

MARCH-APRIL • 1964

JOE PENNE, Editor

JIM MILLIGAN
Manager of Communications

Moore To Chattanooga

Charles W. Moore, Mueller Co. Manager of Quality and Material Control, has been promoted to assistant manager of the firm's plant in Chattanooga, according to an announcement by Frank A. Speer, Vice-President for Manufacturing.

The appointment was effective May 1.

Moore joined Mueller Co. in 1948 as a time study engineer following his graduation from Millikin University with a B.S. degree in business administration.

He was promoted to plant industrial engineer in 1956, and in 1959 was named assistant factory manager in Decatur. About two years later he was promoted to his position of manager of quality and material control for all of Mueller's domestic operations.

A native of Decatur, Moore attended Stephen Decatur High School and plans to move his wife and two children to Chattanooga after school is out, this Spring.

Function Determines Value

"Because something costs a company \$85.00 to manufacture does not mean that the product is worth that, or even half that," according to C. Michael O'Grady, Value Analysis Specialist formerly with General Electric Co.

Mr. O'Grady, talking to about 30 members of management at Mueller Co. in Decatur, said there is no relationship between cost and value. The real criterion for value is function.

"And when we begin to talk about function, we're getting at the keystone of Value Analysis. All value is built upon function, and as we will use it here, value is the

lowest cost of reliably accomplishing a function by any means. To evaluate is to find the lowest cost," Mr. O'Grady said.

Value Analysis can be compared to performance analysis. Performance is analyzed so that knowing more about it, we can improve it, he added. Similarly, we analyze value so that knowing more about it, we can improve it.

"Quality is never affected in true Value Analysis," he said. "We are after exactly the same or better quality for vastly lower cost."

This cost reduction can often be accomplished by: introducing

(Cont'd on Page 2)

Second Issue With New Format

This is the second issue of MAIN CONNECTIONS in its new format; that is, inserted in the RECORD rather than being printed and mailed separately.

This special "Combined Edition" will continue to go to employees only, and will carry news of particular interest to members of the Mueller organization.

The RECORD will go to customers, as it has in the past, but the buff colored insert will not be included.

We hope you like the new arrangement, and if you have any comments, please pass them along.



Michael O'Grady, far left, informally discusses value analysis with (from left) John Smith, Bob Tauber and Frank Hackman.

(Value — from page 1)

new methods; trying new products; examining the use of a product and eventually finding a new product which would do the same job at less cost; and having complete, accurate information.

He pointed out that in every normal industrial manufacturing concern, there exist six roadblocks that "lock in" unnecessary cost, cost which an evaluation will bring into focus.

These roadblocks, according to Mr. O'Grady, for excessive costs and wastes are:

1. **Habit.** There is resistance to changing a product or method simply because it has been done a particular way for years. Mr. O'Grady cited an example where a company used a ring for heavy equipment made of welded and machined plate. Its cost was \$12. When its value was studied, it didn't have a value of anything like the cost. It was changed to a casting and its cost dropped to \$2.00.

"Why had the ring been made of plate steel instead of cast? For two reasons: (1) In that particular shop, everything was made of plate and the people were in the habit of "grinding out" plate; and (2) attitudes were against change."

2. **Attitude.** Attitudes serve to protect habits, to keep us where we are—in a comfortable, stable, unchanging environment.

3. **Lack of Information.** This could range from being unaware of a product or material that is available for doing a job to being ignorant of the capabilities of a machine.

4. **Wrong Beliefs.** All of us have a certain percentage of wrong beliefs. Decision-makers all have some wrong beliefs. These people are in a position to keep unnecessary costs locked in the product year after year unless something happens to change those beliefs. For example, some people think that "plastics are brittle," and if these people are decision-makers, they go right on wasting money by not making use of newer plastics which have a variety of properties.

5. **Lack of New Ideas.** It's impossible for anyone, when making a decision, to always hit on the idea that best fits the situation,

although sometimes that idea is so simple that a person can't understand how he overlooked it.

6. **Temporary Conditions.** When engineers first build a product, they have a lot of problems. The first job is to get the "show on the road" according to specifications. Once production begins, the temporary conditions no longer exist, and it is time to take another studied look. Concerning temporary conditions, remember this—"it works, why change it" is the best way to go out of business. Things are moving so fast in this competitive era that what's fine today is outmoded tomorrow. It's sure death if decision-makers hold the old "why-change-it" philosophy, warned Mr. O'Grady.

O'Grady concluded: "To evaluate correctly, we must find the lowest-cost means of accomplishing a function. Find it in spite of the habits and attitudes that block the way. It takes competent, high-caliber people to do that. It requires skillful handling, salesmanship and expert human relations."

HOW MANY TIMES HAVE YOU HEARD THESE USED?

According to Mr. O'Grady, these are some of the favorite reasons given for suppressing a new idea or suggestion, with a logical reply in parenthesis:

1. We tried that before. **(Let's try it again. It might work now.)**

2. Our place is different. **(We want to be.)**

3. It costs too much. **(It might be worth it in the long run.)**

4. We don't have the time. **(Find time!)**

5. We've never done it before. **(Maybe we should have.)**

6. That's not our problem. **(It might be tomorrow.)**

7. Why change now; it's working O.K. **(It could be better.)**

8. You're two years ahead of your time. **(That's where you want to be.)**

9. It isn't in the budget. **(It could be.)**

10. Good idea, but impractical. **(It can't be both.)**

11. Top management will never go for it. **(How do you know?)**

12. We did all right without it. **(We can always do better.)**

13. Let's form a committee. **(Do you need support to suppress it?)**

14. Maybe it will work in your department, but not in mine. **(Are you sure?)**

15. What do they do in our competitor's plant? **(Who cares.)**

16. We've always done it this way. **(Does that make it the best way?)**

Decatur Young Man Award To Milligan

For the second time in four years, Jim Milligan, Mueller Co. Manager of Communications, has been named Decatur's Outstanding Young Man.

The award, which is given by the Decatur Junior Chamber of Commerce is presented to the young man judges feel has contributed the most to the community during the past year.

In the 32 years that the award has been given, this is the first time that the same person has won it more than once. In the unprecedented citation, Milligan was lauded for his numerous activities on various civic committees. Two activities singled out in his award were his chairmanship of the Association of Commerce Conventions and Visitors Committee and his leadership in working toward the development of a civic center for Decatur.

Milligan joined Mueller Co. in 1957 as Company Editor and was promoted to Manager of Communications Dec. 1, 1963.



Milligan

Chattanooga Sidelights and Highlights

Jim Potter, Chattanooga Accountant captured first place in the local ABC Tournament to qualify for an expense-paid trip to the ABC National Bowling Tournament scheduled for March 16-22, in Oakland, Calif.

Jim, along with 358 other contestants, was required to roll 20 games, four at each of the five local lanes. He finished with series of 735, 826, 798, and 781 which amounted to a solid 3,954.

Congratulations to Jim for winning this tournament. We wish him the best of luck and would like to see him return home with the First Place Trophy from the Nationals.

