

# Mueller Service Lines

APRIL 1978

NEWS ABOUT MUELLER MARKETS, PLANTS, PRODUCTS, PERFORMANCE, AND PEOPLE

## Mueller, Limited – Canadian branch of the Mueller family

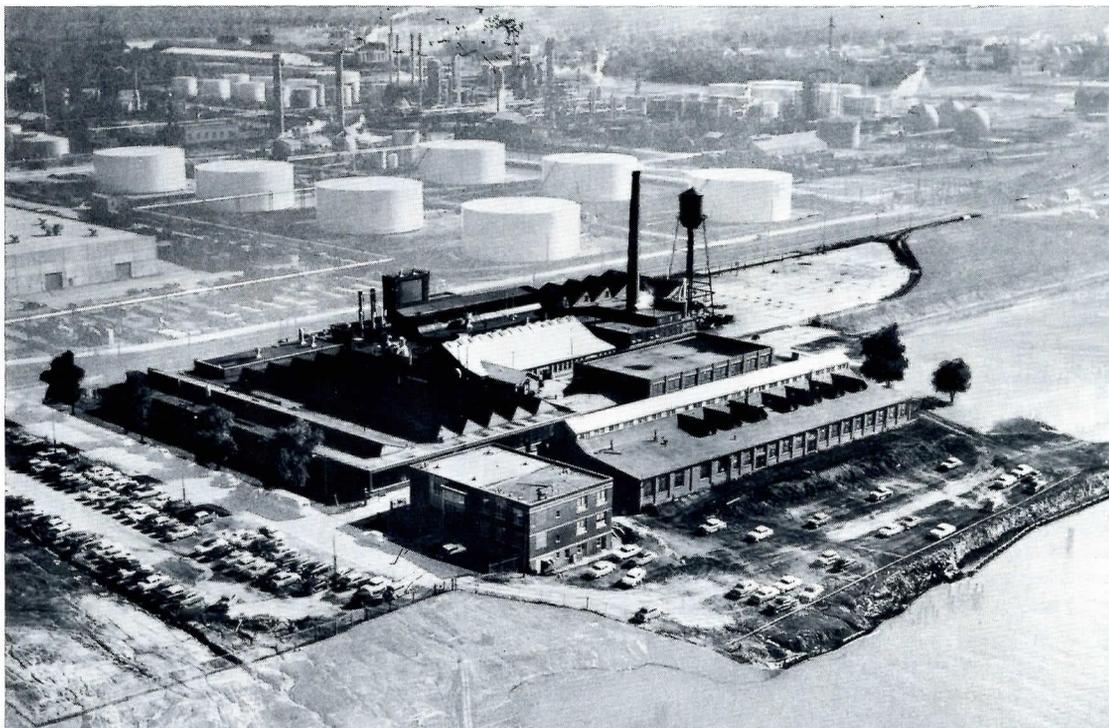
Happy 66th anniversary, Mueller, Limited!

Sixty-six years. That's how long Mueller, Limited in Sarnia, Ontario has been serving the water and gas industries in Canada. In fact, this Mueller plant is one of Sarnia's oldest industries.

This spirit of long-time service is evident in the dedication of the 129 Mueller employees. Many of them have served Mueller, Limited for over 30 years. (See photos and captions)

Mueller, Limited, located on the shore of Lake Huron at the mouth of the St. Clair River, has 13 acres of land with a 1,220 foot river frontage. The 155,500 square foot plant consists of an office, manufacturing facilities, brass foundry and warehouse. A Mueller iron foundry is in nearby St. Jerome.

The plant manufactures gas and water distribution products designed by Mueller in Decatur.



*Continued on page 2*

Aerial view of Mueller, Limited a wholly owned subsidiary of Mueller Co.



Modifying Mueller designs to meet Canadian specifications is Dick James, Plant Engineer. He has been an influential part of the engineering department for 32 years.



