



Top Customer Sales Representative,  
Francisco Meza (08/26/02), Chula Vista.



Top Sales & Service Manager,  
Brian Pratt (10/26/94), Chula Vista.



Top General Manager,  
Chris Brinker (06/23/97), Chula Vista.

Great work on generating \$37,879 in weekly rental revenue over the seven week contest! This represents 97% of the contest sales plan.

# Tucson CSR Wins Trip To Hawaii!

Monday morning and another CSR meeting at plant 21 in Tucson. There's the usual "how was your weekend" chatter, but there's something different. There's more anticipation in the air for today is the drawing for the plant prizes for the Summer Getaway Contest.

Following Corporate lead, we were going to have a drawing of tickets for four plant prizes. Since this was a drawing format, it had been stipulated in our rules that only one prize would be awarded to any one CSR.

With a brown paper bag in hand filled with tickets bearing route numbers, Mitch Cummins, plant General Manager, pulls the first place winner. Each of the three Sales and Service Managers take their turn pulling a ticket from the bag checking that there are no tickets with duplicating route numbers on them. The last ticket pulled is the first ticket read. "The fourth place winner of \$200 is route 13, Rene Mills"! Mitch approaches Rene and hands him cash as every CSR reacts with excitement! Once the room quiets from the congratulations, another announcement is made. "The third place winner of \$300 is route 23, Oscar Rodriguez"! Again the room erupts with excitement and congratulations.

Mitch again with cash in hand, pays Oscar. The room quiets with anticipation to hear the next winner. "The second place winner of \$500 is route 20, Tim Stinson"! Tim explodes from his seat to accept his cash prize!

One last name to be called, who would it be? Mitch has the ticket of the plant's first place winner in one hand, and 10 one hundred dollar bills in the other. "The winner of one thousand dollars goes to... route 30, Bob Dean"!

This was an exciting meeting and I'm sure this story could be duplicated by every plant in the company, but this story doesn't end here, you see, one of the CSRs with the most sales in the contest, the most tickets in the bag, was not called for a prize.

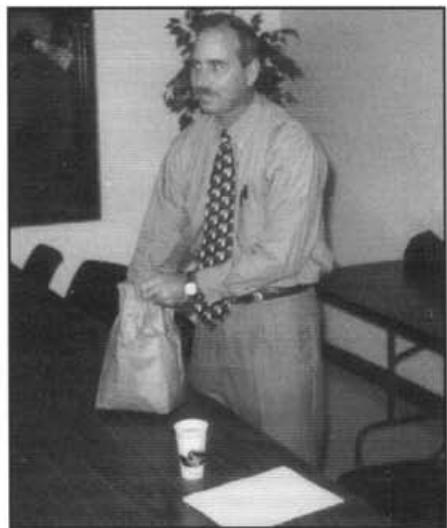
Was this a fluke, or a matter where the law of averages didn't apply? How could it be that one person with the greatest chance to win didn't?

Everyone assumed the meeting was over. All prizes had been announced! But Mitch had one more announcement to make. "The company's Grand Prize winner for a trip for two to Hawaii is in this room! No more is said as Mitch walks up to Donald (Roc) Escalante and places Hawaiian Leis around his neck! With their handshake the room once again erupts!

It's suggested and with little prodding, Roc calls his wife on his cell phone to tell her of his good fortune. "Want to go to Hawaii?" we heard him ask. After a short pause we then heard, "No, really!" It was obvious that she was in disbelief. It's now suggested that someone other than her husband should tell her! A Sales/Service Manager then tries to explain to the wife of a CSR, that she truly is going to Hawaii for a week!



President Tom Watts (09/08/75), picking the winning name while Regional Manager Mark Elberson (02/16/88) holds the bowl.



Mitch Cummins (07/21/80), Tucson General Manager, drawing route numbers.



Roc Escalante (07/08/02), CSR, Tucson, the Grand Prize winner, phoning his wife.



Tucson CSR's L-R: Robert Dean (09/28/00) \$1000; Tim Stinson (08/05/02) \$500; Roc Escalante (07/08/02) Hawaii Trip for 2; Oscar Rodriguez (05/08/00) \$300; Rene Mills (03/24/03) \$200.