Last but not least, Jim continued his fine bowling on Sunday, Jan. 26 by thundering into bowlers paradise with single games of 225, 257 and 235 for a total of 717 as he led his team into first place in the Chattanooga Men's Classic League. Jim had five strikes in a row in the first game, and six strikes in a row in each of the two following games. Altogether he had 22 strikes and 12 spares. When asked if this was his greatest thrill, he said, "No, winning the ABC Tournament would have to be my greatest thrill in bowling."

Jim uses a 16 pound ball and a big hook in bowling. He has been in the magic "700" Club once before with a 701. His highest previous single games were a 279 and a 267. Jim has bowled for 17 seasons and is in four leagues, carrying an overall average of 185.

He will be awarded a 700 trophy by Park Lanes for his latest achievement. Once again, Jim, congratulations are in order.

* * *

Donald Cobble of Chattanooga has recently been named Sales Service Correspondent in the Chattanooga Sales Office.

His duties will be those of an-

swering customer correspondence involving sales orders, shipping dates, price quotations and transit damage claims.

Prior to joining Mueller Co., Don received experience in the Sales and Accounting fields. He comes to Mueller Co. from the Franklin Life Insurance Co.

Don is 31 years old and is a native of Chattanooga. He is a graduate of Castle Heights Military School and specialized in accounting at the McKenzie School of Business. He also has done college work at the University of Mississippi.

He is married and has two children, a seven-year old daughter and a four-year old son.

His hobbies are swimming and working with young people's groups.

He and his family reside at 712 Woodmore Lane, Chattanooga.

* * *



Potter



Cobble



Fickle

Congratulations to Ralph Fickle on his recent promotion to Development and Product Engineer.

Ralph was promoted to his present position from the Standards Department where he had worked since he was employed in June of 1956. He had progressed from Time Study Trainee to Senior Time Study Engineer prior to his recent promotion.

Ralph's previous experience was in the field of engineering. Before joining Mueller Co., he was head of the Engineering Department at Sherman & Reilly Inc., Chattanooga.

Ralph is 31 years of age and is married to the former Miss Peggie Waterhouse. They have two girls. He graduated from Chattanooga Central High School in 1950 and has been attending night school at the University of Chattanooga where he will receive an Industrial Engineering degree in June.

Ralph's interests include golf, competitive race cars, most athletic activities, and he is reputed to be an outstanding five-string banjo player.

* * *

"Janus", a modern comedy set in a New York apartment in Greenwich Village, has been an outstanding success here in Chattanooga.

We here at Mueller Co. feel that one of our own is largely responsible for the tremendous acceptance of this play. Our undercover actor is Jack Barker, Purchasing Agent.

Jack performed quite well in his first appearance

as a student of the theatre. Jack has the part of "Denny Rousseau"—a "summer-time husband" and partner to "Jessica Gilbert" in writing lusty; best-selling history stories.



Barker

The name of the play comes from the Roman god of the same name. Janus was a two-headed god, one head seeing the bare bones of history and the other the more earthy side of life. For this reason, Denny and Jessica adopted the name of Janus as their pen name.

A "well done" to Jack and we hope that he will continue to actively participate in little theatre and delight Chattanooga audiences with his very fine acting ability.

DECATUR BIRTHS

Congratulations to the following Decatur employees who recently welcomed new babies into their homes:

- Edgar Groves (Dept. 80) boy.
- Richard West (Dept. 39) girl.
- Delmar Beeson (Dept. 70) boy.
- Larry Mares (Dept. 80) girl.
- Tom Durbin (Dept. 80) girl.
- Ronald Clendenen (Dept. 32) girl.
- Finlay Yakley (Dept. 80) girl.
- Carroll Virt (Dept. 80) boy.
- Stan Metz (Accounting) boy.
- Marvin Spitzer (Dept. 38) boy.



The interest and concentration shown by these Mueller men during the demonstration of the CL-12 drilling machine, continued through the entire Mueller, Limited sales workshop that was held in Sarnia recently. From left, seated they are: George Deomy, Ray Fletcher, Jack Richardson and Fred Carter. Standing are: Bill Brennan, Ron Dagg, Bill Murphy, Ron Nicholson, Allan Fetterly and Ken Bell.

NEW products and new faces captured the spotlight at the 1964 Sales Workshop held recently by Mueller, Limited.

Formally introduced for the first time to the 15 salesmen from across Canada were Mueller President John Thurston, Assistant to the President William Murphy, U.S. Manager—Industrial Sales Chet Schuepbach and Paul Marot, who recently joined the Canadian sales force.

The salesmen also got their first concentrated exposure to such products as: meter change equipment, Adams clamps, the Gas Phuse, and "Beaver" pattern curb stops and boxes. The Minneapolis-type curb box has recently been introduced in Canada under the name of "Beaver" pattern.

In addition to these introductions, the salesmen toured the busy factory, which is humming at capacity on two shifts, and revealed their salesmanship and product knowledge by demonstrating products and answering questions posed by co-workers.

While the formal sessions lasted from 9 a.m. to 5 p.m., the talk about Mueller, Limited and its products continued over coffee, at dinner and in the rooms of the Sahara Motel, where the salesmen were quartered during the four-day session.

Mueller, Limited Salesmen Meet . . .

New Products and New People

One of the highlights of activity planned in the evening was a social hour where plant foremen were able to chat with salesmen, and they could exchange comments, criticisms and pats on the back.

After the plant tour on Monday morning, formal workshop sessions were opened by Vice President and General Sales Manager Ron Nicolson, who generally set the tone for the conference and then introduced Mueller Co. President Thurston.

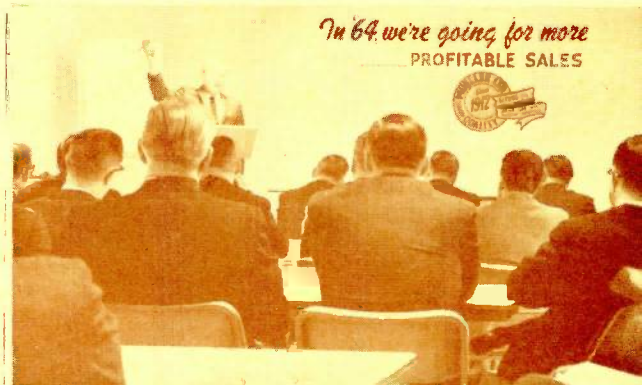
Mr. Thurston, who keynoted the session, generally discussed the business outlook and talked about plans for the company and its products. His theme centered on

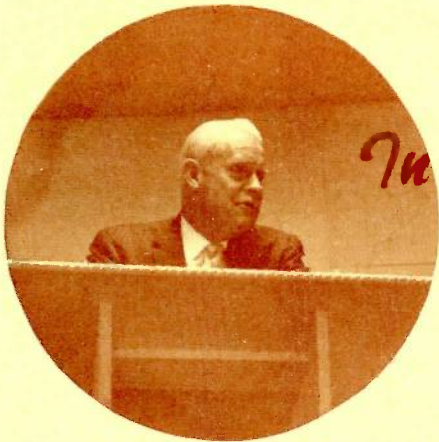
the three M's of business—Men, Materials and Management. He congratulated the people at Mueller, Limited for their fine combination of the three factors.

