



# Off-the-Cuff

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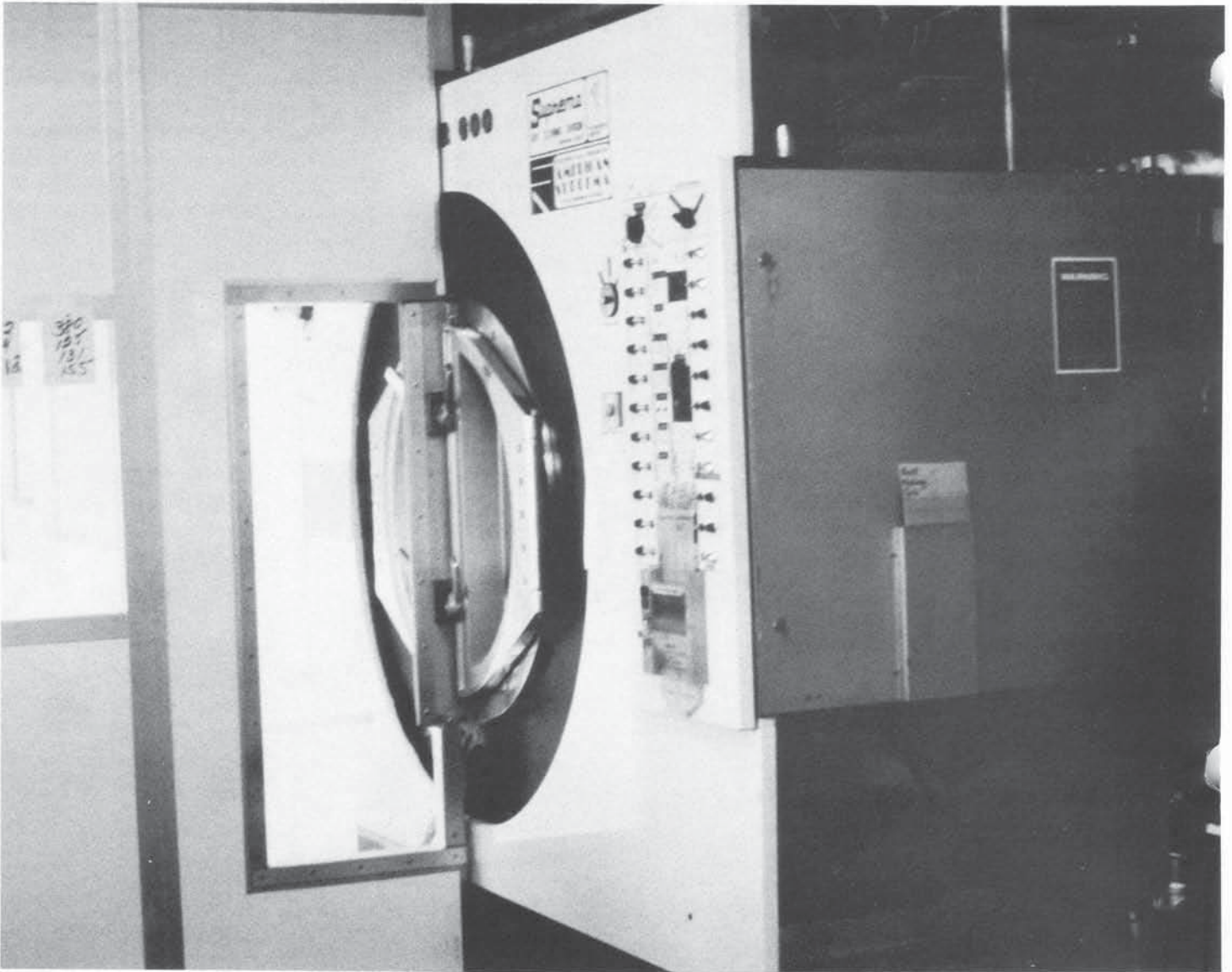
Holiday '87 Issue



## NEW FREMONT CLEANROOM READY FOR BUSINESS



# PRUDENTIAL HELPS PUT THE "CLEAN" IN



The special barrier dry cleaning unit is divided by the clean room wall, so that the laundry never enters the clean room before being processed.

