



# Off-the-Cuff

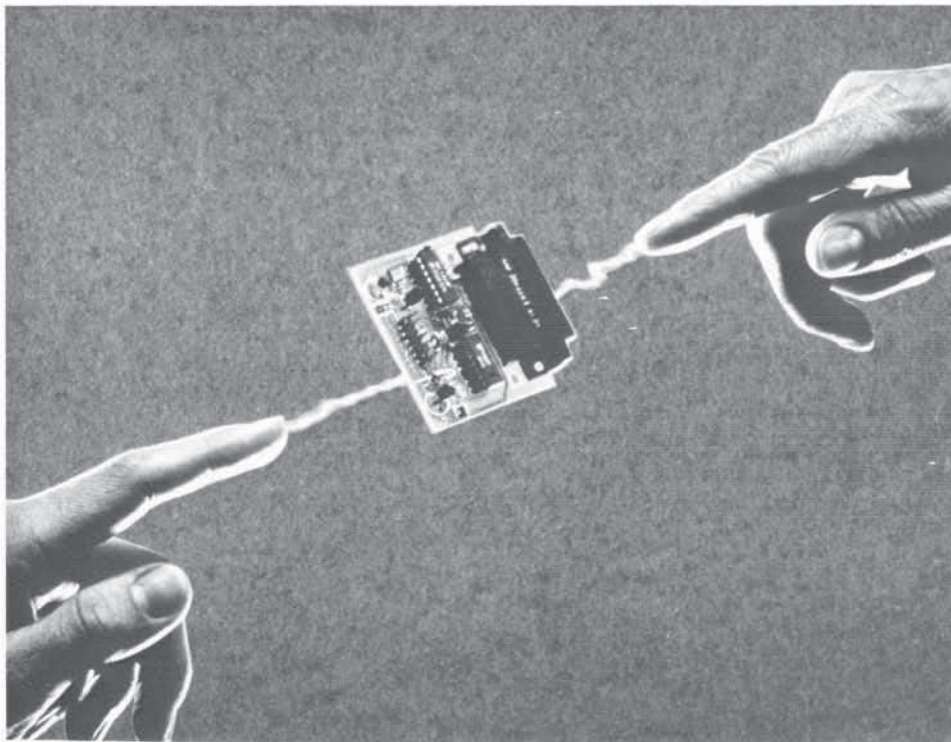
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## The Power of Electrostatic Discharge



# Prudential Overall Supply Client Korody-Colyer:

"The clearance between the plunger and bushing is 60 millionth of an inch," says Bill Herich, Department Supervisor of Korody-Colyer's Production Rebuilding Division, holding the small pin that pumps and meters diesel fuel in the fuel injectors of rigs weighing up to 100 tons. "That's like plucking a hair off your head and splitting it lengthwise eighty-three times." Eighty three times! One 60 millionth of an inch.

At Korody-Colyer Corporation of Wilmington, California, one of our country's leading manufacturers of replacement parts for Detroit and Cummins diesel engines, it's the fine line, the small details that count: details ranging from spotless floors in the manufacturing areas, to the ultra-precise calibration of each part, to the concern with the welfare of every employee — details that keep the company and the big

rigs it supplies running at maximum performance.

Over three hundred employees work at the company's seven facilities, five of which are within blocks of one another in the heart of Wilmington's industrial section. These facilities include the Corporate Office, which houses all administrative departments as well as Engineering, Quality Control, Sales, Shipping and Receiving; the Production Rebuilding Division; the Gasket Division; the Manufacturing Division; and a warehouse. The company also has two branch warehouses in New York City and Tampa, Florida. Parts are shipped to locations both nationally and internationally to be used in diesel truck, locomotive, ship, and earth-moving equipment engines.

According to Korody-Colyer General Manager, Mr. Joe Reynolds, the company's

number one objective is "high quality and fast delivery."

"We're not aiming to be the cheapest parts in the industry," he says, "just the best in terms of quality, dependability and delivery." Judging by the company's growth, which has occurred by leaps and bounds, they're achieving this goal.

September of 1987 marked the twenty-fifth anniversary of the company's founding by Mr. Gabor M. Korody and Mr. John E. Colyer, who teamed up to form the fledgling company with just a handful of employees. The first product off the assembly line was a fuel injector assembled in the small industrial building located at 112 North Avalon in Wilmington. Today, the building has become the headquarters of an international corporation and has been added onto numerous times — and the company's product line has been expanded to



Parts are packaged for shipment to national and international locations in the Shipping and Receiving Department.



Detroit Diesel fuel injectors are re-manufactured in the Production Rebuilding Division.



Mr. Joe Reynolds is the company's General Manager.



Stock Pullers Ted Valencia, Tony Almeida and Renita Polk ham it up in the stock room.



# KEEPING THE BIG RIGS RUNNING

compass three separate and thriving divisions.

Korody-Colyer has not lost its family atmosphere, however. As a matter of fact, Mr. Gabor M. Korody and Mr. John E. Colyer are still at the helm, acting as President and Executive Vice President.

And the two men's families are also actively involved in various management positions throughout the company.

But it's not only members of the Korody and Colyer family trees who are treated as family: "There's a real family atmosphere here for all of us," says Human Resources Assistant, Ronnie Glaspie. "Although our manufacturing facility is highly automated, at Korody-Colyer, people are still treated like people." As a matter of fact, Korody-Colyer enjoys the reputation of being "employee conscious."

That begins with communication —

communication that flows back and forth between top management and all of the company's employees. To keep the lines of communication open, top management (including Mr. Korody, Mr. Colyer and General Manager, Mr. Joe Reynolds) meets directly with employees every six weeks at "Communications Meetings" where problems that cannot be resolved through normal channels are addressed.

The company also encourages its people to be the very best they can be by offering a top-notch reimbursement program for education. The company pays 100% of tuition, books and any related fees — under the conditions that the employee receive a "C" grade or better. As an added incentive to stay with it, each employee participating receives an extra 5% of their salary while attending school.