# Uniform & Textile Service Association (UTSA) Executive Management Institute (EMI)

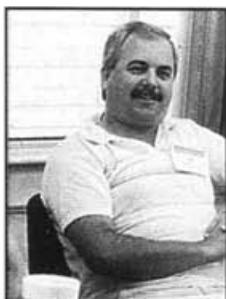
The Executive Management Institute (EMI) has been UTSA's flagship education program for 39 years. Prudential has 36 participants, with 10 completed Year V, and an additional 12 completed Year IV. In a university based setting with industry peers, EMI sharpens students' skills in human resources, finance, marketing, customer service, and more. Emphasis is on management development through relationship-building. The program involves one week of management education a year for five years.



Prudential 2003 EMI participants in Washington DC on Saturday before classes started, L-R: Ken Gordon (05/07/01), General Manager at Van Nuys; Mark Stanton (07/13/92), General Manager at Moorpark Dust Control; John Robinson (04/01/91), General Manager at Phoenix; Mike Blazek (05/21/90), General Manager at Austin; Mitch Cummins (07/21/80), General Manager at Tucson; Jay Boyer (02/07/84), General Manager at Riverside; Barry Easdale (08/04/98), General Manager at Los Angeles Cleanroom; Mark Elberson (02/16/88), Regional Manager, Mark Graduated this year.



January 1990 Industrial Launderer Magazine:  
Marc O'Leary (12/07/77), Regional Vice President, at EMI.



Tom Watts (09/08/75), President, at EMI in 1985.

## Prudential Membership in UTSA

Prudential is a long time member of the Uniform & Textile Service Association and has several employees active in the Association.

Dan Clark (09/23/68) Chairman of the Board in an at large member of the UTSA Board of Directors starting in September 2003.

Don Clark, former Chairman of Prudential, was Chairman of UTSA in 1975-1976.

Lee Terry (05/09/88) Environmental & Safety Director, is a member of the UTSA Environmental Affairs Steering Committee.

Jay Boyer (02/07/84) Riverside General Manager, is a member of the UTSA Customer Service Steering Committee.

Jerry Martin (04/20/92) Vice President of Sales & Marketing, is a member of the UTSA Marketing Steering Committee.

Stefan Schurter (10/26/92) Sr. Vice President of Production & Engineering, regularly teaches at the UTSA Production Management Institute and is a former member of the UTSA Plant Operations Steering Committee.

Prudential is a charter member of the UTSA Laundry Environmental Stewardship Program, or LaundryESP.

## Prudential EMI Participants

NAME	DATE OF HIRE	CURRENT POSITION	CURRENT LOCATION	MOST RECENT EMI YEAR ATTENDED	MOST RECENT YEAR ATTENDED
Ron Baublitz	09/19/94	General Manager	Cerritos Dust Control	IV	2001
Mike Blazek	05/21/90	General Manager	Austin	II	2003
Jay Boyer	02/07/84	General Manager	Riverside	IV	2003
Jerry Brigham	07/21/97	General Manager	Fresno	IV	2002
Mitch Cummins	07/21/80	General Manager	Tucson	IV	2003
Barry Easdale	08/04/98	General Manager	L.A. Cleanroom	I	2003
Mark Elberson	02/16/88	Regional Manager	Corporate Office	V	2003
Chip Fiandaca	06/26/95	Regional Manager	Corporate Office	IV	2001
Ken Gordon	05/07/01	General Manager	Van Nuys	III	2003
Chris Kalert	03/23/90	General Manager	Irvine	IV	2003
Terry Lahn	09/11/89	Vice President, Cleanroom Support Services	Corporate Office	IV	1995
Jeff Nelson	08/08/89	Regional Manager	Corporate Office	III	1995
Marc O'Leary	12/07/77	Regional Vice Pres.	Corporate Office	V	1993
John Robinson	04/01/91	General Manager	Phoenix	II	2003
Mark Stanton	07/13/92	General Manager	Moorpark Dust Control	II	2003
Tom Watts	09/08/75	President	Corporate Office	IV	1988



Stefan Schurter (10/26/92), Senior Vice President of Production & Engineering, was inducted into the UTSA Plant Operations Hall of Fame in September 2003.