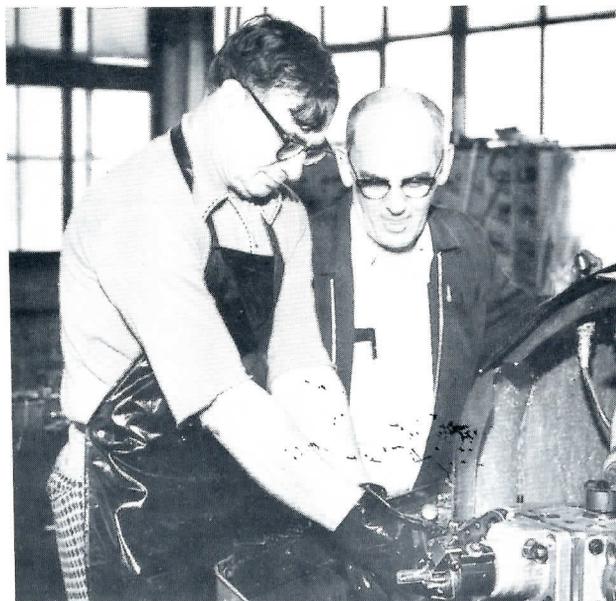
All Mueller cores are made by the hot box method. Operating a hot box core machine is Walter Irvine who has been with Mueller for 37 years.



Producing a body for a 1 1/2 inch Oriseal® valve is Don Henry. His concern for quality keeps the Mueller Margin alive.



Alex Bogaart, a 30-year employee, operates a multi-spindle, semi-automatic chucker which is capable of machining either brass or iron.



Ted Wojciechowski (left) is making a final adjustment on a lathe used for machining steel tees. Bruce Robertson (right), Chief Inspector, continually moves throughout the plant checking the quality of parts produced.



Induction furnaces are recognized as one of the cleanest and most efficient melting processes in the industry. Here, Barry Hopkins carefully fills a pouring ladle from one of a bank of three induction furnaces.

#### *Mueller, Limited cont'd*

However, the engineering department in Sarnia, must in some cases, modify the basic designs to meet Canadian specifications. These modifications, along with specially designed tooling to meet these specifications is done almost exclusively in Sarnia.

Mueller, Limited manufactures most of the Mueller products sold in Canada. These are basically the high volume products for both the gas and water industries.

Yet, there is a high inter-plant dependency. The Sarnia plant also sells gate valves from Chattanooga, steel tees supplied by Albertville and catalog items from Decatur.



Loading a steel forging into the chuck of this machine is John Round, a 36-year employee. In this situation, the lathes are fully automatic and one man operates two machines.



Eddie Theriault, a Mueller man for 30 years, skillfully operates a drill press which performs rough and finish reams on iron valve bodies. Reamers are produced in Sarnia by the tool room.

#### **Mueller Margin alive in Sarnia**

"Customer service is an important part of the Mueller Margin," explains G. E. Turnbull, Plant Manager. "We attempt to process an order on the day it arrives."

To give better customer service, to speed up delivery of incoming raw materials to the plant and to reduce freight costs, the Sarnia plant has its own trucking unit.

The Mueller Margin is also evident in how hard the people work to keep the plant operating efficiently.

"We have a competent staff of people who are responsible for keeping the plant operational

and reducing downtime," explains Turnbull.

#### **The Sarnia scene**

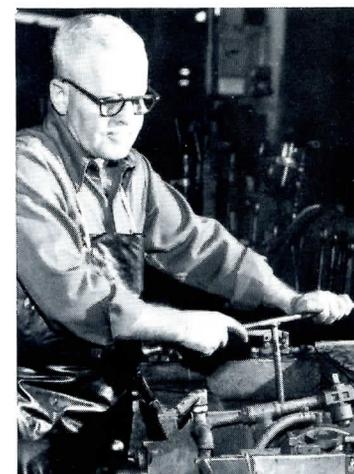
Sarnia, where Mueller, Limited has been part of the industrial scene for so many years, is about 35 miles northeast of Detroit, Michigan. It was originally a trading post. Today it is a major petroleum center, boasting the world's ninth largest petrochemical refining facilities. One and one-half to two million barrels of crude oil are processed there daily.