In addition, true to the Korody-Colyer

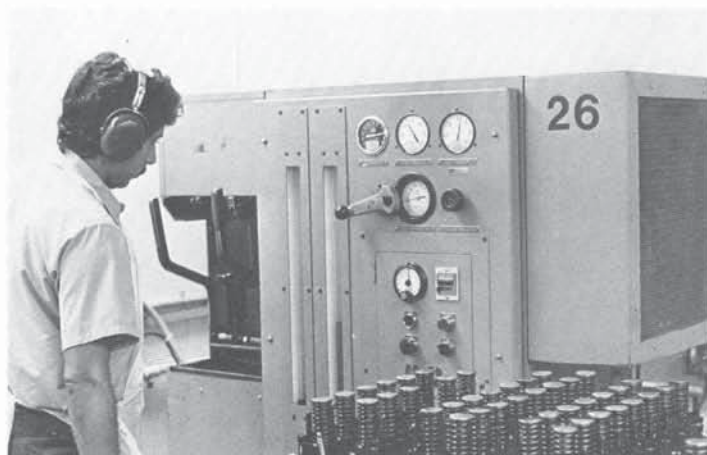
tradition of attention to detail, employees' years of service are recognized beginning with their first year on the job — and every year, employees receive a box of Sees Candy and a \$25 gift certificate on their birthday. Detail also applies to employee attire.

"We want our employees to look professional and feel comfortable," says Buyer-Supervisor, Lynne Baker, who has been with the company since 1964. "That's why we chose to go with a uniform rental program such as Prudential's. We supply each of our employees in the manufacturing, warehouse and shipping environment with a clean, professional looking uniform at no cost to them." Prudential also provides the company with lab coats and shop towels.

As for the future, Korody-Colyer intends to keep on doing what it does best: making the parts that keep the big rigs running.



Mr. Bill Hierich, Production Rebuilding Division Department Supervisor uses the lockers installed and maintained by Prudential.



Even fuel injectors for diesel powered trains are rebuilt at the Product Rebuilding Division.



The Corporate Office houses Engineering and Quality Control.



Ms. Lynne Baker is the company's Buyer-Supervisor.



# Carson Management: THE FREEDOM TO GROW



Bob Warren

Some managers call it the "freedom to fail;" I call it the "freedom to grow," says Carson General Manager, Bob Warren of his management philosophy. "I believe that my managers need the room and the opportunity to try out their ideas, to be independent...that also means to make some mistakes."

"But that's the only way they're able to grow," he adds. "To make some mistakes and learn from them." The management team at Carson is a blend of seasoned veterans and new managers, numbering seven in all. A small but mighty team.

"My role," Bob continues, "is to support my managers. This support includes working with them to improve any so-called weak areas where they may be lacking in confidence and making sure that they learn all aspects of the job. I want my managers to understand our entire operation, inside and out. That includes the why's behind our policies. Take budgeting, for instance. I want them to understand where the numbers come from that we use on our projections."

The Carson management team holds periodical sales contests to keep its employees motivated. Unlike most other

sales contests where only the highest three sellers are rewarded, Carson management rewards each person who has achieved or overachieved their sales goal — in cash.

"We want to recognize every member of our sales team who works hard and is successful," Bob says. "Even our newer employees have as much chance of winning as our more experienced people. Our sales people compete against themselves, rather than against each other. That promotes teamwork."

At Carson, the goal is for every individual — newly hired or with numerous years of experience — to have the freedom to be the best they can be.

## **Bob Warren, General Manager**

Bob Warren joined Prudential Overall Supply in June of 1983 as the Carson General Manager. His prior experience included fifteen years in the industrial laundry business in a variety of positions including Purchasing Manager, Controller, Sales & Service Manager, Assistant General Manager and General Manager. Originally from Maryland, Bob moved to California in 1978. Currently, he lives in downtown Los Angeles. Bob loves to travel and has done so — extensively. His jaunts include Europe, Australia, New Zealand,

Fiji, Tahiti, Hawaii and the U.S. Bob also enjoys gourmet restaurants — his current favorite is "La Familia" in Beverly Hills. And when he isn't traveling or dining out, (or working, of course) you can generally find Bob pursuing his favorite sport: deep sea fishing.

## **Kit Vosburg, Sales & Service Manager**

Kit Vosburg began his career with Prudential in 1968 as a Customer Sales Representative in the South Bay Branch. After two years, he transferred to the Irvine plant for six months, then on to Cerritos when it opened in 1972. That year, he was promoted to Route Manager. In 1975, he transferred to the Los Angeles plant before moving to Carson two years later. In 1982, Kit was promoted to Sales & Service Manager. A Long Beach native, Kit, his wife and their nine year old daughter now live in Westminster. They also have two other children ages twenty-four and twenty-three. Kit is an avid water skier and spends most of his vacation time "cutting and jumping" behind a ski boat on the King's River. He also enjoys camping and playing on a Fountain Valley softball team.



**Frank Belthius,  
Sales & Service Manager**

In 1983 Frank Belthius hired on at the Carson Plant as a Customer Sales Representative. He joined the company with over twenty-seven years experience in the industrial laundry business. After two years on the job, he was promoted to Route Manager. A year later, he was again promoted to his current position of Sales & Service Manager. Frank was born and raised in Omaha, Nebraska. He first came to California in 1952 when he was stationed here with the Navy — and he never returned to Nebraska after his tour of duty. Today, he lives in Huntington Harbor. Frank has two sons age twenty-seven and twenty-three and three grandchildren five months, three and five years of age. He enjoys deep sea fishing, dancing and also loves to travel.



Frank Belthius



Kit Vosburg

**Ron Green,  
Corporate Sales Representative**

Ron Green began his career with Prudential four years ago as a Corporate Sales Representative in Irvine. In January of 1987, Ron transferred to the Carson Plant. Born in Orange County, Ron lives in his home town of Huntington Beach. Ron is an active member of the Huntington Beach Lion's Club. He enjoys dune-bugging in the desert and camping in his motor home. Ron's other activities include sailing and fishing.

**Mike Valkis,  
Corporate Sales Representative**

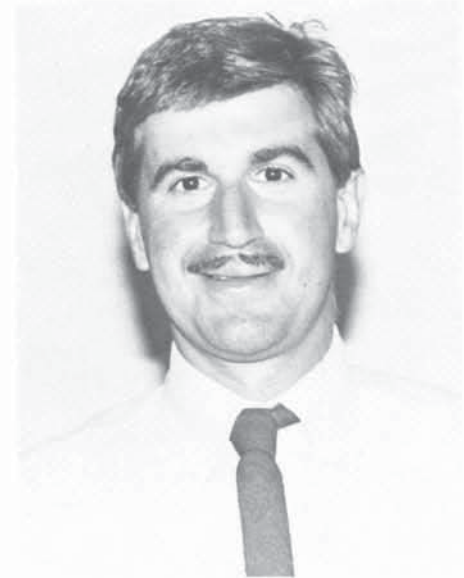
In January of 1986, Mike Valkis became an employee of Prudential, Carson. He spent one year as a Customer Sales Representative before his promotion to Corporate Sales Representative in February of 1987. Mike was born, raised and still lives in Long Beach where he and his wife just moved into a new home. January of next year promises to be an exciting time for the two — they are expecting their first child. During his spare time, Mike enjoys bicycling and playing sports.