Mr. Schuepbach, who was Sales Manager for Adams Pipe Repair Products for the past 10 years, talked about the history of Adams, the development of its products and uses for Adams products.

Mr. Murphy did not formally participate in the sessions, but attended the workshop and other events, and generally got acquainted with the people, products and past of Mueller, Limited.

Chet Schuepbach, left, holds up an Adams clamp as he addresses the Mueller, Limited salesmen during the week-long meeting.





John Thurston



George McAvity



Ron Nicolson



Sig Sigurdson



This is what each speaker saw as he addressed the group. From left, Row 1: Allan Fetterly, Ken Bell, Art Hutchingame. Row 2: Ron Nicolson, Louis Boulanger. Row 3: Scotty Milne, Martin Hardy, Eric Biergard, Wilf Saint Cyr, Jack McClure. Row 4: Ron Dagg, Fred Carter, Jack Richardson, Bert Pullen, Ray Fletcher. Row 5: Jim Skippon, Bernie Davis and Sig Sigurdson.



During a plant tour, Art Hutchingame pauses to show a product to Jack Richardson (far left). Looking on from the right are: Don Thain, Fred Carter and Bert Pullen.



Ron Dagg, left, demonstrates for the workshop a Mueller B-100 drilling and tapping machine and its power unit.

Carl Smith, Production Superintendent at Mueller Limited, for many years, has retired after working for the company more than 43 years.

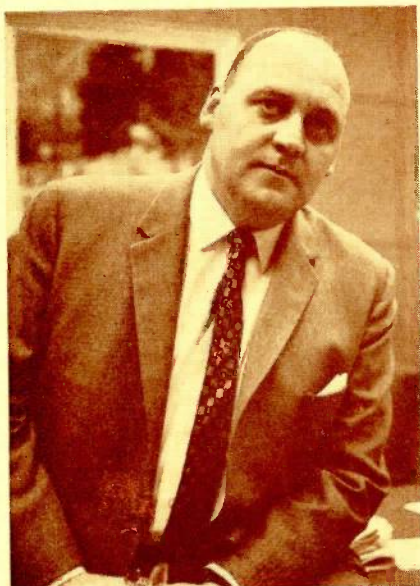
Don Thain, who has been Assistant Production Superintendent since last June, was named to succeed Carl.

A native of Sarnia, Don started with Mueller, Limited, about four years ago in the Time Study Dept. He advanced to senior time study engineer and then was named assistant production superintendent. Don, who is active in youth work, in the community has three daughters, ages five, six and nine.

Carl, also a native of the Sarnia area, started with the company as an automatic machine operator, and a few years later was promoted to the position of production superintendent. He has no definite plans for retirement, other than to remain in Sarnia.

A dinner jointly honoring Carl and Jack Tedder was held by the Mueller, Limited Social Club at the Village Inn.

Jack also had 43 years of service at Mueller, Limited. During these years, he held several positions with the company. At the time of his retirement, he worked as production factory clerk, attached to the Accounting Dept.



Don Thain

MUELLER, LIMITED

Reports

by
PHYLLIS TURNER



A retirement dinner honoring two Mueller, Limited veterans was held recently at the Village Inn. In the upper photo, Les Crooks (left) presents a plaque to Carl Smith, while Ken Perdeaux and R. J. Skippon look on. In the lower photo, Mr. Skippon presents a similar memento to Jack Tedder.



MAIN CONNECTIONS



Murray Robinson, Streamline Machine Operator, retired recently, ending a stay with Mueller, Limited that began in 1941. Murray is shown receiving best wishes from his foreman, Mike Scott, just prior to being presented with a retirement gift from his co-workers.



Mr. and Mrs. Cote

Best wishes to Florence (Mike) Needham and Pete Cote who were married recently in Our Lady of Mercy Church, Petrolia. Rev. Father N. J. McGillies officiated at the double ring ceremony. Following the wedding reception in the Petrolia Legion Hall, the couple left on a trip to Florida. Florence, who works in the IBM section at Mueller, Limited, and her husband now live in Sarnia.

* * *

George A. Scott, retired from Mueller, Limited since 1947, passed away recently in his home in Corunna, Ontario. Our sympathy is extended to his family.

Our sympathy is also extended to:

Dorothy Kay in the loss of her mother.

Dennis Tilley and Mrs. Tilley in the loss of Mrs. Tilley's father.

Neil McDaid and his wife in the loss of their infant daughter.



Two Mueller, Limited sales representatives recently participated in a curling tournament between plumbing contractors and plumbing suppliers held each year in Montreal. From left, are: Gordie Bond, Bob Smith, Wilf Saint Cyr, Harry Briggs and Art Hutchingame. Wilf and Art are Mueller men, while the others are plumbing contractors.



Albert Marcy accepts a gift from his co-workers at Mueller, Limited. The presentation marked the retirement of Mr. Marcy after more than 22 years of service. During most of his employment, he was a third class stationary engineer.



Adams plant in South El Monte, Calif.

WELCOME *To Newest Member Of Mueller Family*

Members of the Mueller Co. family have not been formally introduced to the newest arrival in the organization—Adams Pipe Repair Products of South El Monte, California.

Although the Adams Division is a youngster in the Company, it has been standing on its own two feet for the past 18 years. It has not just been standing; it has been leading the race and making competitors run to keep up in the field of pipe repair products.

Our salesmen have heard the name Adams from our customers for many years, but few people in the Mueller organization have been introduced to this prosperous company's products or the people responsible for their development and production.

The neat, buff-colored brick building which houses the Adams Division is a neighbor, at least by California standards, to the new Mueller plant at Brea. South El Monte is about 10 or 15 miles east of the heart of Los Angeles and about 25 miles northwest of Brea.

The division's general manager, P. N. (Neal) Adams, and his brother Gail, founded the company right after World War II. Gail retired in 1958, and Neal took over the full ownership and control of the firm.

The 30 to 35-man shop, now partially operating on a two-shift



Neal Adams

basis, is supervised by Shop Superintendent Floyd Chastain. Floyd, who has been with the company eight years, has a varied and broad background in manufacturing operations. He also handles the purchasing of manufacturing materials.

The man in charge of production for all styles of clamps is Production Manager Frank Morgan, who has been with the company 11

years. Under Frank are two important Lead Men—Henry Killcreas and Bob Carlisle.

Henry, who is 31 years old and has nine years of experience, is in charge of the actual manufacturing of the style 220 leak clamp.

Bob, a 44-year old, is in charge of, the actual manufacturing of the Full-Seal and Servi-Seal styles of broken pipe clamps.

Heading the tool and die department and development engineering projects is Harold Axford.

The distaff staff centers around Office Manager Helen Adam, who has been with Adams for five years. As Mr. Adams says, "Helen is the one you ask if you want to know 'anything about anything'." He adds that she "subs" a little in all activities. (One of the new areas in which she will operate will be that of "Adams Correspondent" for **Main Connections**.)

