

# NEWSLETTER

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Joe Penne, Editor

## A MESSAGE TO ALL EMPLOYEES FROM JOHN THURSTON

The 91st annual convention of the American Water Works Association was held this year in Denver, Colorado, from June 13 through June 17. As many of you know, this is our "big show" of the year. In attendance were over 5,000 waterworks men, consulting engineers, manufacturers, government and regulatory officials and waterworks distributors. Many of these delegates also brought their wives.

The primary activity during the convention relates to the affairs of the AWWA as a trade association, and includes many meetings or seminars covering every aspect of water supply, purification, treatment and distribution. While all of these meetings are going on, manufacturers, including Mueller Co., have open hospitality rooms in which to entertain their customers and friends throughout the cocktail and dinner hour each evening. Following a long-established custom, members of our field sales force, district sales managers, engineers and headquarters executives, ably assisted by some of our wives, did their usual exceptional job of welcoming our customers and their families.

Our impressive new product lines literally "stole the show" from every other manufacturer who was exhibiting. Not only were our waterworks customers and our distributors most enthusiastic about these new products, but our district managers, salesmen and engineers had many reasons to believe that our competitors were visibly impressed and perhaps disheartened at the sight of the many new products Mueller was announcing. Our spacious exhibit area was on both sides of a main aisle and beautifully displayed such major new product lines as our new "modern silhouette" improved hydrant, a new wet barrel hydrant primarily for the West Coast, our new "Insta-Tite" connection for class 160 Polyethylene pipe, a new "Single Section" and a new "Xtra-Range" line of repair clamps. In addition, we displayed new products which were generally a further extension of available sizes or types of older product lines.

The reason I wanted to tell you about this convention and our enthusiasm over so many new product lines is that **this kind of success doesn't just happen!** It is the result of a great deal of imaginative and painstaking work, often over a period of years, on the part of many dedicated and hardworking Mueller people. The idea for a new product may start in the fertile brain of one of our engineers or it may come in

from a member of our splendid field sales organization. Sometimes it may hit us right between the eyes because of the introduction of a new product by one of our competitors. In any event, it is still just a gleam in somebody's eye until marketing headquarters people have been exposed to the engineer's idea, or the customer's description of a need, or a salesman's report from the field describing something they can sell. They do the necessary initial evaluation or analysis and then our Engineering Division goes to work on the design, the performance requirements, the optimum metallurgy or manufacturing tolerance specifications and, of course, the question of manufactured cost among several alternate designs. This work may then involve the building of many prototypes in our well-equipped and capable Experimental Department. Obviously, before these fellows can complete a prototype model, our Decatur Brass Foundry and our iron foundries in Decatur, Chattanooga or Brea have had to "hand-tool" experimental patterns and core boxes and then pour brass or iron castings as the case may be. Thus, a great many people from our Manufacturing Engineering Department through our foundrymen and pattern makers have all been in the act before completed "Prototype No. 1" is ready for exhaustive testing.

Our engineering laboratory may test dozens of prototypes--subjecting each to every conceivable condition of pressure, temperature, corrosion or other requirement the new product will ultimately have to meet. Once engineering and its test department are reasonably satisfied that they have the best possible design, industrial engineering and our cost estimating departments must get into the act. "How will we make it?", "Over what foundry or machine shop equipment will it be run?", "What tolerance or machining problems are likely?", and finally, "What will be our total manufactured cost for labor, materials and overhead?" Before manufacturing can answer these questions, they must ask sales to forecast the number of units we can expect to sell in the first, second, or subsequent years and the quantities of each size which will comprise the initial production order. This kind of "guesstimate" obviously involves our Market Research Department, our Marketing Services Department, and, particularly, our territory salesmen, district sales managers and headquarters sales departments.

