

# Inside CWM



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SUMMER 2011

## A Message from Eric Treiber, President



For almost 75 years, CWM has enjoyed a rich company history defined by family values and an enthusiastic, entrepreneurial spirit. Like any family, our goal is to provide a positive

atmosphere where everyone is empowered and given an opportunity to grow. One of the best ways we do this is by providing an environment where opinions and ideas can be openly expressed. I believe, and think most employees would agree, that CWM provides a highly unique, open workplace.

In the mid 1990's, a President's Council Meeting was created as a way to listen to our employees. On a quarterly basis, a roundtable meeting is held with a representative from every CWM department where ideas, questions, and comments are discussed with me. This meeting provides every employee of the company the opportunity to be heard through their department representative. Topics at the meetings can range from a leak in the roof to a sponsorship request for a community fund raising event that an employee is passionate about. I personally address every topic that is brought to the meeting and I am often assisted by a department manager when taking further steps. These meetings represent open collaboration in action.

I encourage all employees to have a voice through active participation in the President's Council. You can do this by sending your questions and comments to your department representative. They will present it at the next council meeting. A list of current representatives and meeting dates can be found on page six in this newsletter. We value your opinions and you do have the power to make a difference.

For those interested in learning about the topics discussed at the last meeting, copies of all meeting notes are always posted in both cafeterias.

It is my firm belief that maintaining an enduring commitment to this philosophy has enabled and empowered CWM's culture to maintain a sense of family. It's recognized throughout the company and our employees appreciate it. This has been proven over and over each year as CWM recognizes multiple employees with 10 through 40 years of service and where the average length of service amongst *all* CWM employees is 16 years. We know we are doing something right to maintain that astonishing level of dedication to our company.

Sincerely,

## Bring Your Child to Work

Eugene Thomas' daughter, Tamara, now has a greater appreciation for what her dad does at CWM. On April 28th, Tamara, plus four other children participated in CWM's "Bring Your Child to Work Day" event.

The day is designed to be an educational experience that allows kids to see what their parents do during the

work day. It also helps them see value in their education and exposes them to career opportunities with a hands-on approach.

Most participants were parents and children but in one case, Ping



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Inside CWM is published by Chicago White Metal Casting, and its CNC Machining and Contract Manufacturing Divisions, for all of our employees, key customers, sales representatives and supplier partners who are equally vital to our success.

CWM is located near O'Hare International Airport in Bensenville, IL U.S.A.

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## CWM Annual Summer Luncheon



Eric Treiber addresses employees and suppliers at the Annual Summer Luncheon.

CWM held its Annual Summer Company Luncheon on Thursday, June 16th. A picnic-style lunch and meeting was held outdoors on the CWM grounds. All employees, 33 guests from 22 different suppliers and two CWM retirees attended the event. The yearly event is a way for CWM to thank employees and suppliers for all their dedication to the company.

A highlight of the event was a speech given by Eric Treiber, CWM President. During his commentary, Eric provided a summary of CWM's accomplishments for the last year starting with a remarkable 21% sales increase over 2009. Also noted were companywide investments in training, strategic new hires, and new software and equipment such as the new Pioneer Sheffield Coordinate

Measuring Machine with PC DMIS CAD++ software.

Looking forward, Eric noted that our customer base is now very sophisticated and that means, "We have to bring our 'A' game every day." He continued by pointing out that service, quality and follow through on our commitments is what will keep our customers satisfied. "If we provide outstanding service to our customers, if we do what we say we are going to do, if we keep our commitments, and we deliver quality products on a consistent basis, our customers will want to continue to do business with us."

Eric closed by thanking all employees for their loyalty and commitment to CWM. He summarized by saying, "Without all of your hard work and dedication towards serving our customers, we would literally be nothing except for bricks and mortar. There would be no heart, and there would be no soul."

*"We have to bring our 'A' game every day."*

## CWM Global Sales

Over the last 20 years, CWM's international sales have continued to grow. As of December 31, 2010, CWM has shipped to 18 countries outside the U.S.

Foreseeing this trend, the trademark "CWM" was registered along with the corporate name, "Chicago White Metal Casting, Inc." with the United States Patent and Trademark Office. Recently, our trademark has been registered under the Madrid Agreement and Protocol within the European Community, pursuant to Article 151(2) CTMR and Rule 116(1) CTMIR. Simply put, this now means that CWM's trademark is now acknowledged in 85 countries (as of December 2010) around the globe.

CWM Sales by Country				
Asia	European Union		Middle East	North America
- China	- Estonia	- Italy	- Israel	- Canada
- Malaysia	- Finland	- Netherlands		- Mexico
- Singapore	- France	- Scotland		
- Taiwan	- Germany	- Switzerland		
- Thailand	- Hungary	- UK		

Int'l Sales as of 7/15/11



## CWM Annual Summer Luncheon Photos



Jon Ptasznik and Maria Orawiec enjoy the lunch provided by Catering with Elegance.