**Florence Morgan, Office Manager**

Florence Morgan joined Prudential, Carson as Office Manager in 1980 with over forty-two years' experience in the industrial laundry business. She is a Los Angeles native and now lives in Gardena. Florence enjoys baking (her strawberry pie is out of this world) and gardening. She is also an animal lover and can't resist any stray that shows up at her door. Florence also collects earrings — and last time she checked, there were too many to count!



Ron Green



Mike Valkis



Florence Morgan with Office Clerk, Marcelina Huerta



# Bernice Clark Shoberg

## Enjoying Life the Prudential Way



Bernice Clark Shoberg

Bernice Clark Shoberg has always enjoyed working for Prudential. And that's saying a lot — considering she began her career with the company at age nineteen, forty-eight years ago.

"It was 1939 when my husband, Wally and I moved out to California from Iowa to come to work for Prudential," she recalls. "What a change — the big city! But I loved it and I still do."

The younger sister of founder John D. Clark, Bernice was eagerly welcomed into her brother John Clark's fledgling business and she started out working in the plant.

"I've held just about every job in the company," she says. "And I've enjoyed every one of them. I've worked at almost every plant in the company too." Today, Bernice's title is Special Projects Manager, which means she works where she is needed. For the past two years, that has been as Plant Superintendent of the Carson Plant. She also worked on a special project at the Garment Manufacturing Plant in 1986.

Carson General Manager, Bob Warren couldn't be more pleased. "I can't think of anyone more dependable than Bernice," he says, "or anyone that cares about our plant employees more than her. She knows each and every one of them as individuals — and she cares about who they are, on the job and off."

That caring attitude earns her the respect, trust and love of her fellow employees. In fact, Bernice has been instrumental in assisting several Prudential employees who are not U.S. citizens in gaining their Authorization to Work under the new amnesty program.

"As a manager, I've learned to be flexible," Bernice says. "I've worked now with over three generations of people; so I have had to change with the times. I've had to update my way of thinking to fit the way young people are thinking today — not forty years ago."

And during her time with the company, Bernice has seen many changes. "I think that the most thrilling moment I've had with Prudential," Bernice says, "was moving into our Los Angeles plant. We moved every bit of equipment over the weekend and were ready for business Monday morning."

Bernice recalls another high point in her career, which was also a real honor. During her stint as General Manager of the Los Angeles plant in 1978 through 1983, she was asked to be the first and only female member on the Board of Directors of the Industrial Council for the City of Commerce. At that time, Bernice was also the only female General Manager in Prudential Overall Supply as well as most of the industry nationwide. "I loved being a part of the City of Commerce Industrial Council," she says. "I learned a lot about business — plus I enjoyed working with the nineteen other board members. They were great guys," she says with a twinkle in her eye.

No matter where she works, Bernice has always managed to have fun. She recalls a "funny" story that only now, after many years have passed, can she laugh about. "It's really a confession," she whispers confidentially. "It was way back in the early 1940's — now you've got to understand that I'd played semi-pro softball in Iowa, just before moving to California —

and I was working at the Prudential plant on Slauson and Vermont.

"Somebody wrapped up a tennis ball so that it wouldn't hurt anybody and taped a dollar bill to it. Then we tossed it around the plant to see who could throw it the furthest." When the ball landed in Bernice's court, so to speak, she wound up and threw a firecracker that took out eight of the overhead lights. "There was this sickening crash," she recalls, "and then who came walking around the corner, but our boss, John Clark. I didn't fess up, either. To this day, John still doesn't know I was the one who did it." Until he reads this article, that is.

But the real thrill for Bernice has always been working with the people. "Over forty-eight years, I've met a lot of people — and I've enjoyed them all. In the early days, when there were only a few plants, it was easy to know everybody and their families. Now it's more difficult because we've grown so much. I'm lucky. I've moved around so much, I still have relationships with people at plants all over the company. It's kind of like having a huge family all over California and Arizona."

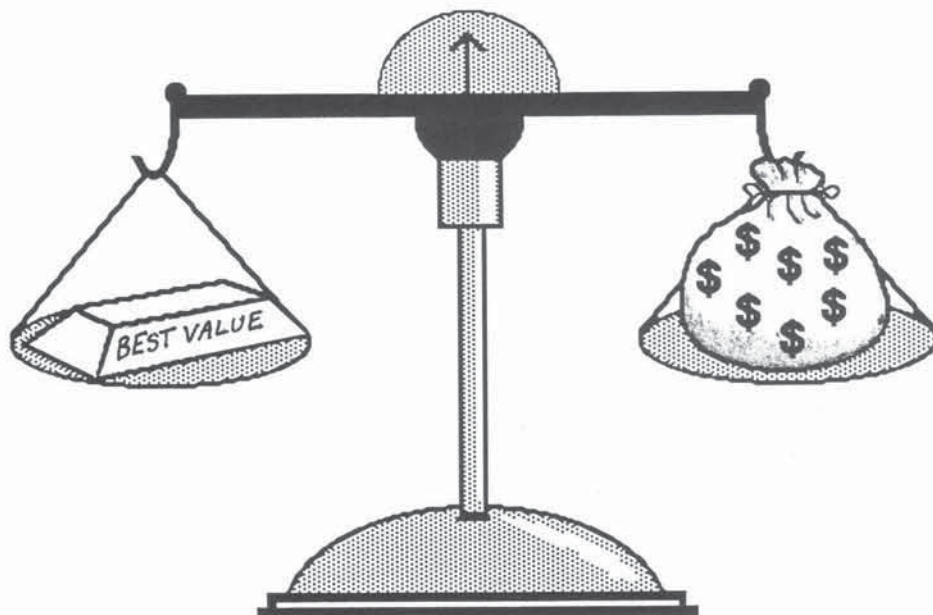
Aside from her Prudential family, Bernice has a daughter, Gigi who lives in Encinitas and a grandson, Jeff, who graduated with a 4.0 grade point average and is now playing football at college in Tempe, Arizona.

Bernice lives in Anaheim Hills and during her spare time, she enjoys dancing, shooting pool and of course, being with people. "The one thing I don't like very much," she finally admits, "is long vacations. I miss all my friends at work too much."