# Fleet Maintenance Seminar – October, 2003



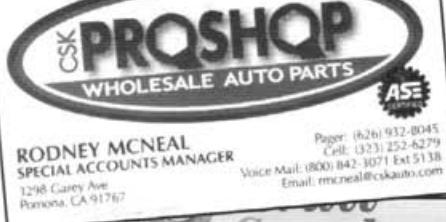
Fleet Maintenance Seminar attendees, front row L-R: Edward Bautista-Gonzalez (04/21/03), Maintenance Mechanic, Carson; Miguel Ortiz (01/25/82), Service Attendant, Irvine; Jose Torres (07/11/95), Fleet Mechanic, Central Garage; Michael Aucelluzzo (05/05/03), Auto Mechanic, Moorpark Dust Control; John Wiseman (04/20/03), Fleet Mechanic, Vista; Meas Thaing (06/18/01), Fleet Mechanic, Central Garage; Jon Phillips (07/21/03), Service Attendant, Riverside. Standing L-R: Ernesto Escobar (11/04/85), Service Attendant, Van Nuys; Ernest White (04/19/93), Parts Person, Central Garage; Lee Marino (05/24/90), Fleet Mechanic, Central Garage; Pedro Mota (01/22/79), Auto Mechanic, Cerritos Dust Control; Juan Colon (06/26/02), Auto Mechanic, Milpitas Industrial; Leonardo Contreras (10/27/93), Auto Mechanic, Chula Vista; Orlando Rojas (09/30/02), Fleet Mechanic, Central Garage; David Forst (03/26/81), Auto Mechanic, Tucson; Jon Carren (03/10/03), Auto Mechanic, Riverside; Steven Foster (06/08/92), Auto Mechanic, Phoenix. Not pictured: Robert Hall (07/31/96), Auto Mechanic, Fresno, on jury duty; Enrique Sanchez (08/07/81), Fleet Mechanic, Central Garage, on vacation.



Larry Nazionale, Accounts Representative - Key Accounts, Brake and Chassis, Dana Corporation, McHenry Illinois, speaking on "Latest in ABS by Raybestos."



Truck Mechanics listening.



CSK Proshop, Wholesale Auto Parts Representatives: Charlie Puccio, Oceanside, CA, Special Accounts Manager; Brian Keever, Huntington Beach, CA, Regional Sales Manager; Shant Aslan, Pomona CA, Regional Sales Manager; Jorge Ojeda, Long Beach, CA, District Sales Manager; Rodney McNeal, Pomona CA, Special Accounts Manager. Kragen (CSK) sponsored much of the seminar.



L-R: Paul Thompson (11/08/93), Plant Superintendent, Los Angeles Industrial, responsible for oversight of Central Garage; Gary Oin (10/04/88), Central Garage Supervisor; Doug Geer (02/01/83), Director of Fleet Operations.

# Management Changes In The News



Randy Garrett (06/27/97) has been promoted from Sales & Service Manager at Chula Vista to General Manager for the Vista plant effective August 4, 2003.



Patrick Flores (4/03/00) has been promoted from Plant Superintendent at L.A. Cleanroom to Corporate Production Manager effective 09/15/03.



Jim Hoskins (03/11/96), has been promoted from National Accounts Sales Representative to National Accounts Sales Manager effective 09/29/03.



Allan White joined Prudential as Quality Assurance Manager, Prudential Cleanroom Services, on August 1, 2003.



Phillip Lee (07/16/03), Los Angeles Cleanroom, was promoted from Senior Quality Assurance Technician to Quality Assurance Supervisor, effective 09/29/03.



Sabino Santos joined the Company as Human Resources Representative effective 09/03/03.



Steve Galvez (12/30/91) was promoted from Route Manager at Riverside to Sales & Service Manager at Cerritos Dust Control effective 08/25/03.



Sherrie Lowe (07/28/03) has been promoted from Corporate Sales Rep to District Sales Manager effective 08/18/03.



Mark Thomas has been promoted from Route Manager to Sales & Service Manager of District 1 at the Chula Vista Plant effective August 25, 2003.