The Trans-Canada pipeline, originating in Alberta, runs direct to Sarnia. A new pipeline was recently constructed connecting Sarnia to Montreal.

Due to this petrochemical boom, the population of approximately 58,000, including Mueller employees, enjoys one of the highest average incomes in Canada.

Situated on the channel of Lake Huron, Sarnia is blessed with excellent beaches. Water sports are very popular in summer. Good ski slopes are within driving distance in the winter.

The Mueller-Sarnia relationship has been mutually satisfying. Sarnia, the dynamic community and Mueller, Limited with its emphasis on the Mueller Margin of excellence, lending its permanence and stability — sixty-six years of it. □



Every part produced by Mueller is functionally tested prior to release to customers. Mel Dawson, a 36-year employee, performs the test on a corporation stop.

*More photos on p. 3*

# Strictly Personal Decatur

Don Bathe

## NEWS ABOUT MUELLER CO. EMPLOYEES AND THEIR FAMILIES

### FAMILIAR FACES IN NEW PLACES

**Carl Harshbarger**, formerly computer operator has been promoted to the position of supervisor of data processing operations.

**Myrna Barding**, formerly chief payroll clerk, has been promoted to the position of programmer trainee.

**Tony Procarione**, formerly junior inspector, has been promoted to the position of quality control technician.

### RETIREMENTS

#### Decatur

**Edwin Herman Jeschawitz**, core blowing machine operator, Dept. 50, 43 years and 9 month, January 10.

**Helen L. Booker**, billing clerk, accounting department, 18 years and 2 days, January 27 (80 plan).

**Vernon H. Brunner**, hand core maker group leader, Dept. 50, 41 years, 11 months and 23 days, February 18.

**Robert Glenn Schmitt**, machine repairman "A" Dept. 37, 38 years, 7 months, and 2 days, February 19 (80 plan).

**Laura R. Thompson**, company receptionist, 20 years, 8 months and 25 days, February 28 (80 plan).

### DECEASED

**Inez M. Mooring**, formerly of Los Angeles, passed away January 18, 1978, at Blair, Nebraska; born March 13, 1899. A former employee of Mueller Co., Los Angeles and Brea.

Inez worked for Mueller Co. for a little over 20 years, retiring in March, 1964. Most of these were spent as secretary to the Sales Manager, Los Angeles and Brea.

### JUNIOR ACHIEVEMENT



### SERVICE AWARDS

#### Sarnia

20 years: Bernard Davis  
Martin Roth  
30 years: Vi Henderson

#### Decatur

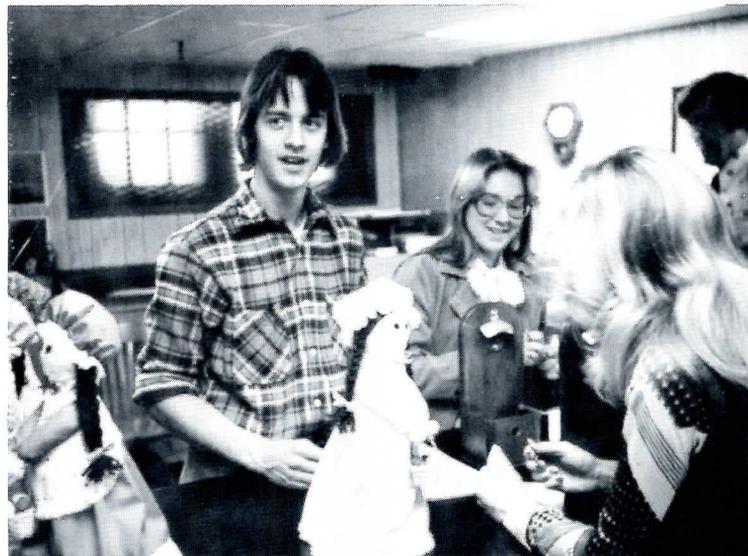
10 years: Francis J. Cooper  
Ivan W. Porter  
Dale B. Flaughner  
Robert L. Minks  
William L. Lienhart  
Marilyn Rankin  
Joseph A. Speich  
Charles H. Kingery  
Carl H. Klaus  
20 years: Herman J. Niehaus  
30 years: Darrel W. Hartwig

### SUGGESTIONS PAYOFF



Senior draftsman, John Milliman, right, and Donald Wilson, center, are receiving

their checks from Rex Smith, plant engineer.