# TOTAL SERVICE CONCEPT: BUSINESS PHILOSOPHY

This is our third article in a row covering Prudential Overall Supply's "Total Service Concept." As you'll recall, Total Service Concept is a highly coordinated system of total commitment by every Prudential employee to provide our customers with quality products and an integrated system that helps Prudential customers control their costs and remain competitive in world markets. Eight of the twenty-two sections in this concept are explained in two recent video tapes from the Human Resources Department for all Prudential employees. Last issue, the first section of Total Service Concept, "History" was featured. This issue, we are featuring the second section, Prudential's Business Philosophy.



Prudential founder John Clark's business philosophy has always been a simple one: to provide each of the company's customers with the best possible products and service at prices not always the lowest, but at the **BEST VALUE FOR THEIR DOLLAR**. Mr. Clark said that Prudential employees should "tell our customers exactly what we as a company can and cannot do. Then do everything we have promised and expect a fair price for our services. If we do this, we will grow, retain customers and prosper." Which has certainly been the case over the company's fifty-five year history.

Prudential Overall Supply believes that part of this "best dollar value" comes from dependability and integrity. Prudential can be relied upon week after week, month after month and year after year. And Prudential's service is based on integrity. The company takes pride in keeping its promises, a fact that can be attested to by many long-standing customers. Airesearch, one of the customers mentioned in the Carson Plant article, has been with Prudential since 1946!

At Prudential, the company's business philosophy of **BEST VALUE FOR THEIR DOLLAR** is one that is put in practice and lived every day by each and every employee in our commitment to Total Service Concept.



Clark family members: Founder and Chairman Emeritus, John D. Clark; Chairman of the Board, Don Clark, and President, Dan Clark stand behind the company's total commitment to service.



# PRUDENTIAL CARSON: SERVICING THE SOUTH



Lomberto Perez presses the shirts that give clients a professional clean appearance.



Supervisor Rafael Gonzales helps make sure the plant runs smoothly.

The Prudential Overall Supply plant at 951 East Sandhill sits in a modern industrial complex just off the 91 freeway. One of the company's more recent facilities, the Carson Plant was built in 1980 to service the highly industrial area that covers the curving piece of land from Long Beach to Playa del Rey known as "the South Bay." The plant's service area covers the busy Los Angeles International Airport complex and runs north through Santa Monica to Malibu.

"Our primary clientele," says General Manager Bob Warren, "is light manufacturing and the service industry." Customers include such names as Airesearch; the Department of Airports for Los Angeles, Van Nuys and Ontario; Hertz Rent-A-Car; Avis; the Long Beach Convention Center; Metropolitan Stevedore; the Long Beach Convention Center — the list goes on and on.

The Carson facility employs fifty-seven individuals, including seven managers, thirty-two plant personnel and sixteen Customer Sales Representatives, to give businesses in the South Bay the best garment service possible. Bob Leach was the plant's first General Manager, followed by Bob Benedetti (now Regional Manager) who was then succeeded by current General Manager, Bob Warren. Long time Prudential employee and Clark family member Bernice Clark Shoberg is currently stationed at the facility as Plant Superintendent.

In keeping with Prudential's concern for the environment and desire to explore new alternatives for lower energy consumption, the Carson Plant has installed a special solar panel on its roof that utilizes sunlight for 35% of the energy necessary to heat the





# BAY TO MALIBU

air used in the gas dryers. This system is a prototype for the company and is being considered for use in other plant locations. According to the August 1982 edition of *Industrial Launderer*, although "solar energy is abundantly available in most areas of the United States as an intermittent fuel source... (which is) free... the availability of solar energy as a practical, usable source is a different matter." Company Engineer Ben Freze says, however, that "with proper maintenance, the Carson system has been very successful and will be a consideration for use in other plants."

During calendar year 1986, the Carson Plant had the second lowest turnover rate in the Company among its Customer Sales Representatives. There was only one termination during the entire year. The plant's success in retention of employees is due in part to the Carson Management strong emphasis on training and communications. For example, the Sales & Service Department has prepared detailed checklists of training needs and requirements for CSR's that have been added to the Company's Route to Success Training Program. Each CSR is required to become familiar with plant production operations and problems as well as the Supply Room. "Communications among all of the various groups minimizes problems and helps us provide Total Service Concept to each of our customers" was the way one manager phrased it.

For the future, the Carson Plant intends to remain competitive and expand its share of the marketplace. How? By maintaining the best possible service available from the South Bay to Malibu!



Lionor Cervantes folds the towels that help keep client facilities spic-and-span.

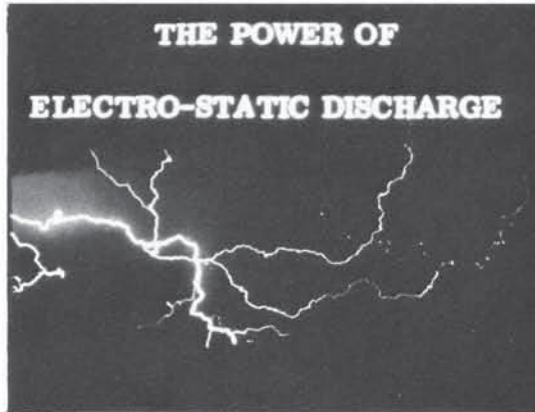


Eleuterio Gastelum, pressing pants in the Carson plant.

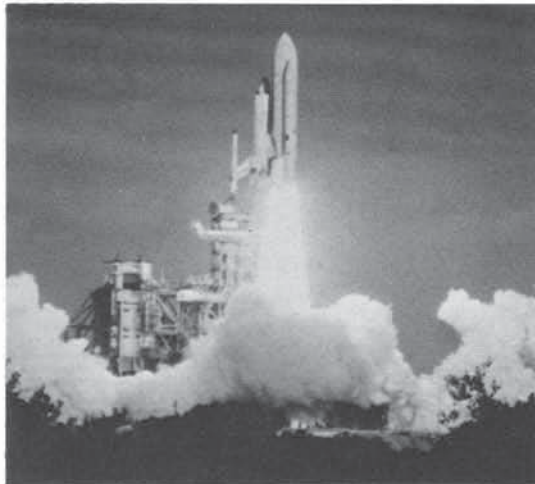




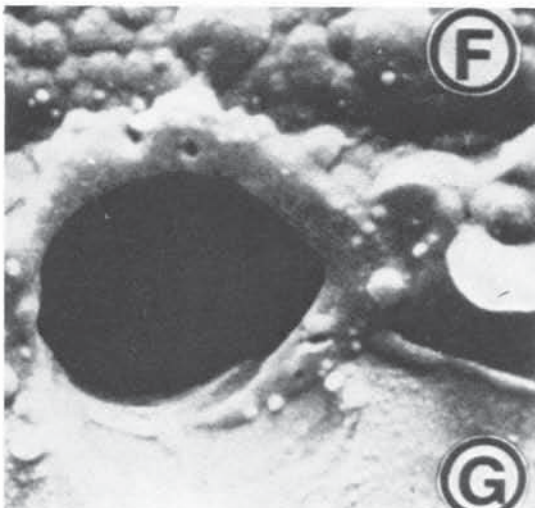
# Prudential Sales Force: Zapping the Zappers



The power of ESD, is most commonly seen in the natural phenomenon of lightning in our sky.