# More Management Changes In The News



*Joe Acosta (05/13/02) was promoted to Route Manager at Austin effective 09/01/03.*



*Dave Suber (04/17/00) was promoted from CSR to Route Manager at Moorpark Dust Control effective 03/17/03.*



*Keith Case (09/09/02) was promoted from CSR to Route Manager at Moorpark Dust Control effective 05/12/03.*



*Chuck Bradley (04/21/03) has been promoted from CSR to Route Manager at Van Nuys effective 07/07/03.*



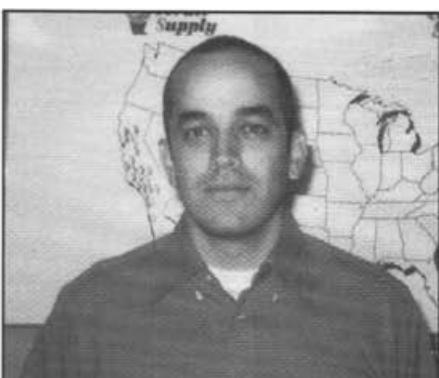
*Theron Pendley (03/03/03) has been promoted to Route Manager effective 05/12/03 at Sacramento Service Center.*



*Mark Noda (08/25/97), Route Manager, transferred from Cerritos Dust Control to Carson effective 08/25/03.*



*Seth Francis (12/10/01), Route Manager, transferred from Los Angeles Cleanroom to Milpitas Cleanroom effective 05/12/03.*



*Micah Elberson (12/03/01) was promoted to Sales & Service Representative at Palm Springs Service Center effective 08/11/03.*



*Corinne Sotomayor (10/18/01) has been promoted from Office Clerk to A/R Clerk at the Los Angeles Cleanroom effective 09/22/03.*

# Retirements and Anniversaries

**Antonio Guerrero (02/08/65), Soil Counter, Los Angeles Industrial, retired on 08/28/03.**



Tony received a leather recliner and gift certificates from L-R: Mark Elberson (02/16/88), Regional Manager; Bill Walters (06/08/64), Sales & Service Manager; Duke Pagan (01/22/96), Los Angeles Industrial General Manager; Tom Watts (09/08/75), President.



Tony's wife, daughter and granddaughter attended the retirement party.

**Roselena De Felix (06/19/78), Supply Clerk, Chula Vista, retired on 07/03/03.**



L-R: Jose Hernandez (03/25/85), Maintenance Supervisor, Roselena DeFelix, and Delfino Felix (07/12/68), Lead Person. Mom, Dad and son.

## Stella Quihuis recognized



Stella Quihuis, Garment Coordinator at Mesa Cleanroom (07/21/88), was recognized for 15 years with Prudential.

**Chula Vista Plant 25, 30, 35 Year Employees**



L-R: Margarita Perez (01/08/73), Production Employee; Nena Corral (07/31/78), Supply Supervisor; Roselena DeFelix (06/19/78), Supply Clerk; Eddie Ferguson (08/18/97), Plant Superintendent; Delfino Felix (07/12/68), Lead Person; David Monjaras (09/17/73), Lead Person; Chris Brinker (06/23/97), General Manager.

# News From Fresno

## Our New Tunnel For Coats Arrives, Wow It's Big!



## Fire Extinguisher Training For All



*Louie Martinez (11/10/98), Head Washer.*



*Esmeralda Guerrero (07/07/97), Production Utility Employee.*

## Headed For A New Safety Record



## Safety Barbeque Held At Fresno



# San Antonio Service Center Opens

Prudential's new San Antonio Service Center opened on September 23, 2003. The new facility is located at 5020 Service Center Drive in San

Antonio, TX 78218. The phone number is 866-388-3814.



Dario Aguilar (09/30/02), was promoted to Route Manager on August 18, 2003.



The San Antonio Team L-R: Steven Fuentes (06/02/03), CSR; Dario Aguilar (09/30/02), Route Manager; Mark Marek (07/22/02), Corporate Sales Rep; Bill Thompson (06/16/03), Corporate Sales Rep.

## Chula Vista Picnic



# Above and Beyond Recognition – Special Reward

Mesa Cleanroom employees recently completed an English as a Second Language (ESL) Class.

They are, below photo: L-R Rebecca Koury, Plant Superintendent; Theresa Delgadillo (02/18/97), Maria Bufunda (07/19/99), Cruz De Siqueros (09/18/00), Lourdes Vargas (10/20/97).