Other girls in the office include: Bookkeeper Faith Olson, Order-Billing Department staffers Jocille Schelbauer and Phoebe Rigby, Accounts Payable-Purchasing Clerk Donna Schluneger, Secretary Marie Iacoucci, and PBX operator Judy Eastland.

The 2400 employees of Mueller Co. in the U. S. and Canada extend a warm welcome to the Adams Co. and to the people who make it such a fine organization.

MAIN CONNECTIONS



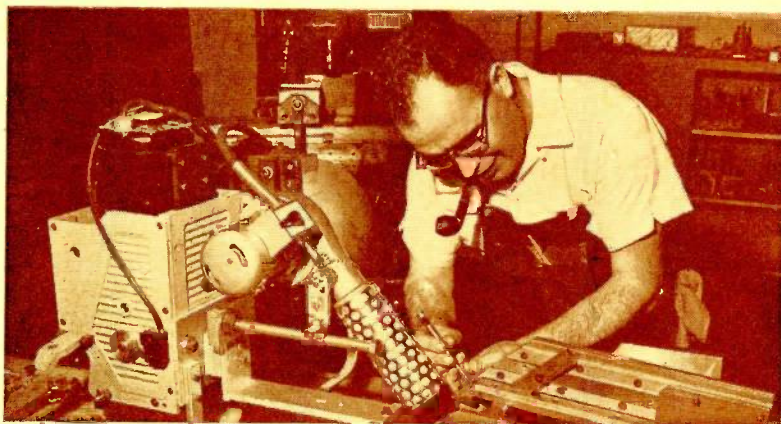
Broken pipe clamp production department.



Floyd Chastain



Standing around Office Manager Helen Adam are office personnel from left: Judy Eastland, Marie Iacoucci, Jocille Schelbauer, Faith Olson, Donna Schluneger and Phoebe Rigby. At the left is Tool and Die Maker Jim Trewhella.



Adams Group Handles Sales To Industry

The former Adams sales group, which had been headed by Chet Schuepbach, has been reorganized into the Mueller Industrial Sales Section.

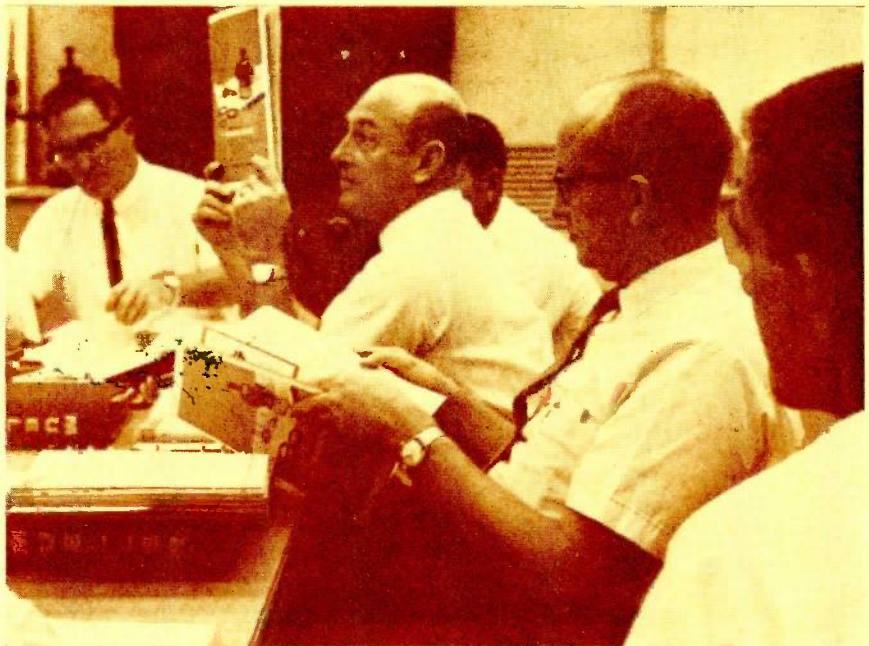
As industrial sales representatives, these men will handle Mueller products which are adaptable for use in industry. These products, which have been a part of the Mueller water and gas lines, include pressure regulators, relief valves, Oriseal® valves, service clamps, laboratory goods, various types of stops and some plumbing goods.

Schuepbach, who also heads the new division, lives in suburban Los Angeles, and had been with Adams about 10 years.

The other industrial salesmen, all former Adams personnel, include: Rus Baird, a six-year man covering the West, living in Covina, Calif.; George Swanson, living in Glen Ellyn, Ill., and covering the Midwest, has been in the organization about seven years; Art McPherson, covering the Middle-Atlantic states, lives in Ohio and has been selling for the company about six years; and Jim Williams, a comparative newcomer of two years service, living in Philadelphia, sells in the Northeast.

Recently added to the industrial sales force were Robert Martin and Stan Lee. After completing the Mueller (Decatur) sales training program they were assigned territories in the south.

Bob, who will be based in Atlanta, Ga., will cover the Southeastern States. Stan, headquartered in Dallas, Tex., will cover Texas, New Mexico, Oklahoma, Louisiana and Arkansas.



Chet Schuepbach holds up a brochure during a training session for Adams sales personnel. These men are now part of the Mueller Industrial Sales Section.

Adams Products . . .

'Get The Breaks'

"A permanent pipe repair job is furnished with every Adams clamp. All materials are in balance to last!" These statements serve as the introduction to the Adams Pipe Repair Products catalog.

These words also summarize the type of product and the quality sought by the Adams Division.

Basically, three types of pipe repair clamps are produced. They range in size, to fit various kinds of pipe, from 1/2 inch to 36 inches in outside diameter and in varying lengths, depending on the particular clamp.

The Adams 220 "Pipe-Saver" is used primarily for the repair of pin holes, small leaks and longitudinal pipe splits in gas, oil, water and steam lines.

The "Full-Seal" clamps provide permanent repairs of complete pipe breaks or splits on any type of pipe from two inches to 36 inches. The light-weight, stainless steel bands, which are the mark of all Adams clamps, make it possible for one man to make pressure-tight, permanent repairs.

Basic design for the "Full-Seal" and "Servi-Seal" clamps is identical except that the latter has a threaded outlet that is an integral part of the band. This outlet provides a means for re-establishing broken service connections.

The "Servi-Seal" clamps have corporation stop or iron pipe threaded outlets. Their uses include: repair of pulled or broken corporation stops or tees, strengthening of a pipe too thin or too weak to support a service clamp for a new service, and means for making oversize taps.



MAIN CONNECTIONS



MUELLER CO.

in Brea



By

Warren Wunderlich and Kathryn Thompson

Johnny Blevins, union president at Brea, died unexpectedly recently following a heart attack. Mr. Blevins had worked his regular job as a stop grinder in the Brass Machine Shop the day before he was stricken. He was 55 years old. We extend our sympathy to his family.