Thunderstorms may produce and release as much energy as that which is used in the powering of the space shuttle into space.



These are the results of ESD on a micro chip.

Perhaps you've never heard of zings or zaps...but they're out there, waiting to munch-up your television monitor right in the middle of the 1987 Super Bowl, fizzle your VCR while its taping the season finale of "Dallas" or shut down your computer before you've had the chance to save that spread sheet you've been working on all night. This summer, Prudential Overall Supply has stepped-up its battle against the zingers and zappers by expanding its Static Dissipative Garment Sales Program (a line of anti-static apparel and wrist straps) to include the company's Corporate Sales Representatives. Previously, all Dissipative Garment Sales had been handled exclusively by the Fremont, Phoenix and Los Angeles Clean Room Sales Representatives.

What are these mysterious zings and zaps and why has Prudential stepped up its Dissipative Garment Sales Program?

To understand, we must first look at the source of zinging and zapping: Electrostatic Discharge (ESD). ESD can be defined as "a transfer of electrostatic charge between bodies at different static potentials caused by direct contact or induced by an electrostatic field." Most of us are aware of this type of static electricity from day-to-day encounters: shocks from touching doorknobs, sparks when combing your hair or removing a wool sweater, or annoying "static cling." Although these situations are relatively minor — and annoying at the worst, when applied to an electronic component or computer chip the effects can be catastrophic.

A person walking across a nylon carpet can generate up to 35,000 volts of electricity. Simply moving about in a work environment can generate up to 30,000 volts, especially if you are wearing polyester or polyester/cotton blend clothing. Yet it only takes 25 volts to completely "zap" (destroy) or "zing" (partially destroy) an electronic component. People are the prime sources of zinging and zapping. They destroy or injure components in the assembly, quality control, packaging and shipping areas of electronic industry



Manufacturers by directly touching the component or by exposing it to the electrostatic field that surrounds them. The resulting damage can be irritating (especially during the Super Bowl), expensive (when considering the price of electronic gadgetry) and even life threatening (in the case of a Pace-maker, for instance, or an airplane's onboard computer).

Electronic industry sources reported that electronics manufacturers sustained at least \$500 million losses because of static electricity during 1980 alone and many experts in the industry feel this figure is much higher. One electronics industry leader has compared the ESD problem to the aerospace industry's "dust" problem of the late 1950's and early 1960's, which was the leading factor in the evolution of the clean room concept.

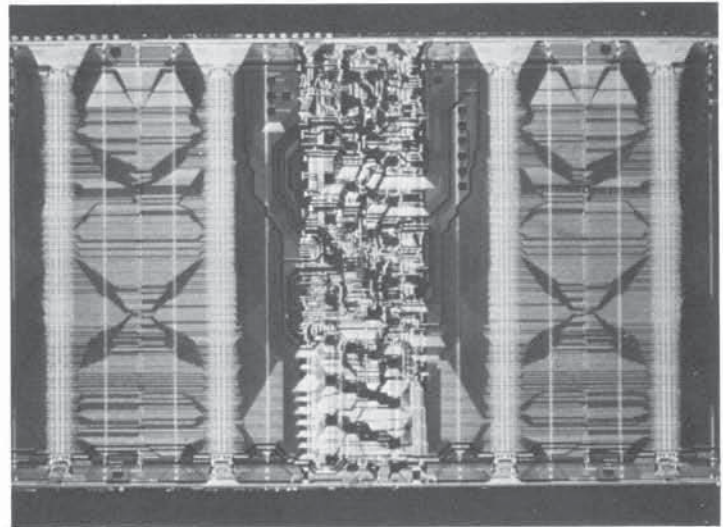
The electronics industry has been aware of ESD since 1975, but because voltages that may be damaging to integrated circuits are below the levels felt by electronics manufacturing personnel, many individual companies still do not realize that static may be damaging their merchandise all the way from the assembly area to the packaging and shipping departments.

The major sources of ESD in the work area are work surfaces, floors, chairs and employee clothing. To eliminate ESD a "static safe work station," must be used in conjunction with anti-static garments. A "static safe work station" uses positive grounding techniques for the tabletop, grounded floor mat and grounded wrist straps for the employee. Prudential's Static Dissipative Garment Program is comprised of anti-static garments and wrist straps.

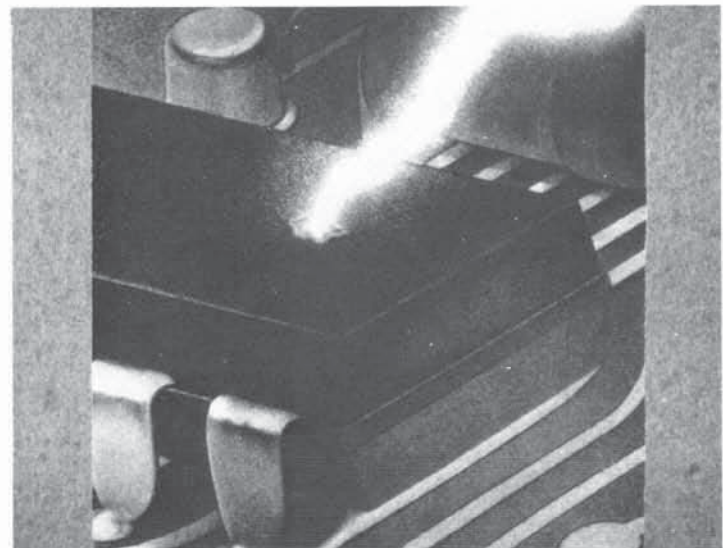
The garments are for work areas other than clean room and include: Tech Tops and Coats made from a special static control fabric that is a "poplin stitch stabilized jersey warp knit of multifilament textured polyester yarn." Knitted within the construction are conductive yarns of carbon suffused nylon. The result is a Tech