Rebecca Koury (06/24/91), Mesa Cleanroom Plant Superintendent, was recognized for organizing and teaching an ESL course for employees. Five employees came in on their day off to participate in the 13-week program. Rebecca designed the course, furnished all of the materials and did all of the teaching. She was presented with an award for excellence by Chip Fiandaca (06/26/95), Regional Manager.



## Driver Safety Training



California Highway Patrol Officer at a Driver Safety Training Course at Los Angeles Cleanroom, with Prudential CSvR's, Route Managers, and Service Managers.

# Everybody Sells!

## 2000 - 2003 CSR Weekly Sales Average

PLANT	4 YEAR AVERAGE
1. Las Vegas	\$6.62
2. Tucson	6.26
3. Phoenix	5.65
4. Riverside	5.17
5. Vista	4.29
6. Cerritos Dust Control	4.05
7. Albuquerque	3.96

Let's raise the average!

## Lead Activity Report

### PLANT YTD WEEKLY LEAD AVERAGE PER ROUTE

1. Las Vegas	2.28
2. Tucson	1.38
3. Riverside	1.0
4. Fairfield	0.94
5. Milpitas Industrial	0.90
6. Cerritos Dust Control	0.63
7. Moorpark Dust Control	0.60
8. Phoenix	0.51

Let's raise the average!

## Top Seven Paper Penetration

PLANT	REPORT PERCENTAGE
1. Phoenix	18.27%
2. Tucson	17.34
3. Albuquerque	12.82
4. Las Vegas	12.18
5. Irvine	11.13
6. Vista	10.15
7. Fresno	10.04

From: Tim Rotell  
Sent: Tuesday, September 16, 2003 11:18 AM  
To: Ron Baubitz (GM P07); Ken Gordon (GM P01); Mark Stanton (GM P17); Duke Pagan (GM P05); Paul Turney (GM P04)  
Cc: Dean Killion; Jerry Martin; Mark Elberson; Sherrie Lowe  
Subject: Plant 07 Sales Blitz Recap

Hello GM's,  
I'd like to give a big "Thanks" to all of your sale reps for taking time to participate in last weeks sales blitz at Cerritos. As a TEAM, their contributions produced \$800 in weekly revenue and well over 1100 new prospects to add to our data system. In addition, they created many active files that we anticipate to close in the very near future. Throughout the week the exchange of ideas between the reps appeared to add for a real TEAM cohesiveness and competitive atmosphere.  
Please see attached documents and print for all sale blitz TEAM.  
Thanks.

From: Jerry Brigham (GM P06)  
Sent: Monday, August 04, 2003 8:02 AM  
To: Shawn Campbell; Doug Rix; Douglas Dewitt; Tom McCoy; Phil Koreis; Felicia Rojas; Supply P08; John Pennington  
Cc: Mark Elberson; Carmen Sjelin  
Subject: Kaiser

JIM AT KAISER CALLED AND THEY ARE AWARDING US THE HOSPITAL BUSINESS !!!  
WE WILL NOG MOPS AND RENT MATS & BAR TOWELS  
Carmen, thanks for your participation with the safety/bio hazzard meeting with them

From: Mark Elberson  
Sent: Wednesday, July 30, 2003 6:37 PM  
To: # N. Region GMs  
Cc: Marc O'Leary; Jeff Nelson; John Thompson; Tom Watts; Jerry Martin; Stefan Schurter  
Subject: FW:

Gentlemen,  
During our last Region Meeting we spent a considerable amount of time discussing way's to curve the lost business in each of our plants. We talked about some of the successes that Ken, Duke and Mark had experienced. Well here is another example where perseverance paid off. After being told by a person in purchasing and the CFO that we were out!! Mark decided to write a letter to the President of Merle Norman Cosmetics requesting a meeting ( please open the attachment and read the letter ) Merle Norman has been a customer of Prudential for 31 years remembers servicing this customer as a CSR. Mark was granted the meeting with the Vice President of the company and was able to save the business and was given a year extension to our contract. Mark your perseverance and determination paid off CONGRATULATIONS!!! Guy's we need to fight like this on all potential lost business.



Miguel Escobar (12/02/96), Line Driver, Riverside, stands next to his new tractor that he takes to Las Vegas each day. Thousand of people see Miguel on the I-15 freeway.