## PRUDENTIAL OPENS NEW CLEAN ROOM IN FREMONT

In October of this year, Prudential Overall Supply opened its largest and most technologically advanced clean room facility in Fremont, California. The Fremont facility replaces the clean room operated for many years in Milpitas. The new facility, which occupies a recently constructed building purchased by Prudential in January of 1987, has been built to handle the increasing demands of the Bay

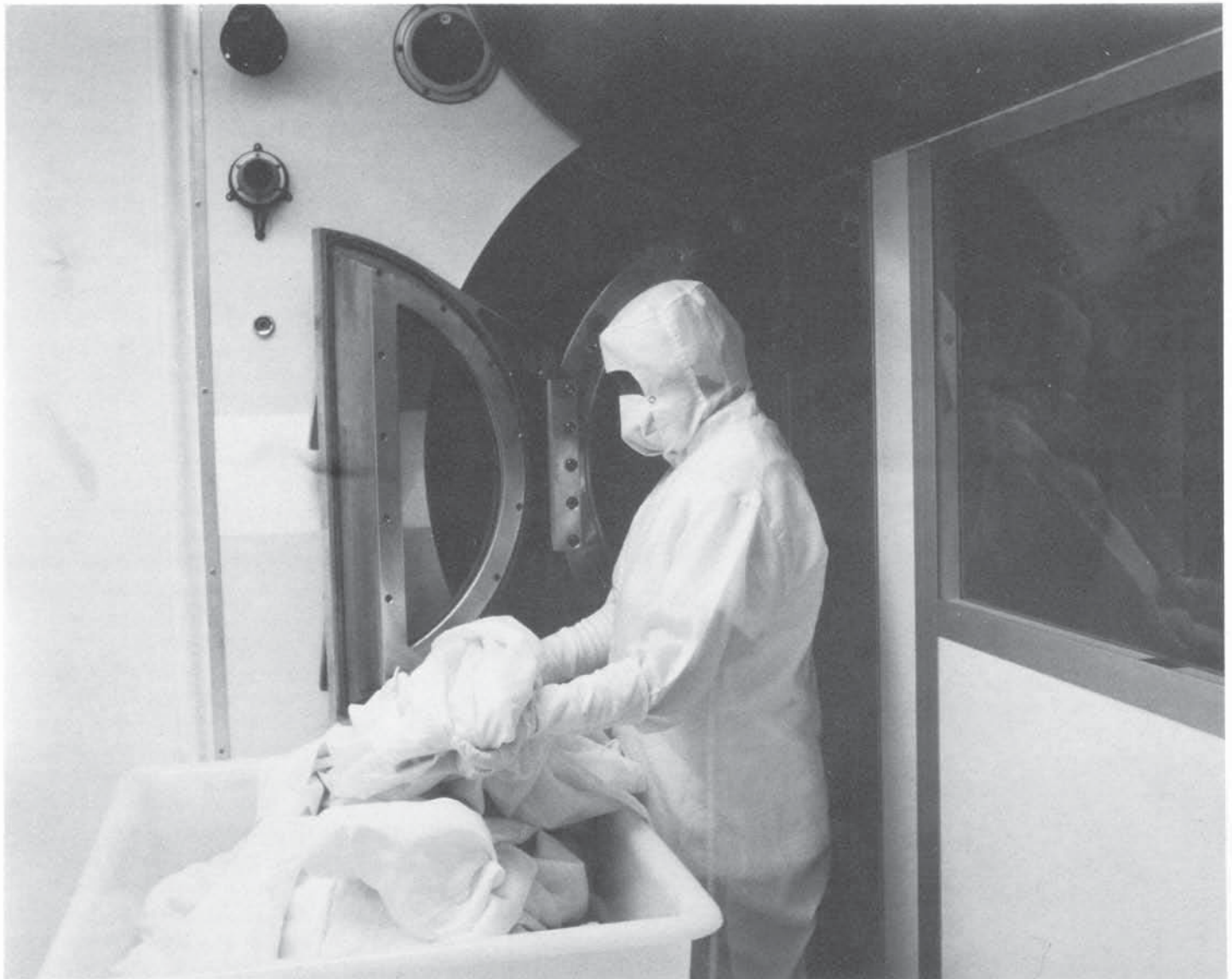
Area's Silicon Valley. General Manager, Peter Travis moved his office into the new building almost immediately to begin preparations for installation of the new equipment, which actually began in June of this year. The new facility represents Prudential's commitment to providing the very best in the way of clean room garments to its Bay Area customers.