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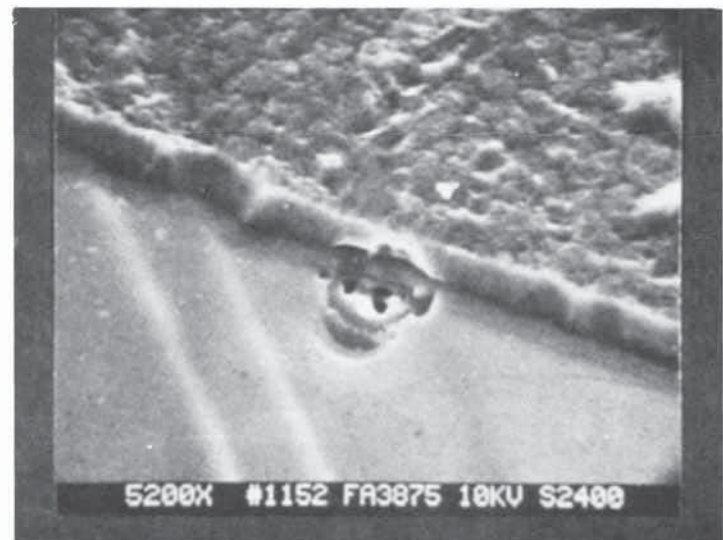
One of the most sophisticated chips at the present time, the 288K, can be destroyed by a very natural occurrence in nature.



And with this miniaturization, ESD has become a significant cause of defects. This is a picture of a component being destroyed by ESD.



Here are some of the after effects of a component "zapped" by ESD.





# P.O.S. Employees Encouraged to Apply for INS Legalization



Service Attendant, Albert Castaneda has submitted the paperwork necessary for INS legalization.

Albert Castaneda didn't think he had anything to worry about when the new laws concerning identity and employment eligibility were passed. After all, his parents had immigrated to the United States from Mexico before he had even been born. He'd attended grade school through high school in Los Angeles. As a matter of fact, he was so sure he was a citizen he even registered for the draft with the Selective Service in 1985.

This year, Albert began hearing about "amnesty" and "authorization to work" on the radio and television. A memo was circulated at his new job as Service Attendant in the Los Angeles Central Garage for Prudential Overall Supply notifying employees that under the new law, all employees hired between November 6, 1986 and July 1, 1987 (when the regulations came into effect) had to produce documentation certifying their identity and employment eligibility or Work Authorization. Albert's name was on that list. That's when he found out he was not a United States citizen like he had thought. Albert had actually been born in Mexico City, Mexico.

From that point on is a mad scramble in Albert's mind. He didn't have much time. He visited the Immigration and Naturalization Service (INS) in downtown Los Angeles to see what he had to do to become eligible to remain in the U.S. and work. "I didn't want to lose my job," Albert says.

"Or be sent away from my home and family. This is my home; this is where I have grown up. I don't even know my grandparents in Mexico. I'd have had to pick up and start all over as a stranger in a strange country."

Albert and his brother went to work. Preparing the forms required and supplying the necessary documentation was a confusing and lengthy process.

"I kept visiting the INS office to get help," Albert says.

"They wanted documentation proving I had been in the United States continuously since 1971. My brother and I had to go back to our grade school to get transcripts from first grade on. Then we had to produce receipts for rent at each place we'd lived to show that we had been residents. I also had to provide a work history and a letter from my current employers stating that I was working for them. I had to have fingerprints, a blood test and a tuberculosis test." Albert even had to get a letter from his landlady in 1971 stating that he had in fact, resided on her premises.

"By the time I figured out what paperwork was necessary and tracked it all down, it was the end of August and the last day to apply. I got to the INS at 5:00 A.M. and there was already a long line. People had been gathering since 1:00 A.M. I waited for hours; and then, just when I was

second in line, I was told that my fingerprints weren't on the right form. So I dashed next door to have them re-done. Fortunately, I got back just as my number was called."

Albert now has an official letter from the INS guaranteeing that he can live and work in the United States until April 11, 1988. At that time, he will have an oral interview for eventual United States citizenship.

The Immigration Reform and Control Act of 1986 became effective on November 6, 1986 and requires that all employees hired after that date produce documentation of both their legal residency and authorization to work in the United States. Any employee working in the United States prior to 1982 may apply for amnesty and begin the process of legalization. However, application must take place prior to May 4, 1988 and, as the case of Albert Castaneda proves, putting together an application takes lots of time.

Prudential Overall Supply encourages any employee who is eligible for amnesty or legalization to apply — and to start the process NOW! The article "Becoming Legal", which was published in both the Los Angeles Times and La Opinion on May 4, 1987 contains complete information as to who qualifies for amnesty and who does not, where to apply, what documents are needed, where to get documentation, how to apply step-by-step, hot line numbers to call for information, information regarding the law, important dates and answers to commonly asked questions. Any employee who wishes to receive a copy of this article should write the Human Resources Department of Prudential Overall Supply.

For help in starting the legalization process, contact Bernice Clark Shoberg at the Carson Plant or your own supervisor/manager. Help is also available at every INS office. Prudential Overall Supply wishes to assist its employees who are applying in any way possible.



# LOS EMPLEADOS DE P. O. S. SON EXORTADOS A SOLICITAR SU LEGALIZACIÓN ANTE INS

Albert Castaneda no creía que tuviera que preocuparse cuando se promulgaron las leyes nuevas relacionadas con la identidad y la elegibilidad para el empleo. Después de todo, sus padres habían inmigrado desde México a los Estados Unidos aun antes del nacimiento de Albert. El había asistido a la escuela desde primaria hasta secundaria en Los Angeles. En realidad, estaba tan seguro de que fue ciudadano que aun había inscrito para inscripción militar obligatoria en 1985.

Este año, Albert empezó a oír noticias del programa de "amnistía" y "permiso de trabajar" en la radio y televisión. Se hizo circular un anuncio en su trabajo nuevo como empleado en una estación de servicio en Los Angeles Central Garage por Prudential Overall Supply, lo cual les avisó a los empleados que bajo la ley nueva, todos los empleados contratados entre el 6 de noviembre de 1986 y el 1 de julio de 1987 (cuando entraron en vigor las reglas nuevas) tenían que presentar documentos que verificarían la ciudadanía legal y elegibilidad de trabajar en los Estados Unidos. El nombre de Albert estaba en aquella lista.

En ese momento, Albert supo que no fue ciudadano de los Estados Unidos como había creído.

En realidad, Albert había nacido en la ciudad de México, D. F.