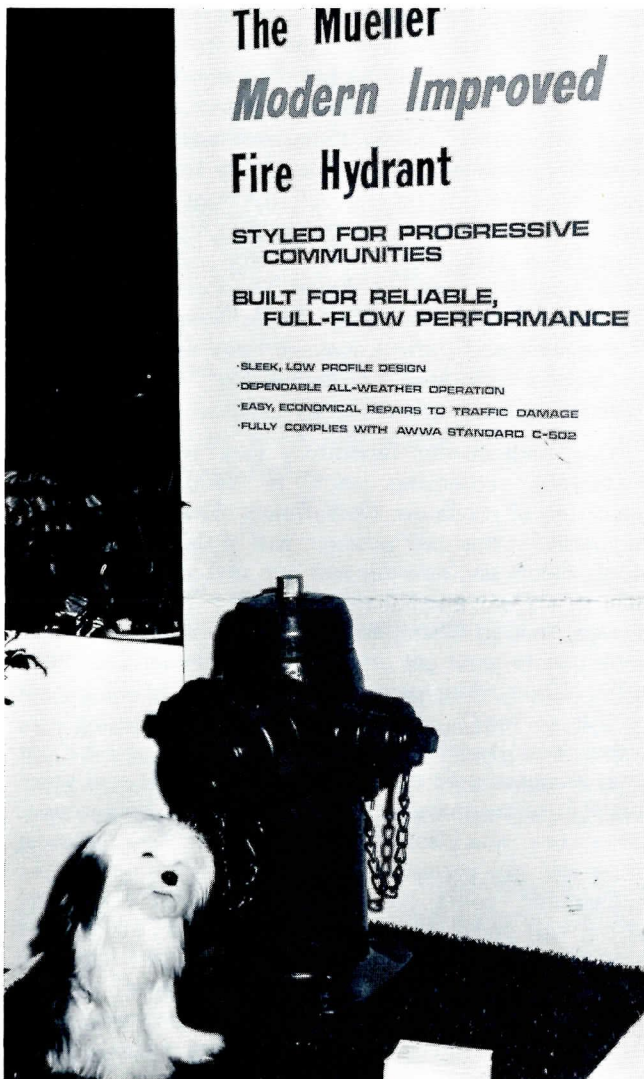
Meanwhile, the entire Marketing Division is gathering data on competitive products and the prices at

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which they are sold. Once our preliminary cost estimates are available, decisions must be made as to whether they will permit our making a profit on the line if we are required to sell our product in direct competition with a competitive line. If our costs are higher than we would like, can they be reduced by engineering redesign, manufacturing efficiency or the use of alternate methods or materials? If manufactured costs cannot be reduced, do we have such outstanding performance features or superior qualities that we can expect to sell our product at a reasonable premium in price?

As the new product moves toward final volume production, our Advertising Department swings into action. The product exhibit must be ready for "the show." Attractive catalog pages, trade paper ads and promotional literature, in colors, must be prepared with the help of our advertising agency. Complete selling prices must be established and printed. Direct mail literature may also be required. What samples or demonstration kits must be provided to each member of our field sales organization? And so



**The Mueller  
Modern Improved  
Fire Hydrant**

**STYLED FOR PROGRESSIVE  
COMMUNITIES**

**BUILT FOR RELIABLE,  
FULL-FLOW PERFORMANCE**

- SLEEK, LOW PROFILE DESIGN
- DEPENDABLE ALL-WEATHER OPERATION
- EASY, ECONOMICAL REPAIRS TO TRAFFIC DAMAGE
- FULLY COMPLIES WITH AWWA STANDARD C-502

One of the highlights of the AWWA conference was the Mueller Modern Improved Fire Hydrant which was introduced at the meeting. The canine friend at the left was also popular and visitors to the Mueller booth submitted about 160 names for him (her).

it goes--on and on throughout almost every department and division within Mueller Co. until we are in production and aggressively soliciting orders in the field!

At the AWWA convention I could not help but be tremendously proud of our wonderful organization and our dedicated people. On behalf of our stockholders, directors, officers and, most importantly, our customers, I must express sincere appreciation to many of you who worked so hard for so long and often under a tremendous time pressure, to make Mueller the "hit of the show" in Denver. Special mention should be made of the splendid work of our entire Engineering Division--including the extensions of engineering at Chattanooga and Brea; of our Decatur advertising, catalog, market research and marketing services group; of foundry, machine shop, production scheduling, purchasing and all other personnel throughout our Manufacturing Division; of industrial engineering, quality control, the tool room and cost estimating; and, of course, of every officer, executive, foreman or department head who contributed to what was clearly a splendid example of outstanding teamwork.

My sincere thanks to a great Mueller team!

Best regards,

**John F. Thurston  
President.**

**MUELLER LODGE PROPERTY  
USED AGAIN FOR CAMP**

The Mueller Lodge property on Lake Decatur is the site again this year for the YMCA Day Camp. Twenty-four boys and girls ranging in age from 7 to 12 began the first two-week camp program in mid-June.