From: Marc O'Leary  
Sent: Tuesday, July 22, 2003 3:57 PM  
To:  
Cc:  
Subject:  
#Cleanroom GMs; # M. Region GMs; #Sales Group; # Regional Managers; # General Managers  
Scott Chafin; John Pennington; Tim Rotell; Ken Kuhn; Bill Evans; Marion Wilkins; Sales P02; Sales P09; Sales P10; Sales P15; Sales P23; Sales P50; Sales P70; Dean Killion; #Cleanroom Plant Supls; #Cleanroom Office Mgrs  
Sales!

Good Afternoon Team:  
Do you want some GOOD news? Ms. Erin Raney, Regional Sales Representative out of the Richmond Cleanroom, signed a 60 month SRA for \$2,100.00 in new weekly business this morning. In addition, the customer was so impressed with the value that Erin exhibited by going with Prudential Cleanroom Services, he committed their sterile cleanroom business of \$6,000.00 when the agreement with their current vendor expires. Obviously, it's a team effort when you close business so I would like to recognize Erin's General Manager, Elisabeth Knott, who is always out there riding with her sales team lending assistance and support.

Congratulations on your outstanding work Erin, "TAKE THE BEACH"!!!

Marc

# Everybody Sells!

## Top Five Lowest

RANK	PLANT	LOST BUSINESS PERCENTAGE
1	Mesa Cleanroom	2.8%
2	Richmond Cleanroom	3.2%
3	Los Angeles Cleanroom	6.4%
4	Chula Vista	7.5%
5	Riverside	7.9%

## 2003 Mid-Year Performance Ranking

### Sales & Service Managers

RANK	NAME	PLANT	RESULTS
1	Gary Staley	Albuquerque	145.7%
2	Danny Martinez	Riverside	143.2%
3	Robert Leyerly	Victorville	140.4%
4	Rob Cesario	Riverside	134.0%
5	Joe Sharma	L.A. Cleanroom	118.3%
6	Ron Rains	Cerritos Dust Control	113.8%
7	Mark Hamilton	Cerritos Dust Control	108.8%
8	Dave Wallace	Cerritos Dust Control	106.3%
9	Richard Ponce	Tucson	102.0%

## 2003 Mid-Year Performance Rankings

### Route Managers

RANK	NAME	PLANT	RESULTS
1	William Falkenthal	Albuquerque	141.8%
2	Chris Almada	Riverside	139.1%
3	Steve Galvez	Riverside	139.1%
4	Frank Rodarte	Cerritos Dust Control	134.5%
5	Axel Margaritha	Cerritos Dust Control	134.5%
6	Joe Leon	Cerritos Dust Control	130.0%
7	Shaylendra Nair	Cerritos Dust Control	130.0%
8	Mark Noda	Cerritos Dust Control	123.6%
9	Michael Soued	Cerritos Dust Control	123.6%
10	Charles Mier	Palm Springs	112.9%
11	Dave Suber	Moorpark Dust Control	107.3%
12	Bill Story	Irvine	103.6%
13	Wesley Horner	Irvine	103.6%

The Company expects each and every manager in the organization to earn 100% or more of their performance goal each and every six month period.

**From:** Marc O'Leary  
**Sent:** Tuesday, July 29, 2003 10:51 AM  
**To:** # Regional Managers  
**Cc:** #Cleanroom GMs  
**Subject:** FW: rfp

RMMG:

Just a note to recognize and thank Jerry, Stefan, and Chip who worked most of their weekend in order to make sure that this RFP was not only reviewed a couple of dozen times for response accuracy, but also submitted successfully to Motorola in a timely manner.

## Utilizing Prudential's Co-Op Sales Lead Program Earns \$ Rewards

The green "Co-Op Lead" card must be completed and turned into your General Manager for consideration in the Co-Op Sales Lead Program. Your General Manager will have the Office Manager assign the lead to the appropriate salesperson. Once the salesperson signs the account and after nine weeks of service, you are paid! See the Company Policies & Procedures or ask your General Manager for a more detailed explanation.

### CO-OP LEAD

Date \_\_\_\_\_

I work for Prudential Overall Supply; may I have our sales person call on you?