J. A. members came to Mueller Co. cafeteria to display and sell their 1977-78 dolls and bottle opener products. Greg Simpson (top photo) is showing the J. A. products to

prospective buyers, Kathy Chamberlain and Angela Eubanks. An expression of happiness is shown by Greg and J. A. member, Julie Mitchell, upon completion of a sale.

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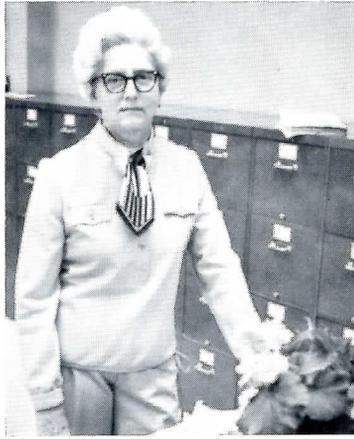
A man is about as big as the things that make him angry.

Cooperation is doing with a smile what you would have to do anyway.

## RETIREE'S



Helen Booker received a suitcase from her co-workers in the main office. She gives a smile and a farewell wave.



Laura Thompson received many nice gifts and a cake on her day of retirement.



Robert Schmitt is presented a gift from his fellow workers by Bill Horve.



Edwin Jeschawitz, right, is going to spend some of his days of leisure going fishing. He is shown here getting a fishing rod from Don Matthews and friends.



Vernon Brunner gets his gift from Don Matthews and the core room crew. His sons,

Vernon, Jr., right, and Ronald, left, work in the core room join him for a picture.

## READY FOR TAKE-OFF

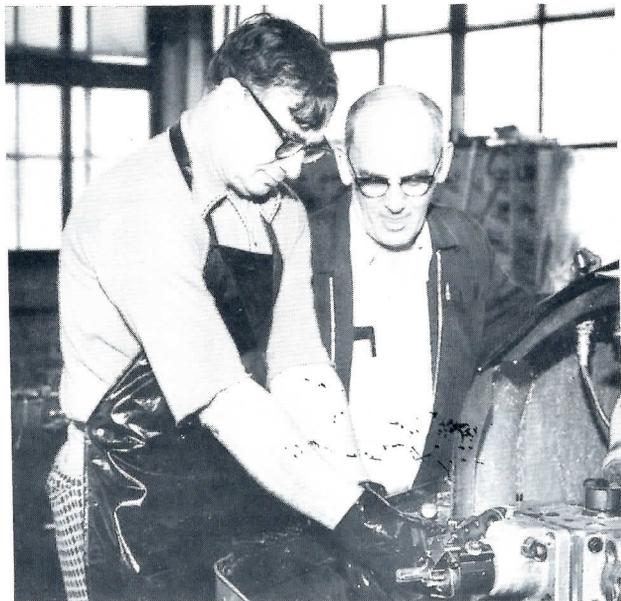


John Milliman (top photo), senior draftsman in the plant engineering department, and Gene Yates, senior draftsman in the tool designing department, have been taking flying lessons. John had his first solo on September 9, 1977 and Gene had

his solo on October 15, 1977. John hopes to take aerobatic training in a Great Lakes Bi-plane and to get a commercial and multi-engine rating. Gene hopes to achieve a multi-engine and instrument rating.