The youths are picked up and spend most of each week-day at the Mueller property where they learn to row, canoe, swim, do arts and crafts, study nature and find new ways to enjoy the outdoors.

Several hundred young people from the Decatur area have enjoyed the experience of the camp during recent years. A number of acres of wooded, lake shore land around the lodge are made available by Mueller for use each summer by the YMCA.

**2 MUELLER UNIONS  
RATIFY NEW CONTRACTS**

Two locals of the Allied Industrial Workers Union, AFL-CIO, representing Mueller Co. plant workers in Brea and Decatur, ratified new three-year contracts in June.

Both contracts provided for wage increases, improved hospitalization insurance coverage, vacation and pension benefits.

In Chattanooga, the company is conducting contract negotiations with the Office and Professional Employees International Union, Local 179, representing office employees. The current contract expires July 31.

## PLANTS UNDERGO NOISE TESTS

Three nationally recognized firms have been retained to survey Mueller Co. U.S. plants to pinpoint areas and recommend corrective action to eliminate noise exceeding permissible limits as established by the Occupational Safety and Health Act of 1970, which became effective on April 28, 1971. Programs are now being prepared at all plants to place increased emphasis on monitoring and correction of excessive noise levels.

According to Paul Hickman, vice president of manufacturing, the elimination of noise capable of causing hearing damage has been a standard practice for many years in all Mueller plants. Action has ranged from erection of walls to deflect noise or rooms to contain it, to installation of noise deadening materials and issuance of ear plugs or muffs to employees working in areas where effective noise reduction was not feasible.

Mueller Co.'s success in reducing plant noise to acceptable levels in the past is emphasized by the relatively few locations where the surveys found the levels to be excessive. Most of these were caused by compressed air being exhausted from air operated tools and other devices. Correction in these instances usually involves the installation of exhaust extensions and, in some cases, a muffler.

The broad effects of the new Act are not yet clearly foreseen. The requirements also relate to pollution and hazardous working conditions and, for the first time, involve the U.S. Department of Labor in setting and enforcing standards which, in most cases, were formerly under the jurisdiction of the individual states.

## RUSSELL K. LUTTRELL TO OREGON TERRITORY

Russell K. Luttrell, formerly sales service correspondent in the Brea Sales Office, has been appointed Mueller Co. sales representative for the western two-thirds of Oregon.

This area has been covered by F.V. (Doc) Martin who has traveled Washington and Oregon for a number of years. Martin plans to retire early next year, meanwhile this splitting of the territory will provide better customer service.

Luttrell joined Mueller Co. in 1965, after completing four years of service in the U.S. Air Force. He worked in the Decatur Sales Office a number of years and then transferred to the Brea Plant Sales Office in 1970.

In 1971 he was selected to enter the company's sales training program. This program, plus his experience, gives him a broad background in the knowledge of products for the water and gas industries.

Russ, his wife, son and daughter will live in the Portland area.

## Service Awards

The following Mueller employees received service awards during June:

### Chattanooga

10 Years: David N. Williams, Bobby V. Barber.

20 Years: James H. Boston, Ira C. Warren.

30 Years: William J. Farrow, Clyde L. Slater, Coy E. Jones.

### Mueller, Limited

10 Years: David Olsen, George McAvity.

### Decatur

20 Years: Flossie P. Baker.

30 Years: Dean E. Grant, H. Clay Ramsey.

40 Years: Virgil R. Morrison.

### Outside Sales

10 Years: Benjamin C. Lentz.

### Brea

30 Years: Lewis Hall.

## Retirements

The following list gives the retiree's job at time of retirement, years of service and date of retirement.

### Decatur

**Jesse White**, sub-assembly assembler in Dept. 80, 24 years, 2 months, 15 days, June 18.

## NEW CONTAINERS USED FOR EXPORT ORDER

A large export shipment of brass goods to Iran recently left Decatur in large containers doubling as trailers for trucks.

The "containers on wheels" were backed up to the Mueller shipping dock, loaded, sealed and labeled. They were pulled to the railroad yards, and shipped to an east coast dock by piggyback rail service. After transport to the ship dock the containers, minus frame and wheels, were loaded into the ship's hold.