Employee Name \_\_\_\_\_ Plant # \_\_\_\_\_ Employee # \_\_\_\_\_

1. Company Name \_\_\_\_\_

Zip Code \_\_\_\_\_ Telephone # \_\_\_\_\_

Address \_\_\_\_\_

2. Whom should my sales person see? \_\_\_\_\_

Title \_\_\_\_\_ Best time \_\_\_\_\_

3. Do you have a Rental Service now?  Yes  No

If Yes, with whom \_\_\_\_\_

Your Sales Partner \_\_\_\_\_

(Use back for more information)

Form #10799

# Prudential donates tents to Mexican orphanage

The Los Angeles plant had been processing 8'x8' two-man tents for a tent rental company. When that company went bankrupt, Prudential was left with 8,000 tents. So, Los Angeles began selling used tents for \$5.00 each. Don Nordstrom (08/11/86), Vice President of Human Resources - Training, had already purchased 40 for various church groups when he noticed a small article in

his neighborhood newsletter seeking tents for 60 children in an orphanage in Mexico. Don sent a note to Duke Pagan (01/22/96), General Manager of Los Angeles Industrial, and asked if L.A. would be willing to donate 30 tents to a worthwhile cause. Duke said L.A. would be happy to do so.

## NEIGHBORHOOD NEWS ADDENDUM

By Francis Langlois

### A Gigantic Thank You

A special thank you from sixty beautiful little hearts to **Don Nordstrom** V.P. of Human Resources and Training with **Prudential Over All Supplies**, and **Duke Pagan** General Manager L.A. division also with **Prudential Over All Supplies** for their generous donation to the orphaned children of Emanuel II in Tijuana, Mexico. Their thoughtfulness has blessed the lives of many children.

Just in case you missed last month's article and have no idea why I am thanking these folks - allow me to explain. I had asked if anyone might want to donate used tents to help sixty orphans escape the summer heat. Frankly, when I made the request I only expected a few tents (one tent here, one tent there) but to my surprise Don and his compadres came through with thirty tents! This not only met the needs of Emanuel II but also three tents were given to Colina de Luz in La Gloria, quite a gift for our neighbors down South.

As far I know, there are over 27 orphanages within the Tijuana and surrounding villages. These orphanages care for abused, abandoned or otherwise homeless children. The main purpose of these orphanages is to share love through example and instruction, preparing the children, mentally, spiritually, and physically to be a vital part of their country.

Francis Langlois, CCAM  
Community Manager

August 19, 2003

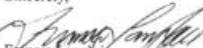
Prudential Over All Supplies  
Don Nordstrom  
1661 Alton Pkwy.  
Irvine, CA 92606

Dear Mr. Nordstrom:

I wish to express my deep appreciation to you, to Duke Pagan and your company Prudential Over All Supplies for your kind gift to the children of Emanuel II. Your thoughtfulness will bring many happy days to children that are less fortunate.

I hope the enclosed photos will be helpful. There were taken during a field trip with the children from Esperanza. Although they are younger than the junior high age children from Emanuel II the photos do at least show the joy that kindness like yours gives.

Sincerely,

  
Francis Langlois  
Community Manager



## 44th Anniversary Of Off-The-Cuff

The first issue was published November 1959. The current publishing line up:



*Editor-In-Chief: Don Nordstrom  
(08/11/86), Vice President of Human  
Resources - Training, since 1986.*



*Editor: Mary Kirkpatrick of  
Marketing Plus, Inc., since 1988.*



*Printer: Art Vanderree of Unicorn Press  
since 1968.*

# From the Prudential Mailbag

## CSI NEWS

CALIFORNIA STEEL INDUSTRIES, INC.

*The Employee Newsletter for People With Pride*

August 14, 2003

### You Look Good!

Prudential Overall Supply, our new uniform supplier, ordered 17,989 shirts and pants and 437 coveralls to provide CSI employees with the new and improved uniforms. Here are a few things to remember about the new uniform program:

- The new uniforms will be dropped off in the new lockers installed in your department's designated location. All employees are provided with keys to access their locker. If both are lost the replacement charge is \$8.00 to re-key the lock. The lockers are for uniform drop off only; do not store any personal items in these lockers.
- The new uniforms are 100% cotton and will shrink during washing at Prudential's facility. If they are a bit big now, just wait a few washes - they should shrink to a good fit. If after a few washes your pants are still too big, please fill out one of the yellow tags found near the drop off lockers with the new size and they will be replaced the following week.
- Dirty uniforms must be dropped at your department's designated location. Dropping them elsewhere may delay their return.