We also extend our sympathy to:

The family of Emmet "Pete" Long. He was first employed as a buffer in Los Angeles in 1934. He worked in this capacity for many years until he was forced to retire due to ill health.

The family of Hal "Tiny" Murray, retiree, who passed away recently. Mr. Murray was our watchman and janitor for many years in Los Angeles.

Leonard Johnson on the death of his father-in-law Bill Lee. Mr. Lee worked in the L.A. plant for several years during the time of World War II.

Jose Ortiz of the Brass Machine Shop on the death of his father who passed away in Sante Fe, New Mexico.

Wayne Miller, son of Evelyn Miller, packer in the Assembly Department, recently graduated from the Huntington Park High School. He intends to go into Civil Service while he continues his education in night school.



Miller

We have with us again our "Royalty Princess" Mitzi Lee Johnson. She returned to work recently in the Standards and Engineering Departments. Mitzi's regal title was bestowed upon her by the Tournament of Roses Judges when she

was a student at Pasadena Junior College. She was one of the Princesses on the Queen's float in the Rose Parade. After graduation "Her Highness" worked in the Main Office in Los Angeles. She left Mueller Co. when she got married and began raising a family, but now she is back and pretty as ever.

The following is a ditty offered by one of our employees, Timmy Errickson who works in the Brass Core Room:

AN ODE TO A SAND CORE

Oh little "Core" with heart of Sand
You have such a stormy and brief life span;
Into the ovens on a board or a drier
And emerge at the end just as hot as fire.
Then you're cleaned and painted and put on a shelf,
And, now you feel sort of proud of yourself;
But, alas! little "Core" before you're much older,
You will die bravely at the hands of a moulder.

Congratulations and best wishes to Jerry Dilsaver of the Iron Machine Shop on his recent marriage to Miss Linda Neibel of Downey, California.

A Girl for Eric Patersons, named Jeanne Leah, (7 lbs. 8 ozs.) arrived on the eight anniversary of Eric and Nadine's marriage.

A Boy was born to Jim Hambleton and his wife, (7 lbs. 6 oz.), 21½" long. Named Timothy Allen. Timothy was born December 28th. He was one "little one" that cooperated with his parents and was counted in their tax exemption.

Pauline Knowles and Barbara McGinty, former members of our Sales Office force, each recently

gave birth to baby girls. This was Pauline's first and her daughter is named Kim Marie. Barbara named her daughter Jean Anne.

A youngster arrived in the family of John Peebler who is employed in our Brass Foundry. This one was a boy and they named him after his Pappy, John Jr.

DECATUR DEATHS

We wish to extend our sympathy to families of Decatur employees or to employees who lost a member of their family during the past few weeks. Our sympathy to:

Joe Crane (Dept. 20) in the loss of his father-in-law, Otto Kayhs.

Onal Epperson (Dept. 70) in the loss of his mother-in-law, Mrs. Hattie Hutton.

Ben Willhouse, Jr. (Dept. 80) in the loss of his father, Ben Willhouse, Sr.

Preston Ruthrauff, Jr., (Dept. 70) in the loss of his father, Preston Ruthrauff, Sr.

Robert Hill (Dept. 70) in the loss of his father-in-law, the Rev. J. F. W. Hartsman.

Karl Denson (Dept. 60) in the loss of his father, Roy Denson.

Marvin Spitzer (Dept. 38) in the loss of his mother, Mrs. Albert Spitzer.

To the family of J. A. Morrison, (Retired).

To the family of Leroy Stout, (Retired).

To Murl Lee (Dept. 70) and to T. S. McCoy (Dept. 70) in the loss of Mrs. Nora Tucker. She was the mother of Mr. Lee and the mother-in-law of Mr. McCoy.

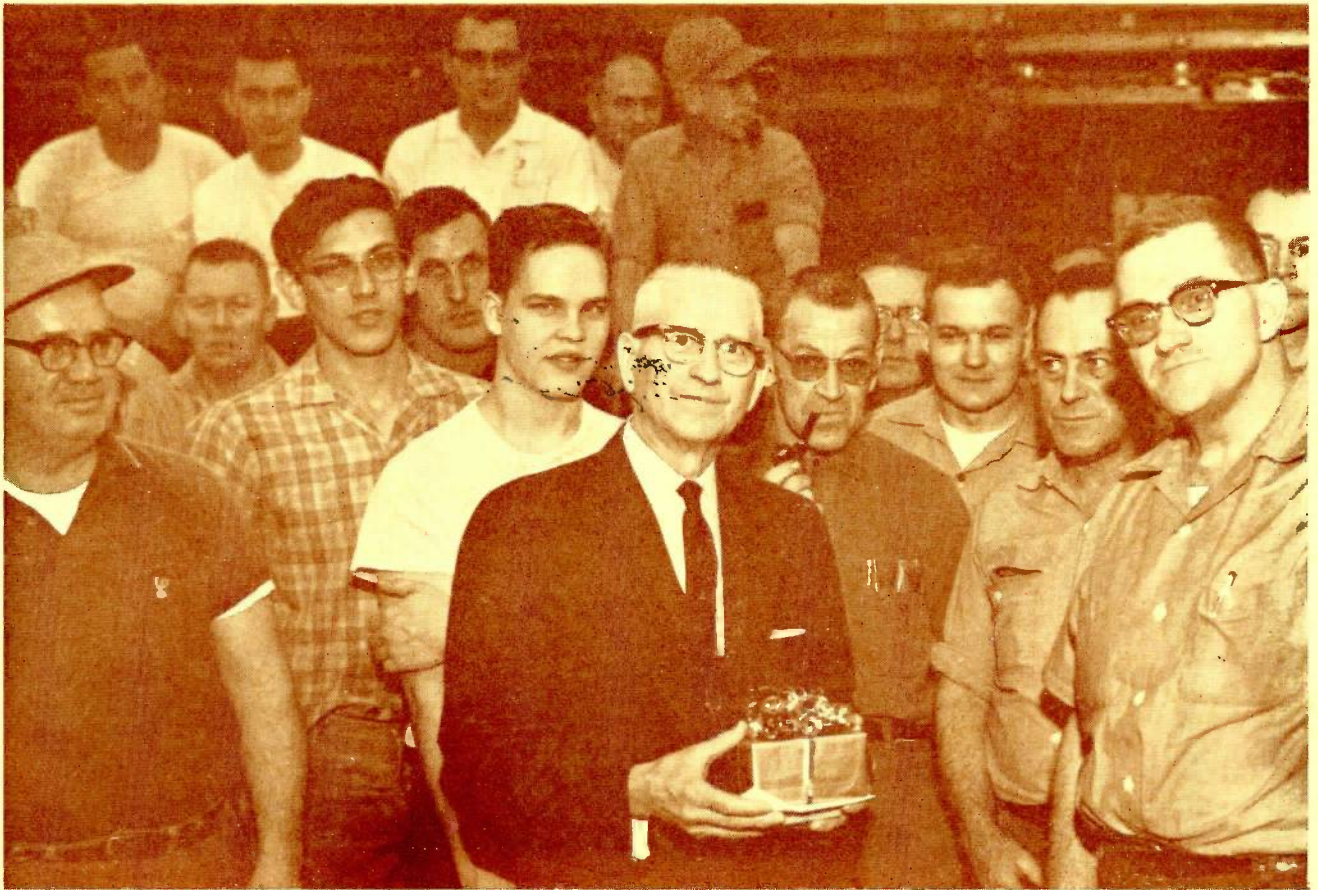
Orville Spencer, Sr., (Dept. 47) in the loss of his mother, Mrs. Drusie Spencer. She was also the grandmother of Orville Spencer, Jr.