On arrival at the port of entry each container will be returned to a frame and set of wheels and pulled to its destination.

Traffic Manager Walter N. Mitchell said the containers eliminated labeling of hundreds of individual cartons, reduced paperwork and possible theft, and cut handling time and shipping charges.



## News Briefs

Life for Albert Henry, tool maker at Mueller, Limited, is returning to normal now, slightly more than a year after he received a kidney transplant. Henry, a Mueller employee since 1964, steadily is regaining his strength and leading an active life once again. He received a kidney from a London, Ontario nurse who died after suffering a cerebral hemorrhage. Henry, who is 45 years of age, had the transplant in February, 1970, and was confined to a hospital for nearly two months. Once a month, he travels to London's Victoria Hospital for check-ups and each week he has blood checks run at Sarnia General Hospital. Three minor "rejection" symptoms occurred during the first two months following the transplant, but no major problems were encountered. He still takes medication which controls rejection tendencies in the body, but life has taken on a new meaning for him.

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Berdna Drew, stenographer in the Engineering Department has been elected president of the Chattanooga Business Women's Club.

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Eighteen members of the Mueller 4-X Club in Decatur helped with the annual Fun Fair in June. The Mueller Men helped count tickets for the 1½-days of games, rides, and food with proceeds going to the local Decatur hospitals.

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Wilbur H. Sweazy, cupola repairman in Decatur, has been elected Worshipful Master of Ionic Lodge 312 of the Masonic Order.

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### FAMILIAR FACES IN NEW PLACES

A number of promotions have occurred in Chattanooga the last few weeks.

**Stanley B. Kuhne**, formerly manager of production and inventory control, has been promoted to production superintendent. His responsibilities include production and inventory control, the machine shop and foundry, assembly and parts warehouse, and purchasing.

Succeeding Kuhne is **Ralph M. Fickle** who has been assistant manager of production and inventory control.

**Sam Cline**, who was an hourly employee as production expeditor, has been promoted to assistant manager of production and inventory control.

**Mose C. Adams**, formerly an hourly employee, promoted to assistant foreman--Assembly Department.

**Curtis N. Ingle** has moved from assistant foreman--Assembly Department to product inspector.

**Lemuel Warren**, formerly shift foreman in the parts warehouse named assistant foreman--Assembly Department.

**Jackie L. Saunders**, formerly assistant foreman--Assembly, named shift foreman in parts warehouse.

Four job changes have occurred in the Chattanooga Maintenance Department. **Arnold L. McKelvey**, who has been maintenance planner, has been named construction engineer. He succeeds Kenneth R. Carroll, resigned. **Harold G. Johnson**, formerly a shift foreman in the Maintenance Department, succeeds McKelvey as planner. **Charles (Tommy) Blankenship**, who has been an assistant foreman, is now a shift foreman in Maintenance. **Wallace R. Hampton**, who has been an hourly employee in the Maintenance Department has been promoted to assistant shift maintenance foreman.

### SAFE VACATIONS ARE JUST FOR FUN

Accidents never take vacations, but accidents can happen on vacations.

Great efforts are taken to make us safety-conscious at work, but don't forget about safety while you are off forgetting about the rigors of your job.

Special care must be used on vacation because this time usually exposes most of us to two of the biggest hazards we have around us--automobiles and water.

In 1970 there were 55,200 traffic fatalities and a record 5,100,000 injured in traffic accidents. Nearly half of the auto deaths and injuries occurred on weekends, leading to the assumption that many of the victims were people trying to "get away from it all."

A few vacation safety reminders:

1. Keep your car in top shape.
2. Pack only what you'll need and don't overload the car.
3. Plan your itinerary for reasonable mileage in one day. Don't try to set endurance records. Call it quits early--night-time driving is riskier.
4. Don't get too much sunshine on the beach or in the fishing boat.
5. Don't swim alone.
6. Don't over-work your system while hiking, golfing or engaging in other forms of heavy exercise.

Finally, if your vacation finds you at home doing jobs around there, remember that more accidents happen at home than at work.

### MEN RETIREES MEET JULY 8

The next monthly meeting of men retirees from Mueller Co. in Decatur will be July 8 at 11:30 a.m. at the House of Plenty. More than 50 "Mueller Men" attended the June meeting and enjoyed the lunch, friendship and conversation.