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New Look; Same Great Service!

▲ It is always interesting to see how observant people are. That said, to those who have been customers of Professional Plating Inc for some time, you may have noticed that our corporate logo featured at the top of this newsletter has changed. You may have also seen the new logo on a trailer traveling down a road near you. We will gradually be changing out the logo on all of our trailers, along with our other business forms.

The new logo is not due to any change in our corporate structure or business offerings. It is simply a fresh new image to fit with the growth of our business.

Expansion Update >> Zinc Plating Line

▲ In a short period of 12 months, we went from bare ground to announcing that our new zinc plating rack line will go through some final steps with programming and filling chemical tanks, with a plan to start production up in mid-November.



Some facts about the setup of this new line:

- 30 tanks filled with 37,200 gallons of solution
- Ability to run parts up to 9 feet in length
- Weight capacity per rack is 1500 pounds
- 10,800 zinc balls to fill 144 anode baskets
- 6,400 gallons in zinc bath
-

The new plating line has allowed us to expand our chromate options available for rack plated parts, to now include RoHS Tri-yellow and Tri-black. We will continue to also offer the RoHS Clear and extended corrosion protection Proclear, along with Hex yellow and black.

We look forward to the state of the art gains in ergonomics, safety and capacity.

We are planning an Open House for the Spring of 2017 and hope that you will be able to visit us to see the completion of our expansion projects. More details will follow as to the date of the open house.

Contact Us:
920-756-2153
Check Us Out On
The Web at:
www.proplating.com

Specialty Coatings
Acrylic E-coat
Barrel Zinc
Black Oxide
Epoxy E-Coat
Powder Coat
Pro-Advantage
Pro-Dura Clear
Rack Zinc
GM Approval
Volvo Approval

PPI University



PPI University for Leadership

▲ No matter the size of your organization, developing the skills of your workforce is an ongoing challenge and commitment. It is a proud moment when you can grow your team from within by nurturing a person with some time-honored leadership skills, to a point where they have the confidence to lead and engage others.

Professional Plating embraces this commitment! Our most recent installment of training came via a six-week Leadership Training course presented by Mr. Dean Murzello from Fox Valley Technical College.

Twelve team members from a cross-section of our company were nominated by either their peers or a member of our leadership team, to be a part of this training event. Training sessions were held on-site and after each four-hour learning session, participants were given time to work on assignments designed to strengthen the concepts they had covered that day.

Topics in this training curriculum included:

- *Leading through Motivation
- *Coaching Job Skills
- *Supporting & Leading Change
- *Leading through Communication
- *Providing Performance Feedback
- *Resolving Conflict

A graduation party celebrating the successful completion of this training series was held and the graduates received Certificates of Completion from their Team Leader or Manager.



Pictured above are the most recent PPI University for Leadership graduates, sporting their new Professional Plating jackets. From left to right is Bill Hildebrandt, Kelsey Burkhalter, Scott Owens, Jessica Meunier, Kody Willman, Toni Post, Sara Bartel, Brenda Flores, Dedra Piepenburg and Emily Lambie. Missing is TJ Moehr and Jon Koehler.

Professional Plating respects the time and privacy of our customers. In no way is this update meant to be spam mail.

If you no longer wish to receive a quarterly electronic update from Professional Plating, please click the following link.

To Opt Out



The Power of Listening

Professional Plating has also identified a need to improve listening skills among Team Members. An 18-day video training series called "The Power of Listening" was rolled out to 12 of our Team Members in August.

During the course of their normal work day, this group would individually be excused from their scheduled work to use a company-provided Kindle to watch/listen to a daily ten-minute video. The series, provided by Avano, emphasizes passing on skills learned in training to other team members, in order to improve listening and communication, thus promoting better team work.

We had one group complete the series in September and a second group of 12 team members has just recently started viewing the same video series.

Back to School



▲ Fond memories of the first day of school are not the reality for many children who do not have a backpack full of new school supplies to be proud of. According to the Kids in Need Foundation, more than 16 million kids live in extreme poverty in the U.S. and arrive on the first day of school without the supplies they need to learn. Once again Professional Plating called on our team to ask for donations of those much needed items.



Our collection boxes were overflowing with notebooks, crayons, glue sticks, backpacks and other supplies.

Three local schools in Brillion, Reedsville and Hilbert, benefited from our collection of over 1,025 items!

Pictured are Amy Schmitz, Hilbert Elementary Principal; Bonnie Olson, Brillion Middle School Principal and Carolynn Acker, Professional Plating Human Resources Coordinator, distributing the collected items.

For information about Professional Plating and general questions related to metal finishing, check the FAQ section of our website at:

Frequently Asked Questions

www.proplating.com

Team Member Appreciation Picnic

The school supply collection concluded with our annual Team Member Appreciation Picnic. With the generous donations of school supplies that we received, it was easy to remember why we appreciate our Team!

Our Team was also very appreciative of some great food catered by Belly BBQ, including pulled pork and pulled chicken sandwiches, potato salad and baked beans. Our annual picnic wouldn't be complete without cold treats from Cold Stone Creamery!



Team Members also had the opportunity to win some nice items, as shown below.



Contributing to the Fight Against Poverty



▲ Professional Plating Inc is a proud Gold Partner sponsor to the US Venture Open that recently raised \$3,610,500 on their one-day golf, dinner and auction event!