With the advent of space flight, microchips and semiconductors, you are most likely aware that the term "clean room" doesn't just mean a room where the socks are picked up off the floor and the bed has been made. You probably already know that a clean room is a room or facility in which airborne particles or contamination levels in the air are limited to minimum concentrations. However, are you aware of how really "clean" a clean room is?

Normal air contains 300,000 to one million particles .5 microns or larger (1/200th to 1/140th the diameter of human hair) per cubic foot of air. These invisible particles settle on every surface in a room



# CLEAN ROOMS



The cleaned, processed and dried laundry is removed from the other side of the dry cleaning machines by a clean room gowned employee inside the clean room, where no solvent or moisture is permitted.

and can be whipped into a microscopic dust storm by an individual simply walking across the room. Clean rooms drastically reduce the number to 10,000 particles per cubic foot in a "Class 10,000" room, 1,000 per cubic foot in a "Class 1,000" room, 100 in a "Class 100" room and a mere 10 in the very rare "Class 10" room!

The need for clean rooms arose when the effects of airborne particles on products gained scientific attention when the U.S. space program demanded that space ship components be made in miniature and product failure be eliminated.

"Miniaturization of the microchip and electronic components has precipitated a

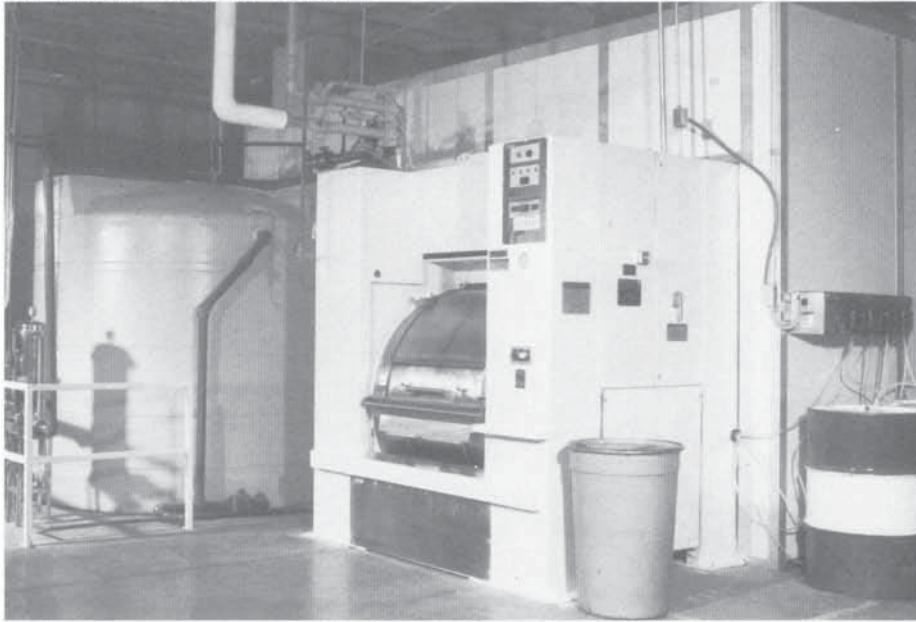
## LOS ANGELES CLEANROOM MAKES CLEAN COUNT

The Los Angeles clean room has completed a renovation earlier this year that gives it multi-solvent processing capabilities for the highest degree of cleanliness. To supplement its existing dry cleaning capabilities, the plant added a special water purification system and washer, which allows for any necessary water washing of new product lines, while fulfilling the need for dual processing of existing

products. According to Clean Room Coordinator, Greg Shawber, the addition required six months of testing to ensure cleanliness unparalleled in the clean room laundry industry.

The plant's front office has also just completed a major remodel. Five new offices were created, a new lunch room was added and the entire office was carpeted.





Specially designed water washer uses high-purity water.