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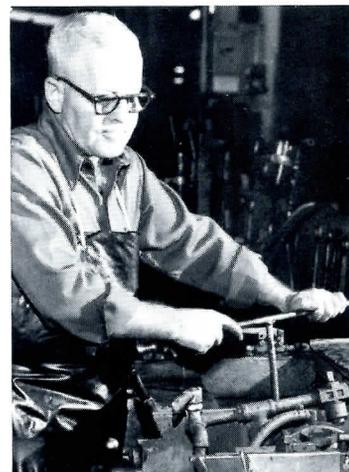
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# Just what is the Mueller Margin? Why do we need it?

Almost any company that molds, machines or otherwise works with iron or bronze, can make equipment for the water and gas industries. And more and more companies are doing just that. In the past 20 years, the market has become flooded by competition. Remember that long list of competitors in the last issue?

Our competitors are putting out good products, some at lower prices than ours. To the customer, these products all look basically alike.

But we learned a long time ago that we had to have something that distinguishes us from our competitors. Something to make our products noticeably different from all the others. That extra attention to details when designing products. Extra care in choice of materials, in manufac-

turing, in testing and in technical support to the customer.

We have to give the customers a reason to choose Mueller Co. over all the competition.

The noticeable difference, that reason, is the Mueller Margin. An extra margin of quality that makes our products worth the cost and gives extra value for the customer. And the extra effort and pride you put into them makes that margin the edge that puts us ahead of the competition. And keeps us ahead.

We aren't just selling customers on our products. We're selling them on Mueller Co., our people, our pride, the extra margin of quality and craftsmanship that you put into our products.

We haven't always expressed it as the Mueller Margin. But it was there. It's there today. And it

will be there in the future. Otherwise we fail.

We all stand to gain from the Mueller Margin — security, better benefits and more jobs.

## Where we've been

"The Mueller Margin is You" was introduced through SERVICE LINES. Every hand that touches the product affects the quality, the message read. "Tours" of Mueller facilities — Decatur, Albertville, Chattanooga, Sparks and now, Sarnia — describe how we're achieving the Mueller Margin.

We have seen how important each person and each job is in the framework of Mueller's success. We have seen what the spirit of cooperation, a desire to learn and work hard, company loyalty and employee skills can achieve. We have seen the Mueller Margin at work.

Each issue of SERVICE LINES carries a photo of one of the current Mueller Margin posters displayed in Mueller facilities. They are a reminder of how important you and your job are to the Mueller Margin.

## Where we're headed

Now we are taking the Mueller Margin to the market place. To customers and potential customers. A new advertising campaign based on the Mueller Margin will remind customers of the reason to choose Mueller Co. products over the competitors'.

The new ads will focus on these important aspects of Mueller Co. that will benefit our customers:

- 1) Mueller gives extra attention to product design detail. We go the extra step to make our products dependable and longer-lasting. Then we carefully manufacture them to meet that design.
- 2) We offer a full line of products. Not many companies offer such complete lines. We are depended upon to deliver that full line.
- 3) We fully test our products 100%, not just spot checking like many companies do.
- 4) And we have a large, well-trained sales and technical force to provide strong customer support.

Each of us has to back these facts with our best effort because these facts are important to customers when they select a company to buy from. These facts mean extra value, extra performance and longer life of our products. The Mueller Margin.

## You are the Mueller Margin

These ads will soon appear in trade magazines all over the country. We are promising customers that our products are worth buying. But the only way we can deliver on that promise is with your support. You can help make this ad campaign successful. After all, you're the Mueller Margin. □

# The competitor who gets our business gets our jobs.

# Maintain the Mueller Margin

Our business. That's exactly what our competitors are after. And if our business goes, so do our jobs. The Mueller Margin is our edge. It keeps us ahead of our competitors and it keeps our business where it belongs — with us.

**MUELLER® CO.**  
DECATUR, ILL. 62525

Factories at Decatur, Ill., Chattanooga, Tenn., Albertville, Ala.  
MUELLER LIMITED, Sarnia, Ont., St. Jerome Que., Canada.  
Sales office and Western Service Center, Sparks, Nevada.

*servicing the water and gas industries since 1857*