Russ Jolly (Sales) in the loss of his mother, Mrs. Delia Jolly.

Lloyd Bruns (Dept. 10) in the loss of his father-in-law, John S. Woolen.

Virginia Benton (Dept. 45) in the loss of her father, Albert L. Benton.

Charles Freeman (Sales) in the loss of his wife, Dorothy.



This is part of the crew from Dept. 80 who gathered to wish Oris Whitacre "good luck" upon his retirement recently. He worked more than 40 years in Decatur and was a torque adjuster at the time of his retirement.

SERVICE AWARDS

BREA

5 Years: Donald McManus.
20 Years: William Cosman.
30 Years: Evelyn Miller.

CHATTANOOGA

5 Years: Bobby G. Bailey, George A. Freeman, Joseph Hudson, Thamon L. Moten, W. Leon Pierce, M. C. Wise.
10 Years: Hollis B. Cunningham, A. J. Davis, Bennie L. Dortch, William Harris, Leslie Hill, Eugene Ward.
15 Years: Willie E. Benford, Jr., Julius D. Bullock, Jessie Lee Graves, Earl W. Hayes, William

E. Hixson, Jr., Billy Lindsey, Ralph Tolbert.

25 Years: Willie Benford, Johnnie Watkins.

30 Years: Oscar Brown, Sam Foster, Troy Weaver.

DECATUR

5 Years: Arthur A. Hoehn, Barbara Drew, Bradley Dunn, Ernest E. Utt, Noah D. Mayberry, J. Douglas Roberts, H. Frederick Campbell, Howard E. Mayberry, Lyle G. McWard, Thomas C. Gerstner, Violet V. Sargent, Harold G. Brunken, Edward A. Turner, Laben F. Bowling, Jr.

10 Years: Herbert H. McDonald, Dominick L. Cortese, John W. Niederbrach, Jack P. Parsons and Herbert P. Lewis.

15 Years: F. V. Martin, John R. Auvil, Donald E. Lowe, Norma M. Lowery, Henry Burcham, Richard D. Kitchen, Dale L. Mathes, Delbert

H. Guin, and Wesley J. Brown.
20 Years: Dan R. Gannon, Arthur R. Ray, Henry L. Dickerson.
25 Years: Raymond F. Mounts, Joe Fleckenstein, John Harrell, Karl C. Denson, Glen R. Hazen.
30 Years: Hugh L. Baker, Velma L. Kushmer, Edwin H. Jeschawitz,
35 Years: Jesse C. Daily, George Sulwer, Leo T. Masterson, John C. Willis, Gladys M. Masterson.
40 Years: Jennie Kinney, Oscar H. Stratman, Leslie I. Hopper, Elwood H. Potts, Jack Bain, Merle Carter.

SARNIA

5 Years: Derwyn Fokuhl, Charles Babbitt, James Wilkie, J. Robert Willson, Bernard Velestuk, Ralph Twomey.

10 Years: Louis Boulanger, Donald Robotham and George McLean.

35 Years: George Lee.

40 Years: C. Philip Hamilton.

MAIN CONNECTIONS

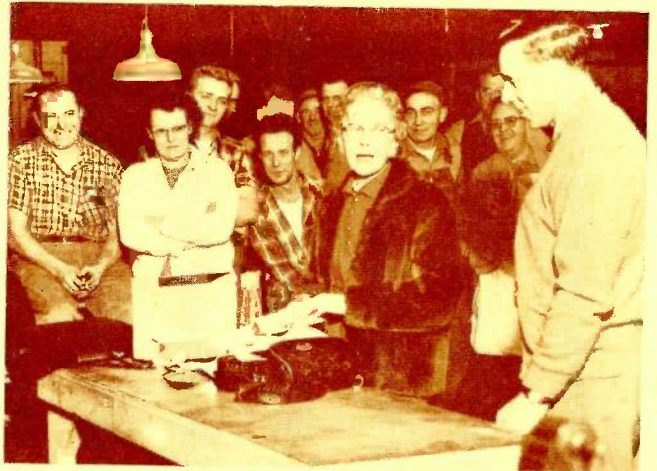


Comparing notes about their activities at Mueller Co. during the past 25 to 30 years are, from left: Hugh Baker, Ray Mounts, Joe Fleckenstein and John Harrell.

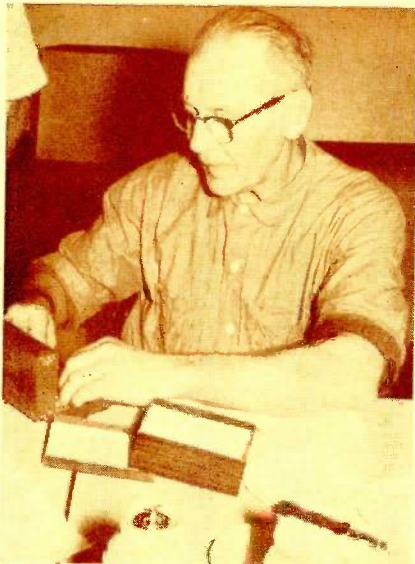
Hugh, Advertising and Sales Promotion Manager, is senior man with 30 years of service. The others all have 25 years of service.



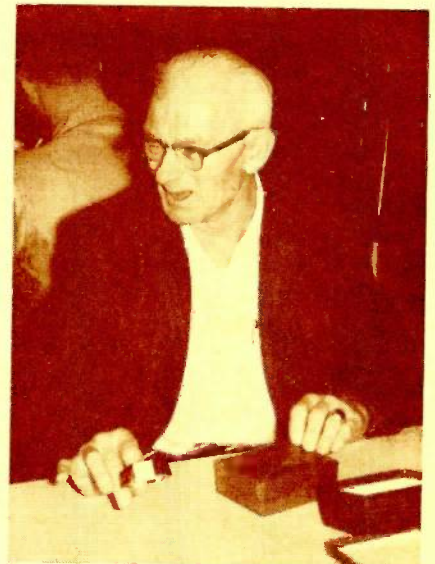
Just prior to receiving his 40-year service pin, Phillip Hamilton (in shop coat) gave a review on the changes in the Mueller, Limited shipping department over the past years that he has been with the company. On hand to make the service award presentation were, from left: Merlin Coats, Don Crooks, Don Thain and George McAvity.



Hattie Ramsay bids farewell to her co-workers in the Mueller, Limited Core Room. Her retirement ended 38 years of service with the company that began during World War I. After the war, she quit, but returned in 1927 as a hand core maker—the job she held when she retired.