Clean laundry is loaded into the dryer inside the clean room, where proper clean room apparel is worn.



Employee unloading barrier air dryer with HEPA filtered air supply inside the clean room where gowning is necessary and no solvent or moisture is allowed.

drastic need for clean room production areas," says Prudential Clean Room Coordinator, Greg Shawber. "When a particle .5 microns falls across a computer chip whose spacing between conductive lines is only .2 microns — it's like a boulder falling across a railroad track! The pathway is either completely wiped out or severely damaged. And in the aerospace or health industries — that can be life threatening!"

With our increasing dependence upon microchips in all areas of our lives, their failure can be devastating, dangerous or distracting at best. By reducing the number of particles in the air, clean rooms create an environment where products can be assembled in an almost particle-free environment to assure product performance.

Cleanliness in a clean room is maintained by special High Efficiency Particulate Air (HEPA) filters that comb the particles out of the air as well as specialized clothing that shield the product from the workers, who are the largest contributor to contamination in the workplace. In fact, as R. Michael Starnes, a Vice President at Cypress Semiconductor stated in a recent article on the subject in the Wall Street Journal, the worker is "so filthy that it's pointless to clean him up." In fact, each of us carry with us our own microscopic dust storm of skin tissue, bacteria, lint and other particles. Prudential Overall Supply has assisted in the design and specification of these unique work clothes, and was one of the first industrial laundry firms in the country to provide clean room rental garments.

In the early 1960's, Chairman of the Board (then President), Don Clark worked with Steve Abelov, Vice President of Marketing for Angelica Uniform Company and Dr. Lou Larson of DuPont Chemical, a manufacturer of synthetic fiber, to design a garment that would protect equipment and parts (originally for the aerospace industry) from the workers who were building and assembling them. These assembly workers needed garments that would prevent skin particles and lint from their street clothes from filtering into the work area, and that would themselves be non-linting. Moreover, the specialized clean room garments had to remain lint free after cleaning and be maintained at reasonable cost.

DuPont produced a special multifilament yarn made of monofilament strands of polyester that would not lint. Angelica used the yarn to manufacture uniquely designed



work garments without pockets, a minimum of seams and that would completely cover the worker's street clothes. Prudential cleaned the special garments in a room isolated from the rest of the plant and packaged them in individual packages to be returned to the workers lint free.

That was only the beginning of what has today become a highly specialized segment of the industrial laundry business — supplying clean room garments to individuals who work in situations where all types of contamination must be held to a minimum to protect the products they manufacture.

Prudential's first clean room was built in Los Angeles. The plant is still operating; however, it has since been moved and completely renovated. In the past years, the company has expanded the growing service to open clean rooms in Tucson, Fremont and Phoenix. Each Prudential clean room duplicates the clean room techniques adhered to by its clients and all four are "Class 100" cleanrooms — among the cleanest possible to date. Every clean room is HEPA filtered and all personnel are gowned in clean room garments from head to toe.

"What we've done is build a clean room to operate our laundry in," says Greg Shawber. That may sound simple in fact, but in theory, we utilize a highly specialized process requiring specialized machinery, such as barrier washing and dry cleaning machines where dirty garments can be loaded into the machine outside the clean room and then unloaded inside the clean room after they have been cleaned.

"We purchase our equipment and then upgrade it to meet our own company standards," Greg Shawber says. "And those standards not only meet but exceed our clients' requirements."

Quality control is also stringent and includes tests that are performed to certify all outgoing garments meet each customer's particular requirements.

Chairman of the Board, Don Clark, oversees Prudential's clean room division. "Our objective is to help our customers remain competitive on a world-wide basis. We want them to have the cleanest and best clean room garments and products available — along with the best service possible."

Doing that means being flexible. "We have to be ready at a moment's notice," Don says. "If one of our clients has an incident where their clean room has an

Continued on page 16



Employees who fold, package, and air tight seal inside the clean room are gowned to protect the product.



Garment packages leave the clean room via special designed positive pressure pass through chutes to the distribution area.



Garments undergo stringent testing and certification to insure they meet customer clean room requirements.