Clockwise from the Left: Mike Swasko, Saporito Finishing, Jim Popek, CRW Finishing, CWM employees Mike Zwolski, Steve Wojtal and Ted Bystryk



Eric Treiber shares a laugh with Eric Crabtree and Aaron Stankiewicz from Imperial Alloys.



Maria Banas and Kalpesh Patel share lunch with co-workers, Rajiv Patel and Ping Lau.



Clockwise from bottom left: Ivan Acosta, Rodolfo Arroyo, Gustavo Martinez, Carlos Lopez and Gustavo Gonzalez



Retiree, Angel Vazquez, reunites with peers at the company luncheon. After 44 years of service to CWM, Angel retired in June of 2000.

A special thank you goes to  
**ASG Staffing**  
for sponsoring the  
2011 Annual Summer  
Luncheon with a generous  
monetary donation.

## Bring Your Child to Work

(Continued from page 1)

Lau participated with her grand-daughter Elle Truong. The children were given a tour of CWM and then enjoyed a pizza lunch. During lunch, CWM President, Eric Treiber, stopped by to meet the children. In the afternoon, it was all business as employees brought the children to their own workplaces.

Attendees were Tamara Thomas, daughter of Eugene Thomas, Q.A. Technician; Ramon Munoz, son of Ramon Munoz, Q.A. Technician; Marvin and Evelyn Acosta, son and daughter of Francisco Acosta, Traffic Supervisor; and Elle Truong, granddaughter of Ping Lau, Calibration Technician / Mechanical Inspector.



L to R: Tamara Thomas (age 13), Ramon Munoz (12), Marvin Acosta (6), Elle Truong (6) and Evelyn Acosta (9)



Marvin (L) and Evelyn (R) Acosta take turns preparing a box to be shipped.



Eugene Thomas (L) shows Tamara a QC management tool while Ping Lau (R) shows Elle how to use a caliper.



CWM is pleased to announce our newest team members. In our continuing efforts to broaden our services to our customers, we're excited to welcome our newest employee.

### Will Ewing, IT Systems Technician

Will joined the CWM team this past March. He's a recent graduate of DeVry University with an Applied Science degree in Electronic and Computer Technology. Prior to earning his degree, his background was in Quality Assurance with Card Dynamix. It was during this time that he gained exposure to working with computers and decided to pursue it as a new career. While working in quality assurance, Will developed troubleshooting and corrective action remedies which continue to serve him well today. When he's not fixing computer issues, Will enjoys time spent with his family and working on his car. Occasionally you might catch him on a basketball court enjoying a little competition with his friends.

## Open Communications: Improving Customer & Vendor Service

A new communications initiative has been implemented at CWM. The program, Production Planning Visibility (PPV), is designed to share requirement forecasts with key suppliers on a weekly basis. Under this initiative, suppliers are given a forecast or an advance schedule of all new orders, order changes and the status of current orders. This allows suppliers to be prepared with the material and resources needed to meet our requirements and delivery dates.

Vendors have welcomed the program stating that it has helped to improve their delivery performance. In addition, they appreciate the simplicity of reporting which eliminates the need for analysis and reduces the opportunity for judgment errors. As a result, there has been a visible increase in vendor performance ratings, a system that CWM uses to monitor delivery, quality, and responsiveness of our vendors.



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## Open Communications *(Continued from page 4)*

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One key vendor had a performance rating of 88%— which was considered unsatisfactory. Weekly conference calls were held with the supplier to review delivery and quality issues. Once the new program was implemented, the performance rating of the vendor climbed to 100%. The weekly conference calls were no longer necessary. As the vendor's performance improved, CWM was able to be more responsive to our customer delivery requests.



The program was initiated in Fall, 2010. Bill Erbacci, Customer Care/Fulfillment Manager, oversees the program. Assisting him is Erika Barra, Material Coordinator, who stays engaged with vendors through constant communications. Both Bill and Erika are pleased with the success of the program. According to Bill, “This is a win-win program for everyone—our vendors, our customers and CWM.”

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## Annual Golf Outing

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A large turnout, pleasant weather and the return to a familiar venue marked the 31st Annual Golf Outing on Saturday, June 12th. More than 60 golfers in all, turned out for the event at the Bloomingdale Golf Club.

One of the highlights of the day came from Mike Brick from Epic Builders. He was unanimously voted as having the “Best Shot of the Day” by all attending. His winning shot was a pitch, 60 yards from the hole. The ball bounced on the green and landed between the flag and cup where it stuck, never dropping in the hole. An expert, the Club Pro, had to be brought in to help determine how to score the shot. The ruling was that any ball that is within the diameter of the cup counts as in the hole. As a result, Mike also made birdie on the hole.