Nearly 75 years of experience left Mueller Co. recently with the retirement of these two employees from Brea. Cliff Branum (left), Maintenance Foreman, had 30 years of service. He started with the company in Decatur and later transferred to the west coast operation. Roy Thomas (right) had 44 years of service with Mueller Co. in Decatur and Los Angeles. "Tommy" came to the west to open the foundry when the L.A. plant went into operation. He was foreman of that department for many years.



Local 838 Elects New Officers

R. Dale Streight, machinist in Dept. 70, has been elected president of Local 838—bargaining unit for both Decatur plants.

Other officers elected were:

Dale Bohlen, vice-president

John Harding, recording secretary

John W. Niederbrach, financial secretary

James Mulvaney, sergeant at arms

Leroy Carter, guide

Carl Boline, Joseph Baughman and Ernest Wittke were all elected to the board of trustees.

On the bargaining committee are Paul Funk, James Spain, Glen Burrows, Nelson Hoffman and William Kaigley.

Elected delegates to A.I.W.'s Region 8 Council were William Kaigley and Dean Curry.

Employees Active In Blood Program

One hundred and twenty Mueller employees contributed 205 pints of blood to the Decatur blood program during 1963.

Four men, John Hackl, James Mulvaney, Richard Ferrill, and Lavern Walley, have all contributed at least three gallons.

Two gallon donors are: Delmar Baum, William Boehm, Bill Brooks, Charlie Brown, Floyd Erlenbusch, Ray Larus, Stan Metz, Walt Mitchell, Bill Mueller, Michael O'Neill, Robert Salogga, Brad Dunn, and Donald Lowe.

Those who have given at least one gallon are: Lefty Adams, Myrna Barding, William E. Barnes, Wesley Brown, Vernon Brunner, Jr., Vernon Brunner, Sr., Glen Burrows, Leo Chase, Donald Curry, Robert Dickerson, Carl Floren, Larry Luckenbill, George Madding, Ray Mounts, Robert Nelson, George Roody, John D. Roberts, Herman Stolte, Dale Streight, and Harlow Oyler.

John Scheen Finds Sister After 28 Years

John Scheen, Dept. 32, out of touch with his sister in the Netherlands for 28 years located her recently through the help of four Red Cross organizations.

John, who hasn't seen his sister for 45 years, had only her

DECATUR SCENE

name and a 28-year old address to go on. He has received a letter from his sister, who is his closest living relative, and she has invited him to come visit her. He says he plans to make the trip, but he is undecided about the time.

A native of The Netherlands, John came to the United States in 1914. He was stationed for a short time in Europe during World War I. Lean looking John can be found every morning and noon checking badges at the entrance to the Engineering Building on Monroe Street.



Anita Fawley Stevens

Anita Fawley Marries

Miss Anita Fawley, daughter of Quality Control Supervisor Elmer Fawley, was married recently to Milton G. Stevens in the First Methodist Church in Decatur.

For the wedding, the bride wore a gown of white bridal satin and a Spanish Mantilla.

The groom is associated with Closs Electric of Decatur. They

will make their home in Normal, Ill., where the bride is attending Illinois State University.

3 Mueller Men Talk at High School

Three men from Mueller Co. recently talked to students at a careers day at St. Teresa High School in Decatur.

The students were divided into groups with similar interests and then addressed by a person working in this field.

Harlan A. White, General Controller, talked to the group interested in accounting. Paul Hickman, Manager of Manufacturing, discussed managerial positions, and Herman Jackson, Catalog Compiler and Illustrator, addressed those students with an interest in commercial art.

12 Mueller Men Attend Quality Control Meeting

Twelve Mueller men, directly or indirectly connected with quality control through manufacturing or engineering, attended the fifth annual All-Illinois Quality Control Conference at the University of Illinois.

The day-long Saturday session's theme was: "Quality Control—How Much Does it Cost?" The program included representatives of some of the nation's largest firms, and speakers from Purdue University and Northwestern University.

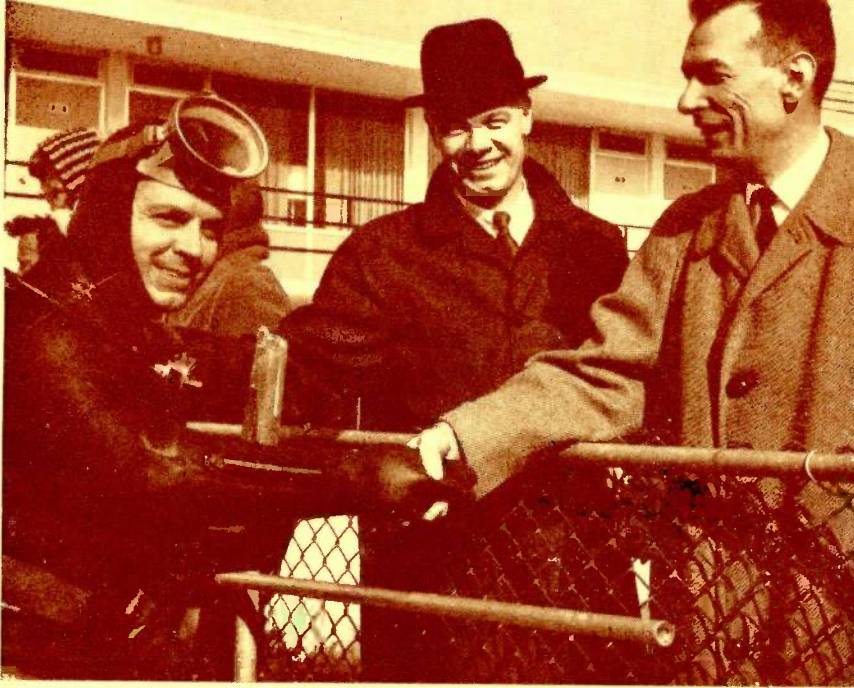
Those attending from Mueller were: Carl Floren, Walter Bowan, Elmer Fawley, Charles Moore, Jack Parsons, Harold Peer, Dave Younger, Charles Monroe, Galen Hutchens, Mel Whittington, Paul Nisbet, and Leon Nelson.

Ollie Writes Chapter For Technical Book

Ollie Fortschneider, Pattern Shop Foreman at Plant 4, recently completed writing a chapter for a technical book, "Copper Base Alloys Foundry Practices," prepared by the American Foundrymen's Society.

Ollie, who has been with Mueller Co. for nearly 38 years, wrote the chapter on "Patternmaking." The book is published to give foundrymen everywhere guidance, hints and recommended practices for their operations.

MAIN CONNECTIONS



Receiving a warm greeting after an icy dip is Decatur Standards Engineer Lynn Harper. He was among 18 Decatur area men who became graduate members of the Macon County Underwater Search and Recovery Unit. Offering congratulations are: Charlie Johnson (center) and Roy Thompson.

Icy Plunge Ends Training For Harper

Lynn Harper, Decatur Standards Engineer, has found a way to swim outside the year-round.