Desde aquél momento, Albert tenía mucho que resolver. No tenía mucho tiempo. Fue a visitar el Servicio de Inmigración y Naturalización (INS) en el centro de Los Angeles para enterarse de la manera en que podría permanecer en los Estados Unidos y trabajar. "No quería perder mi trabajo," dice Albert, "ni dejar que me mandaran fuera de mi casa y familia. Este es mi país; es donde he vivido toda la vida. Ni conozco a mis abuelos en México. Tendría que salir y empezar de

nuevo como extranjero en un país extraño."

Albert y su hermano se pusieron a trabajar. Pasaron mucho tiempo en preparar los formularios necesarios y obtener los documentos que se requerían. Fue trabajo difícil y complicado.

"Iba a la oficina de INS varias veces para ayuda," dice Albert. "Querían los documentos que verificarían que había estado en los Estados Unidos continuamente desde 1971. Mi hermano y yo tuvimos que volver a la escuela primaria para conseguir trasuntos desde el primer año de escuela. Entonces, tuvimos que presentar recibos por la renta para cada lugar en que habíamos vivido para comprobar que habíamos sido residentes. También tuve que presentar una hoja de mi historia de empleo y una carta de mis empleadores actuales declarando que trabajaba con ellos. También se requerían las huellas digitales, un análisis de la sangre y prueba de tuberculosis."

Albert aun tuvo que solicitar una carta de la propietaria de la residencia donde vivía en 1971 declarando que él había vivido, de hecho, en el sitio.

"Cuando comprendí por fin cuál era la documentación necesaria y la había obtenido, era el fin de agosto y el último día para solicitar. Llegué a INS a las 5:00 A. M. y ya había muchas personas. La gente se había puesto en cola desde la 1:00 A. M. Yo esperé ahora tras hora; y entonces, cuando llegué por fin al segundo puesto en la cola, me dijeron que no tenía las huellas digitales en el formulario correcto. Corrí a la oficina próxima para rehacerlas. Afortunadamente, volví a la cola en el momento en que llamaron mi número."

Albert tiene ahora una carta oficial de INS que le garantiza que puede vivir y

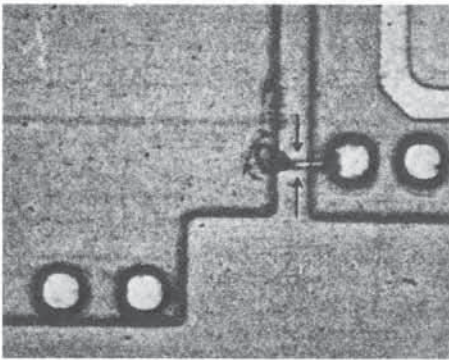
trabajar en los Estados Unidos hasta el 11 de abril de 1988. Luego, tendrá una entrevista oral para recibir finalmente la ciudadanía de los Estados Unidos.

El Acta de Reforma y Control de Inmigración de 1986 entró en vigor el 6 de noviembre de 1986 y requiere que todos los empleados contratados después de aquella fecha presenten documentos verificando su residencia legal y el permiso de trabajar en los Estados Unidos. Todo empleado que trabajaba en los Estados Unidos antes de 1982 puede solicitar la amnistía y empezar el procedimiento de legalización. Sin embargo, es necesario solicitar antes de 4 de mayo de 1988, y como demuestra el caso de Albert Castaneda, la preparación de una solicitud requiere mucho tiempo.

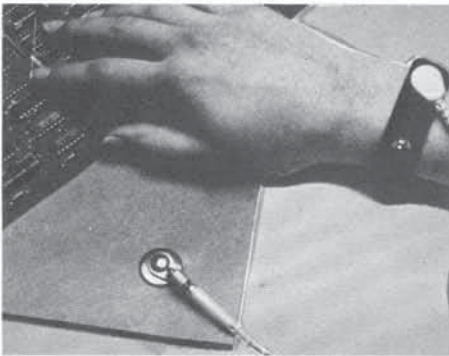
Prudential Overall Supply anima a todo empleado que tiene derecho a la amnistía o legalización que la solicite--y empiece el procedimiento ¡AHORA! El artículo "Hacerse Legal," publicado en Los Angeles Times y La Opinión el 4 de mayo de 1987, tiene toda la información en cuanto a quiénes tienen derecho a la amnistía y quiénes no lo tienen, dónde se debe solicitar, cuáles son los documentos necesarios, dónde se puede obtener los documentos, los pasos necesarios para solicitar, números de teléfono directo para obtener información, información con respecto a la ley, fechas importantes y respuestas a las preguntas hechas más frecuentemente. Todo empleado que quiere recibir una copia de este artículo debe escribir al Departamento de Recursos Humanos de Prudential Overall Supply.

Para obtener ayuda en empezar el procedimiento de legalización, comuníquese con Bernice Clark Shoberg en la planta en Carson o con el supervisor o gerente de usted. También se puede obtener ayuda en cualquier oficina de INS. Prudential Overall Supply quiere ayudarles todo lo posible a todos los empleados que piensen solicitar.





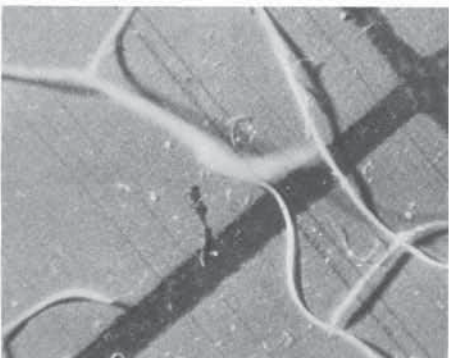
Here is an example where ESD has created a short across the circuitry. Often times this may not be identified during final inspection, but turns up later in the finished product as a latent defect.



The most effective method of controlling the body charge is to ground the body.



In the assembly test area polyester cotton stainless steel blends have been used.



However, recent evidence of particulation has been determined to cause failure in the assembly areas just as they do in the clean room environment.

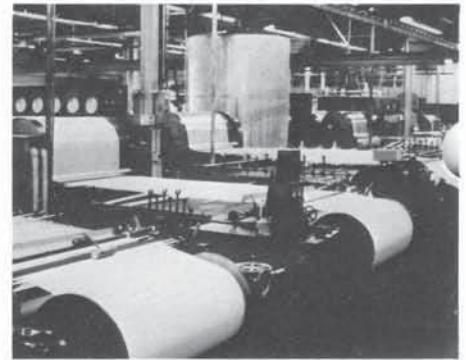
**ZAPPER**

Continued from Page 11

Top or Coat that is non linting, acid resistant, durable, breathable and static dissipative.