For his efforts, Mike won a beautiful driver, donated by Doug Herzing from Acme Finishing.

Golfers were given an opportunity to win a \$25 Lettuce Entertain You restaurant gift card for each par 3, closest to the pin. Winners were:

- Hole #6 Adam Niedospial, Sloan Industries: 13’ 4 “ distance from the flag.
- Hole #9 Pablo Zalduendo, Z Group Financial: 12’ 1”
- Hole #11 Glen Cavanaugh, American Chemical Technologies: 11’ 8”
- Hole #13, Paul Fudala, Global Tool: 4’ 6”
- Hole #16, John Dys, Saporito Finishing, 6’ 9”



Harlan Krafft (above) from ASG Staffing is the tournament winner. He shot a 79 and reigns as our two time champion.

Tom Mrock, New Program Introduction Manager, is the coordinator for the golf outing. He is already making plans for next year’s event and promises another memorable outing, full of fun and challenges.

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## Chicago White Metal Soccer Team Scores!

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The Chicago White Metal Soccer Team promised to represent CWM in a way that would make the company proud. A promise is a promise... and this one was delivered. The energy the team put into playing hard earned them best defense in the league and second in offense. At the end of the season, they took third place in the league. The team presented their winning trophy to CWM COB, Walter Treiber. The trophy is proudly displayed in a cabinet next to the production office.



The Chicago White Metal Soccer Team  
Top row, from the Left: Oscar Vallejo (Coach), Omar Herrera (Forward); Orlando Garduño (Midfield); Gaspar Villareal (Forward); Oscar Vallejo, Jr. (Forward); Isaias Ramos (Defense); and Luis Gonzales (Defense).

Bottom row, from Left: Freddy Barrera (Midfield); Victor Lopez (Goalie); Francisco Acosta (Midfield and Captain); Gustavo Rito (Defense) and Manrique Barrera (Defense).



Chicago White Metal team members present their winning trophy to Walter Treiber, COB. L to R: Manrique Barrera, Francisco Acosta, Walter Treiber, Luis Gonzales and Victor Lopez.

## President's Council Meeting Representatives

Each quarter, the President's Council meets to discuss issues of interest or concern to CWM team members. The council is comprised of representatives from all departments and Eric Treiber, CWM President/CEO. The departmental council members rotate annually.







The intent of the council is to give CWM associates an open and welcoming environment to present any issue of interest. Notes are posted on the bulletin boards in both cafeterias after each meeting. The current representatives are:

Administration—Angela Favata	Purchasing - Mike Stevens
Client Services—Margo Higgins	Quality - Ping Lau
CNC - Jose Ruiz	Sales/Marketing - Sandy Winkelman
Engineering - Rob Malarky	Secondary - Barbara Pazdan
Maintenance - Leonel Velazquez	Shipping - Zbigniew Klamczynski
Production - Primo Solano	Tool & Die - Charles Sweiger

Upcoming meetings will be held August 31 and November 30th. If you would like to ask a question or make a comment, contact your department representative so they may communicate it at the meeting.



We are pleased to announce the January through June 2011 Employees of the Month. CWM is proud to have such hard working and dedicated individuals in our organization. Our success as a company is attributed to the dedicated, outstanding efforts of all these employees. We congratulate each of you!

January	February	March	April	May	June
					
<b>Marisela Tamayo</b> Traffic	<b>Israel Garcia</b> Production	<b>Sandy Winkelman</b> Sales & Marketing	<b>Tony Agrela</b> CNC	<b>Ramon Munoz</b> Quality	<b>Eugene Thomas</b> Quality
Marisela is known as being impeccable when it comes to work. Her approach to "customer care" along with her professionalism, timeliness and work ethic are models for all to follow.	Israel is a skilled die cast operator who consistently focuses on quality and exceeds established standards. His cooperative nature has ultimately helped CWM be responsive to our customers.	Sandy is an enthusiastic, motivated team player. As a new employee, she has quickly jumped onboard and made several contributions impacting the sales team and other departments at CWM.	As a supervisor, Tony uses good judgment to quickly resolve issues. When it comes to CNC, he has developed several concepts that have improved the manufacturing process.	Ramon is a key player in the QC lab. His experience and input in technology has contributed to QC improvements that have directly benefited CWM customers.	With a high standard of service, Eugene is highly regarded by all. He also earns high ranks for successfully completing training on PC-DMIS CAD ++ software which will take CWM to a new level of QC technology.

### Coming Events

Safety/Health/Environmental Meeting .....July 28  
 6S Meeting .....Every Tuesday  
 Management Quality Review Meeting .....August 1

ISO 9001 & 14001 Audit .....Aug. 2, 3 & 4  
 President's Council Meeting ...August 31  
 Labor Day Holiday .....September 5



**Watch for CWM's Fall Health Fair information coming soon!**