Lynn, who swims almost daily in the summer, now swims regularly in the winter, thanks to his membership in the Macon County Underwater Search and Recovery Unit.

In an unusual ceremony which took place in near-freezing temperatures in the ice-covered swimming pool at Holiday Inn, Lynn and 17 other men received their plastic-encased diplomas which designated them as qualified SCUBA divers.

A power saw was used to cut two holes through the 10-inches of ice that covered the water in the pool. Each graduate then dropped into the water, picked up his diploma, swam under the ice to the exit hole, and emerged to receive the best wishes of other graduates.

The group started training last August, and trains regularly through the winter in spite of the ice and chilling waters.

The diver's outfit consists of a "wet suit," a sponge rubber outfit which allows enough water to enter

to form a film around the body. The body temperature warms the water and keeps the diver reasonably comfortable. The gear, including the air tanks, weighs 35 to 60 pounds. Divers must also wear lead weights in order to sink quickly beneath the water.

Using compressed air tanks, the divers are able to descend safely to about 300 feet. Lynn says he has been down about 60 feet, but is looking forward to going deeper.

Members of the team recently recovered the body of a plane crash victim from Lake Michigan, have worked on a broken sewer main in Lake Decatur, conducted a search

in three wells for a stolen cash register, recovered a costly conveyor chain from a gravel pit, and worked to stop a pipe leaking in Lake Pana. They are on call by law enforcement agencies for rescue or salvage operations.

Lynn said he has enjoyed swimming since he was a young boy, and he became interested in the underwater group after reading about its formation in a newspaper.

Swimming is a family sport all summer long at the Harpers. They are members of a local swim club and all four of the Harpers spend all of their free time at the pool.

Funk-Schuman Duo Wins Mixed Tourney

Paul Funk and Helen Schuman outdistanced 114 other bowlers to take first place in the Mueller Mixed Doubles Bowling Tournament held recently at the Eldorado Bowl, Decatur.

The Funk-Schuman duo's score of 1285 was 15 pins better than that posted by Ralph Hiser and Mary Noland.

Third place was shared by scores of 1236 by Wendy McRoberts and Maxine Harding, and the team of Martin Trolia and Lois Burns Martin Trolia's wife, Shirley, teamed up with Lynn Edwards to take fifth place with a score of 1222.

Individual honors went to Zeke Cortese and Connie Sweetland. Zeke's single game of 219 was high for the men, and Connie's 202 was tops among the women.



In 1924 Mueller Co. purchased National Casting and along with the deal Mueller got the three fine gentlemen pictured at the left. On March 6, Merle Carter, Jack Bain and Elwood Potts all completed 40 years with Mueller. According to informed sources, there is still no dispute between the three over seniority, but there is still much speculation over which man Mueller Co. really wanted when they purchased the property. Making the service awards is Decatur Factory Manager Archie Sefton.

Lucky Men Are Wise Owl Members

A new chapter of the internationally-known Wise Owl Club of America has been organized at Mueller Co. in Chattanooga. Receipt of a Wise Owl charter from the National Society for the Prevention of Blindness, sponsor of the eye safety incentive program, was announced by Mr. Joe H. Wall, Plant Manager.

The purpose of the Wise Owl Club is to eliminate the estimated 300,000 eye accidents that damage or destroy the sight of industrial workers each year. The National Society maintains that at least 90 per cent of these mishaps are preventable through a vigilant program of eye protection covering all shop employees.

Organized in 1949, the Wise Owl Club has expanded beyond the United States to include Great Britain, Canada, New Zealand, the Philippines, Puerto Rico and Greenland.

Membership in the Wise Owl Club is awarded only to those employees who have actually saved their sight through wearing protective eye equipment at the time of on-the-job accidents. Within the United States, the current membership roster of more than 28,350 represents a saving in workmen's compensation of more than \$140 million and, much more importantly, an incalculable saving in human suffering and discomfort.

In approving the charter for the new Wise Owl chapter here, John W. Ferree, M.D., executive director of the National Society said, "We welcome Mueller Co. to the mounting number of industrial firms now fighting against needless loss of sight through improved eye safety methods and the Wise Owl plan. Our congratulations to all who helped make this important step a reality."

Founded in 1908, The National

Society for the Prevention of Blindness is the only national voluntary health agency devoted completely to sight conservation through a total program of research, education and community preventive programs. Working nationally and through state divisions, it has headquarters at 16 East 40th Street, New York 16, New York.

Decatur Golf League Opens Play May 5

The Mueller Golf League in Decatur will swing into action May 5 on Faries Park golf course.

John J. Smith, Chief Products Engineer, has been elected president succeeding Roy Thompson.

Other officers are: Maurice Sef-ton, Plant 4 Lab Technician, Secretary, and Fred Campbell, Packaging Engineer, Treasurer.

The Customer Is . . .

THE FINAL INSPECTOR

Funny thing about human nature—and I guess our customers are just as human as the rest of us. We may have given a customer excellent service and top quality products for 10, 25 or even 50 years, but let us slip just once and he is as mad as a hornet!

We have frequently boasted that "Mueller is the Cadillac of the water and gas industry"—and it is a fact that our customers are sometimes willing to pay a little more for Mueller product quality or Mueller service. But how easily our "corporate image" can be tarnished when we make just one little mistake! During the last few months a few of our customers have received Mueller products which somehow got past our "watchmen"—our final inspectors and our quality control procedures. We have, of course, immediately asked the customer to return the defective material and in one case Frank Mueller and I each felt it necessary to write an apology to a very good, but unhappy, customer. Nevertheless the damage was done and customers have long memories!

Let's don't kid ourselves—we have aggressive competitors these days whose quality is steadily improving and who often, perhaps because they have fewer customers than Mueller Co., can give astonishing fast and accurate deliveries of the material the customer orders. Our own customers have come to expect top quality at fair prices—and prompt and accurate shipments—from Mueller Co. *We mustn't let a single customer down!*

This matter of shipment accuracy is just as important as product quality. Nothing aggravates a customer more than to receive the *wrong* material—something different from what he ordered. He gets equally angry if the material is badly packed and arrives in a damaged condition.

Whenever any of us get a little complacent, or feel that our job has become automatic or routine, errors begin to pile up, and no amount of checking and double checking at the end of the line will catch *all* the errors. We must eliminate the bulk of them *before they occur* by alert and vigilant effort and then catch the remainder in our final checking or inspection procedures. Thus, this becomes everyone's job—not just the responsibility of the inspector or the order checker.

Recalling the days I spent as a territory salesman, I know the disappointment of having worked hard to sell a new account and, over the years, to have nursed that account along until it became a substantial customer—only to lose the business to competition because of manufacturing defects, design faults or order handling errors.

Satisfied customers are the best job security you and I can have. Let's *all* be alert to cut down the number of manufacturing or shipping errors to the irreducible minimum. Like Ivory soap, we may never be 100% pure but let's shoot for 99.44%!

s/John F. Thurston

MAIN CONNECTIONS