December, 1987

In April of this year our company completed 55 years of providing service to thousands of people in our service areas of California, Arizona, New Mexico, and Colorado. Many of our customers have remained with us for a major portion of this time and have watched Prudential expand each year.

This past year has been bumpy not only because of the tightness of our economy, but also because of the variety of environmental responsibilities that we are addressing. Our company receives the contaminants from thousands of customers and is performing a very significant and monumental clean-up of these contaminants so that they will be compatible with the environment. Much of the very costly technology that we use in our processing systems today was not even available five years ago.

The dip in our economy in October serves as a warning for companies to be prepared. We can be thankful that our company is financially sound and has continued to grow this year although not as much as several of the immediate past years. Our main objective is to keep our customers competitive in world markets. This certainly requires efficiency and high productivity from all of us. Most important is our desire to build teamwork among our suppliers, those of us who work here at Prudential, and our customers so that we can improve on our best efforts of this past year.

During this holiday season we cherish the opportunity of expressing our appreciation to all of you who have been on our team this year. It is a sincere privilege to extend best wishes and God's Blessing to each of you during the holiday season and throughout the year of 1988.

Don R. Clark  
Chairman of the Board  
Prudential Overall Supply



Diciembre de 1987

En abril de este año, nuestra compañía cumplió 55 años de prestar servicio a miles de personas en nuestras áreas de servicio en California, Arizona, New Mexico y Colorado. Muchos de nuestros clientes se han quedado con nosotros durante gran parte de ese plazo y han experimentado con nosotros de desarrollo año tras año de Prudential.

Este año pasado ha sido un poco difícil no sólo debido al estado económico sino también la gran variedad de responsabilidades ambientales que enfrentamos. Nuestra compañía recibe sustancias contaminantes de miles de clientes y estamos efectuando un programa monumental y significativo de limpieza para que tales sustancias estén compatibles con el ambiente. Mucha de la muy costosa tecnología que empleamos hoy día en nuestros sistemas de tratamiento no existía hacía cinco años.

La baja en nuestra economía en octubre sirve como advertencia a las compañías que estén preparados. Debemos estar agradecidos del hecho de que nuestra compañía es segura desde un punto de vista económico y que hemos seguido desarrollándonos este año aunque no tanto como en unos de los años más recientes. Nuestra meta principal es mantener competitivos a nuestros clientes en los mercados mundiales. Esto, por cierto, requerirá la eficacia en el trabajo y la alta productividad de todos nosotros. Lo más importante es nuestro deseo de promover el sentido de trabajar en equipo entre nuestros suministradores, nosotros que trabajamos aquí en Prudential y nuestros clientes para poder mejorar nuestros mayores esfuerzos del año pasado.

Durante esta temporada festiva, abrigamos la oportunidad de expresar nuestra gratitud a todos ustedes que han trabajado en nuestro equipo este año. Es un privilegio sincero ofrecerles los mejores deseos y la Bendición de Dios durante los días festivos y por todo el año de 1988.

Don R. Clark  
Presidente de la Junta Directiva  
Prudential Overall Supply

# Fremont Management: CONFIDENCE



Peter Travis

Confidence in their ability to meet or exceed the needs of a very demanding marketplace and pride in their sparkling new plant — that's what keeps the Fremont clean room management team on their toes. "I've always believed in working hard — and enjoying it," says General Manager, Peter Travis. And according to Peter, that's just what's happening.

"The Silicon Valley is obviously a very demanding marketplace," he says. "We're at the center of a highly technical and sensitive market where a large percentage of production occurs in a clean room environment. Our customers have stringent requirements for the garments we supply. They must be absolutely 'clean' and properly packaged — without a doubt."

"Fortunately, as a company, we've done our homework," Peter continues. "Every member of our management team is able to go out in the marketplace with the knowledge that we can offer our clients some of the 'cleanest' laundry available. Plus, we have the bonus of a facility that is state-of-the-art in clean room technology."

What does that add up to? "Fun!" Peter laughs.

"In all seriousness," he adds, "it's a pleasure having the confidence that we can service clients who are pushing the edge of technology."

"We're also very proud of our new facility that just opened this October," Peter

says. "We've tried to make it a comfortable place to work."