Should your uniform require some type of repair, please fill out one of the yellow tags noting the repair and deposit into the dirty bin. It will be repaired and returned the following week.

The CSI uniform program is very costly to maintain, and lost and damaged charges only add to that cost. So please be sure to keep track of your uniforms and report any discrepancies to the driver or to HR immediately.



### Meet Eric, our new Prudential Driver

Eric will be servicing the CSI account Monday through Friday. Part of Eric's responsibilities include counting every garment when he is picking them up to ensure that he brings the same count back the following week. Any issues or problems with your uniforms can be directed to him. Next time you see Eric, say hi he is working very hard to make this transition as smooth as possible!

Eric Martinez (07/27/99),  
Sales & Service Representative, Riverside.

### Eckhart Auto Body

10101 Camga Ave.  
Chatsworth, CA 91311

August 06, 2003

Prudential Overall Supply  
PO Box 11210  
Santa Ana, CA 92711

To Whom It May Concern,

We would like to take this opportunity to compliment your driver Rick Parcells, Rt 14, Van Nuys. He has performed his job above and beyond the call of duty. We were having some problems with our service and he went out of his way to correct the issue. He was attentive, helpful, and fast in resolving the issue. And we would like to thank him for his excellent service. Thank you from all of us here at Eckhart Auto Body.

Sincerely,

*Mark P. Cardella*  
Mark P. Cardella Sr.  
President

Rick Parcells (09/11/00), Customer Sales Representative, Van Nuys.

9-3-03

Dear Mr. Nordstrom,

Art just brought me a copy of the latest *Off-the-Cuff*. It came as a complete surprise. I had no idea that Art Sr. was included in the Memoriam page.

Art enjoyed working with Prudential more than any of our other customers. He particularly enjoyed working with you and Dale Bain, and many others with whom he had contact at various times.

You are probably responsible for Art's inclusion on that page. It meant a great deal to me, and I know Art would have been proud. It brought tears to my eyes, and made me happy that your company thought so highly of him.

I suppose Art Jr. has told you that I have moved to Leisure World. It is a lovely place, with many opportunities to make new friends and join in many varied activities and clubs. I know that Art would be happy for me to have found such a place. He was one to live life to the fullest. I'm going to do my best to live life without him as he would have expected. It helps a lot to have so many wonderful memories.

Thanks again for being so kind.

Gratefully,

*Edee*

Edee Vanderree

From Edee Vanderree, wife of Art Vanderree, printer of *Off-The-Cuff*,  
who passed away earlier this year.

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

### A Quarterly Publication of Prudential Overall Supply

Dedicated to the improvement of employee morale and the broadening of customer relationships

Editor: Mary Kirkpatrick • Layout & Design: Marketing Plus, Inc. • 1-800-554-7587

Please address all correspondence and address changes to:

Prudential Overall Supply • Human Resources Dept. • 1661 Alton Pkwy. • Irvine, CA 92606  
(949) 250-4855 • Fax: (949) 261-1947 • Web: [www.pos-clean.com](http://www.pos-clean.com)

# Corporate Office Safety Barbeque



Hat Contest participants L-R: Doug Geer (02/01/83), Director of Fleet Operations; Lilli Hunter (06/12/79), Purchasing Agent; Kiranjit Kaur (06/22/99), Accounts Payable Clerk; Brandy Brown (07/23/02), Benefits Clerk; Judy Vega (10/29/90), Accounts Receivable Clerk; Tom Watts (09/08/75), President.



Hat contest winner  
Judy Vega!



Peggy Codd-Belton (11/03/98), Input Operator in the egg carrying race contest.



Lining up for the food.



Doug Geer (02/01/83), Director of Fleet Operations. His team won the dress up contest.



Right, Hilda Haghighi (10/15/90), Lead Input Operator, won the stretching participation drawing.  
Left, Carmen Sjelin (04/29/92) Safety Manager.

**2003 Safety Barbeque**  
**HAT CONTEST**

Sponsored by the QIP Team

- Be Crazy  
- Be Wild  
- Be Creative

Create your hat with the following in mind:

- Must express ■ SAFETY
- Must have ■ POS named
- Must be ■ Red, White & Blue

Win \$25, \$15 or \$10