With over 5.6 million people employed by high-tech industries in 1982 and considering the forecast of a 22.6% employment rise in the field by 1990, it is obvious that there is a great need for Static Dissipative garments and wrist straps. To keep pace with this need, Prudential management deemed it necessary to expand its Static Dissipative Garment Program to include the company's entire corporate sales force. On July 15, 1987, at a regularly scheduled sales meeting, thirty Corporate Sales Representatives and their General Managers received technical instruction on ESD. On hand to kick-off the meeting was the "Father of Static Awareness," Mr. Dan Anderson, President of Anderson Effects, Inc. Mr. Anderson invented RCAS 1200 and RCAS 2400, specialized anti-static nylon materials for the clean room environment. Other presenters were ESD expert, Jim Cranston, General Manager of the Prudential Clean Room in Los Angeles, Peter Travis, Fremont Clean Room General Manager, Marilyn Schiavone, Controlled Environment (Clean Room) Corporate Sales Representative and Don Clark, Chairman of the Board.

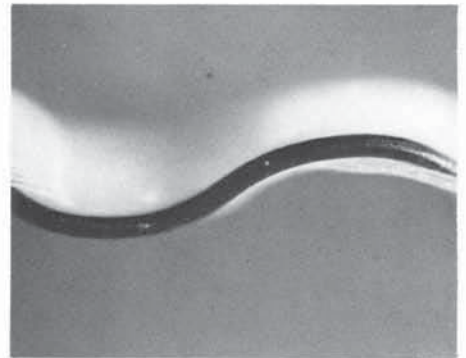
In addition to the Corporate Sales Representatives, every Customer Sales Representative has been enlisted to help Prudential "zap the zappers" by being on the alert for any situations where anti-static protective measures might be needed at customer locations.



Working closely with the fabric mills and weavers, garment manufacturers have been able to develop a new generation of conductive wearing apparel.



This wrap-around conductive smock can be used in the assembly test areas.



This is a close-up of the single strand nylon carbon fiber.



Here you can see how they weave carbon nylon fiber to create the grid effect.



# MANAGEMENT TRAINING PROGRAM HAS SUCCESSFUL FIRST YEAR

It has already been one year since Prudential Overall Supply implemented its Management Potential Training Program (MPTP). There is already one participant in Los Angeles and another one just hired on in Tucson.

The MPTP is an eighteen month on-the-job training and orientation program leading to route management or other first level management positions within the company. Persons eligible for the program must be a college graduate or equivalent, have three years' work experience with demonstrated leadership skills and a desire for service and and sales work.

Initially, participants are assigned to the position of Customer Sales Representative for twelve months, which includes two months in the "Route to Success Training Program." Running a route as a Customer Sales Representative provides the partici-

pant with the foundation as to how the company and its business are managed.

Next, for six months, the participant works in production (working and learning plant processing for two months), supply (one month) and corporate sales (soliciting larger new accounts for three months).

Upon successful completion of the MPTP, the first regular assignment will normally be as a Route Manager, supervising Customer Sales Representatives and routes. Other possible assignments could include Corporate Sales or Production Supervision. Future assignments from then on are based on the participant's job performance.

Prudential is currently recruiting participants for this program. If you are aware of anyone who might be interested in the MPTP, please have them mail their resume to the Human Resources Department.

## 25 YEARS



Presser Guadalupe Perez is awarded a watch honoring her 25th year with Prudential by Los Angeles plant General Manager, Jim Gross.

## WHAT'S NEWS

### Tucson Reports:

The month of June found Mitch Cummins capturing the award for Customer Sales Representative of the Month and Dagoberto Ypis winning Plant Employee of the Month.

In July, Trey Engerran was named Customer Sales Representative of the Month and Delia Luna was awarded Plant Employee of the Month.

Congratulations to all of you for your outstanding contributions!

## Another Outstanding Award

(continued from previous issue)



The winning team from the Sales Achievement Award recipient Milpitas 09 are left to right: Azel "Az" Pickett, Shari Gadles, Ed Mowry, Don Treold, Terry O'Reilley, Charley Polich, Pete Travis, Bob Manchester and Kathy Araki.

### OFF-THE-CUFF

A Quarterly Publication  
of  
Prudential Overall Supply  
*Dedicated to the improvement  
of employee morale  
and the broadening  
of customer relationships*

Dale Bain  
Editor

Melinda Morton  
Associate Editor

Please address all correspondence,  
including change of address, to:

Prudential Overall Supply  
P.O. Box 11210  
Santa Ana, Calif. 92711



# Do Your Children Have Social Security Numbers??

**\*\* CHILDREN 5 YEARS OF AGE AND OLDER MUST NOW HAVE SOCIAL SECURITY NUMBERS.**

**\*\* THIS IS REQUIRED BY THE TAX REFORM ACT OF 1986.**

**\*\* YOU MUST SHOW THE SOCIAL SECURITY NUMBERS OF ALL CHILDREN AND OTHER DEPENDENTS YOU CLAIM ON YOUR 1987 TAX RETURN WHEN YOU FILE.**

**DON'T WAIT TO APPLY!  
DO IT NOW!  
AVOID THE LAST MINUTE RUSH!**

FOR YOUR CONVENIENCE, THE TEAR-OFF PORTION AT THE BOTTOM OF THIS NOTICE MAY BE USED TO ORDER THE NECESSARY INFORMATION AND APPLICATIONS YOU WILL NEED TO APPLY FOR YOUR CHILDRENS' SOCIAL SECURITY NUMBERS.

**SIMPLY CUT OFF THE BOTTOM OF THIS NOTICE AND MAIL IT TO:**

**Social Security Administration  
Unit 5  
100 Van Ness Avenue  
San Francisco, CA 94102**

**\*\* THE SOCIAL SECURITY ADMINISTRATION WILL SEND YOU THE APPLICATIONS YOU NEED BY RETURN MAIL.**

**\*\* YOU MUST COMPLETE ONE APPLICATION FOR EACH CHILD WHO NEEDS A NUMBER; SO BE SURE TO ORDER ENOUGH!**

**\*\*\*THERE IS NO CHARGE FOR THIS SERVICE\*\*\***

*Your employer is working with the Social Security Administration and the Internal Revenue Service to provide you with this reminder.*

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## REQUEST FOR SOCIAL SECURITY NUMBER APPLICATIONS

Please send me \_\_\_\_\_ applications for Social Security Numbers.  
(Number)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_