An example of this comfortable atmosphere is the blue and white color scheme used throughout the plant — even the new cafeteria has been covered with a matching wallpaper — hung personally by Peter Travis!

## Peter Travis General Manager

Peter Travis obtained his degree in laundry technology at Hollins College in his native Manchester, England. Peter also earned a degree in Business Administration from London's Institute of Business Management. His background includes twenty-five years in the industrial laundry industry as Plant Manager and General Manager in the United States and England. Nine years ago, Peter and his family emigrated from England to Florida and a job in the industrial laundry business. Three years later, he and his family made the move to the Bay Area. Peter joined Prudential in 1983 as General Manager of the Milpitas plant. In September of 1986, Peter transferred to the position of General Manager of the Milpitas clean room. He oversaw the installation of the new clean room facility in Fremont, which became operational in October of this year. Peter is actively involved in the Institute of Environmental Sciences and the Bay Area Contamination Control Association. He



Ed Mowry



Bob Manchester



Sharon Keating



Kathy Araki



# AND PRIDE

resides in San Ramon with his wife and three children ages twenty-two, twenty and fifteen. During his time off, Peter enjoys fishing and soccer.

## **Ed Mowry**

### **Controlled Environment Specialist**

Ed Mowry has held positions as Customer Sales Representative, Route Manager and Sales & Service Manager at the Milpitas facility since he first began his career with Prudential, Milpitas in July of 1982. This year, Ed earned the title of "Sales & Service Manager of the Year" as part of the 1986 company-wide Sales Achievement Awards. Prior to entering the industrial laundry business, Ed was a high school music teacher in Missouri and Colorado. His specialty — chorus, although he loves playing and teaching the trombone and jazz music. He now lives with his wife in San Jose and has three grown children. Ed enjoys boating, water skiing, chess, traveling in his RV and working on his home computer.

## **Bob Manchester**

### **Controlled Environment Manager**

Controlled Environment Manager, Bob Manchester has been with Prudential, Milpitas for over three years. Prior to joining the company, Bob worked for five years as a Route Manager for another industrial laundry firm. Originally from New York, Bob and his wife moved to California in 1952 and now live in San Jose. They have

two children ages thirty and twenty-five and one granddaughter age three. Bob and his wife love camping in their recreational vehicle and are members of Drover's Trailer Club. They also enjoy a twenty-two year hobby of square dancing and are active members of the Santa Clara Dancing Association.

## **Sharon Keating**

### **Controlled Environment Corporate Sales Representative**

Sharon Keating joined Prudential in June of 1986 in her current position of Controlled Environment Corporate Sales Representative. Sharon's background includes sales experience in the sheet metal and machine parts industries. Although Sharon has lived all over the United States, she has resided in California for over twenty-nine years, and now lives in Fremont. During her spare time, Sharon loves to read and is very interested in the study of metaphysics.

## **Kathy Araki**

### **Plant Superintendent**

Kathy Araki began her career with Prudential, Milpitas in August of 1983 as Production Supervisor of the clean room. She came to Prudential with eight years experience in the industrial laundry business. In January of 1987, Kathy was promoted to Fremont Plant Superintendent. Her outside activities include involvement in the Bay Area Contamination Control Association, and snow skiing at her favorite ski resort,

the Sierra Ski Ranch. Kathy lives in San Jose with her husband and two year old daughter. She is expecting a second child in June.

## **Linda Blanton**

### **Clean Room Supply Supervisor**

An eleven year employee of Prudential, Milpitas, Linda Blanton has worked in almost every area of the plant. Three years ago, Linda was promoted to her current position of Clean Room Supervisor. Born in Los Angeles, Linda now lives with her husband and children ages eighteen and twenty. On the weekends, she races flat track motorcycles and has participated in the Sacramento Powder Puff Race. A member of the Sierra Road Riders Association, Linda is also actively involved in sponsoring and working at the Special Olympics.

## **Charles Polich**

### **Maintenance Engineer**

In January of 1987, Charles Polich hired on at the Milpitas plant as Maintenance Engineer for the clean room. He also assisted with the construction and placement of the equipment in the new Fremont plant. Prior to joining Prudential, Charles spent six years as a police officer in Colorado. Although he was born in Chicago, Charles grew up in San Francisco. Currently, he lives in Fremont and has two sons eighteen and fifteen. Charles enjoys roaming the Bay Area and exploring his favorite city — San Francisco.