The money raised supports the Basic Needs Giving Partnership, a collaboration between community foundations for the Fox Valley region, Green Bay and Oshkosh. The U.S. Venture Open Fund for Basic Needs, a fund of the Greater Green Bay Community Foundation, is a field of interest fund created to:

- Address root causes of poverty,
- Support long-term visions/solutions to move people out of poverty, and
- Assist those with limited capacity, such as the low-income elderly or significantly disabled, to maintain a stable and dignified quality of life.

Since 1986, the event has raised over \$33 million for charity, playing a critical role in fighting poverty issues in east-central and northeastern Wisconsin.

Small Box or Expedited Freight Shipments



We see all sorts of variations to how we are asked to ship product. 95% of all the material we process for our 450 different customers, goes out truck freight. The majority of the other shipments are shipped via UPS and/or FedEx, per customer requests.

My article today is to communicate on how the UPS and FedEx shipping world can impact the quality and the resulting cost of the coatings we apply for you.

Raw parts as received are generally part to part contact when we get them, with the exception of polished materials that are cell packed or wrapped to prevent damage to raw parts.

The packaging we intend to use after the parts are processed is always called out on our quotations. Normal Options are:

- *Bulk packed
- *Layered in foam or paper
- *Weaved in foam
- *Layered in bubble wrap
- *Wrapped in foam
- *Individually bagged
- *Individually foam pouched

The rough-and-tumble shipping world of UPS and FedEx does not fit for packaging to protect your parts the same as to what works on a truck freight scenario, so when a request is made to have us UPS or FedEx a part that is quoted as layered in paper or foam, all bets are off for that part to safely survive in the UPS/FedEx world.

The parts have to be repackaged, likely by hand wrapping them and then adding packaging materials to the box to take out any extra space. We do our best to work to prevent the parts from hitting each other or being damaged for the upcoming rough-and-tumble ride they have head of them! These extra costs are not typically figured into the price.

We understand the need for some rush shipments and we do our very best to work with all customers to meet those needs. However, the request to use a small box courier and repacking the parts will drive price changes for these customers that see that as their standard call out for shipping.

The quality impact again is that we cannot control how the UPS and FedEx packages are transferred and bounced around at different sites on their way to you or to your designated ship to address.

The key for your operation is to know that when you request UPS or FedEx you also accept the risk that your parts may not arrive in the same cosmetic conditions as they would truck freight and as they left our plant.

Again we understand your need to try to control shipping costs. And we respect that very much. There's a trade-off when it comes to what can be handled in the UPS/FedEx world and what cannot go safely via those methods.

Safety of our team members also comes into play in a big way when parts need to be repacked for small box shipments. Typically, we are looking for boxes to not go over 50 pounds for weight safety and ergonomics purposes. At times we get requests to ship out boxes well in excess of this weight point. We again need to emphasize the safety of your team and ours, is paramount.

Article submitted by Larry Dietz, General Manager

Painting Excellence!



▲ We are excited to share with you that Products Finishing magazine has designated Professional Plating as a 2016 Top Shop award winner!

You may recall that we previously earned this same award for our zinc plating operations. This latest distinction was for our e-coating and powder coating operations.

We are very proud of being named a Top Shop, which identifies us as a leader in the metal finishing industry for e-coating and powder coating. Our day-to-day operational practices, along with sound business approaches, are keys to earning this recognition.

We are not in business to win awards. Our success is dependent upon doing whatever it takes to earn respect and trust from our customers. Receiving recognition based on benchmarking against our competitors is just icing on the cake!

Jumping on the Social Media Bandwagon!

▲ If you are among those who are avid users of social media, you may have wondered why you haven't seen Professional Plating's presence.

That question no longer need to be asked since we have just jumped on to the social media bandwagon with a new Facebook page!

Please look forward to new information and updates on Professional Plating Inc., and LIKE US at <https://www.facebook.com/proplatinginc>



Finding a Balance

▲ There is no specific formula for attaining a balanced life. It is a personal decision on how to combine work, family, friends and self; but achieving a balance is essential.

Both in support of this balance for our Team, and in supporting local civic groups, Professional Plating Team Members are offered various giveaways and invited to company-sponsored events for themselves and their family to attend.

Recent events and activities included tickets for Team Members and their families to attend a day at the ballpark for fun minor league baseball, ticket giveaways to the Endries Performing Arts Center for a Kids from Wisconsin show and also to the Dorf Kapelle German Band performance. We also had many Team Members interested in winning tickets to attend Packer Family Night.

Pictured are several of the winners:



***Enjoying a day at the WI Timber Rattler's baseball game**



***Several winners of tickets to Packer Family Night**



***Going to the "Kids from Wisconsin" show at the Endries Performing Arts Center**

Fill the Truck for Pet's Sake!

▲ Prolonged rainfall that fell in the southern part of Louisiana in August displaced thousands of people from their homes. An aspect of these tragedies that most people do not think about is "what happens to pets during these disasters?"

One of our Team Members was involved with an agency that organized several events aimed at collecting and transporting much needed pet supplies to shelters in the hardest hit areas of Louisiana. Along with the supplies and money collected at Professional Plating, other donation drives were held and the resulting collection filled a semi-truck! Here is a partial list of what was collected:

- Over 6,607# of dog food
- 994 # of cat food
- 927# of cat litter
- 405 cat toys/treats
- 352 dog toys
- 969 bags of dog treats
- 85 beds/crates
- 119 grooming supplies
- 31 feeding dishes
- 576 collars, harnesses, leashes
- 40 doses of flea medication
- 1,007 blankets/towels
- 86 detergent/cleaning supplies
- 928 packages of paper towel or wet wipes
- \$2,300 in cash donations