Linda Blanton



Charles Polich



# KNOWLEDGE LEADS TO SUCCESS FOR LA

Details! Details! Details! According to General Manager, Jim Cranston, that's the name of game at the Los Angeles clean room. "I'm a stickler for detail," he admits. "Especially when it comes to knowing what we as a Prudential Overall Supply clean room are all about. I insist that each of my managers know our operation inside and out and that they are completely familiar with the products and specialized services we offer. In this line of business, we can't afford to make mistakes. Most of our clients are in extremely sensitive industries such as health care and computer chip manufacturing."

Each manager receives individual training, both initial and ongoing, to provide the necessary technical and procedural knowledge of Prudential's clean room capabilities. To promote teamwork, Jim keeps his management staff up-to-date on a daily basis as to the plant's profitability and growth.

## **Jim Cranston** General Manager

Jim Cranston's career with Prudential began in October of 1983 as a Controlled Environment Corporate Sales Representative. The following January, he was promoted to his current position as the first and only General Manager of the Los Angeles clean room. Jim is no stranger to the industrial laundry industry. His background includes six years in sales and twelve years as a General Manager with another industrial laundry firm. Originally from Ohio, Jim now lives in Whittier with

his wife, his six-year-old son and four-year-old daughter. Jim's hobbies include refurbishing antique furniture and trying his hand at ranching at a ranch in Temecula. Recently, Jim and his wife began a weight reduction program — with great results. We wish them continued success!

## **Jim Jones** Controlled Environment Specialist

In 1982, Jim Jones joined Prudential as a Corporate Sales Representative in the Van Nuys plant. Jim then transferred to the Los Angeles clean room and was promoted to Controlled Environment Specialist. He now has over twenty-three years of experience in the industrial laundry business. Originally from Chicago, Jim now lives in Newbury Park with his wife, his son, sixteen and his daughter, eleven. Jim's outside interests include bowling and spending time with his family. He especially enjoys being his daughter's "silent coach" in the horse shows where she competes in jumping events.

## **David Samarzich** Controlled Environment Corporate Sales Representative

Four years ago, when the Los Angeles clean room opened its doors, David Samarzich was hired as a Service Technician. Two-and-one-half years later, he was promoted to his current position of Controlled Environment Corporate Sales Representative. Born in Pasadena, David now lives in Arcadia and describes himself as "single and available!" "Sports en-

thusiast" is another accurate description of David: in his spare time, he umpires major college baseball and prior to working for Prudential, spent the summer of 1983 touring Europe with the United States Olympic team, umpiring exhibition games to promote goodwill and baseball as a medal sport in both the 1984 and 1988 Olympic Games. David is also an avid football fan and enjoys cheering on two of his ex-roommates who now play for the Raiders and the Oilers. Off the diamond and the bleachers, David enjoys participating in basketball, bowling, fishing and a round of golf.

## **Marilyn Schiavone** Controlled Environment Corporate Sales Representative

Marilyn Schiavone joined Prudential in the Los Angeles clean room as a Controlled Environment Corporate Sales Representative in August of 1985. She brought with her fifteen years of sales experience. Born in Pennsylvania, Marilyn spent most of her childhood in Bridgewater, New Jersey. Now she lives in Huntington Beach with her husband, her daughter, sixteen and her son, twelve. In her spare time, Marilyn and her husband attend Edison High School's football and basketball games where their daughter is a cheerleader. Marilyn also keeps busy watching her son's soccer matches, basketball games and surfing competitions. Marilyn is an avid reader and an accomplished jazz dancer.



Left to right: Greg Shawber, Clean Room Coordinator; Pete Travis, Fremont Clean Room General Manager; Don Clark, Chairman of the Board; Jim Cranston, Los Angeles Clean Room General Manager; and Charles Wright, Phoenix Clean Room General Manager in the new Fremont Clean Room Plant.



# CLEAN ROOM MANAGEMENT



Back row, left to right: Jim Jones, Bob Staviski, Marilyn Schiazone, Dave Samarzich, Joanna Davis, Elodia Hauffen, Ervin Hopkins.

## **Ervin Hopkins** **Controlled Environment Service** **Technician**

In February of this year, Ervin Hopkins came to the Los Angeles clean room as a Service Technician. Born and raised in La Puente, Ervin now lives in Covina. Ervin has completed three years of college credits at North East Oklahoma State University and is now completing his education at Mount San Antonio College with a major in Business Administration and a minor in Psychology. Ervin is an accomplished potter — and when he isn't working or at the potter's wheel, you can usually find him pursuing his other favorite hobby: scuba diving.

## **Elodia Hauffen** **Supervisor**

Elodia Hauffen just celebrated her twentieth anniversary as an employee of Prudential Overall Supply. She began her career in 1967 in the supply room of the

Los Angeles plant. In 1982, Elodia was promoted to her current position as clean room Supervisor. A Los Angeles native, Elodia lives in Pico Rivera. She has four grown daughters and one very special grandson, Jonathan, who is eighteen months old. With her free time, Elodia enjoys traveling — almost as much as she enjoys being Jonathan's Grandma.

## **Bob Staviski** **Maintenance Mechanic**

Bob Staviski began working in the Los Angeles clean room as a Maintenance Mechanic in November of 1986. He was born and raised in Anaheim California, but now makes his home in Crestline, a small town nestled in the Southern California mountains near Lake Arrowhead. Bob's family includes his wife, his son, three and his daughter, eighteen months. Two nights each week, Bob teaches Kung Fu in San Bernardino. He also enjoys snow skiing, water skiing and hiking in the mountains

surrounding his home.

## **Joanna Davis** **Office Manager**

Joanna Davis joined the company in March of this year as an Office Clerk in the Los Angeles clean room and will be promoted to Office Manager in January. She previously worked in the industrial laundry business for four years as an Office Manager. Joanna is a fifth generation Kansas native. Her family arrived in Kansas by covered wagon in 1835. In 1918, her mother traveled 150 miles by covered wagon — a trek that took eighteen days! In 1947, Joanna moved with her family to Azusa where she spent most of her childhood. Today, she lives in Azusa with her son. One of Joanna's hobbies is making and selling dressed teddy bears she calls "Cuddly Critters" to boutiques, stores and craft shows. She also enjoys shooting competition fire arms on the pistol range.



# Company General Office: DATA PROCESSING



Violet Greenspon, Hedy Everston, Paula Johnson, Elaine Stewart, Peggy Roper, Lorie Rivera, Kim Hoang, Karen Stewart

It's 6:30 A.M., the last of the mail has just arrived and the Data Processing Department of Prudential Overall Supply has already been on the job for two and one half hours. The employees pounce on the mail, checking for "RUSH" mail and then dividing it into bins by plant and department. Then it is sorted and organized. Everyone is busy and there's a sense of urgency in the air. No wonder. Considering that the Data Processing Department handles all the mainframe computer operations for the entire company including all seventeen plant locations and the General Office, that's saying a lot.

The primary operation is what the department calls daily system. This system includes the Delivery Invoices, the Bag Tags and the Garment Control Lists for the customers at each of the plants.

Data Processing Manager, Karen Stewart is responsible for heading up this busy group. She reports directly to Prudential Secretary-Treasurer, Mr. Don Lahn.

"Our data processing system is centralized," says Karen. "Rather than each plant processing its own documents separately, they are all sent to us. We handle them here and return them — pronto."

The cycle begins (and ends) at 7:00 P.M. when Office Worker, Richard Marcher

pulls out in the Prudential truck to exchange processed documents for ones waiting to be processed at each of the company's nine local plants. Documents going to and from the "remote" locations of Phoenix, Tucson, Milpitas, Fremont and Visalia are transferred by air. By midnight, Richard has finished his rounds, and the local mail has arrived at the General Office in Irvine.

The entire goal of the "daily" work is to have all the day's paperwork processed and ready to go when Richard leaves on his route at 7:00 P.M. The department works on the Daily System two days in advance of the day the documents will actually be used on a route, allowing each Customer Sales Representative a day ahead to review the Delivery Invoices. That also gives Data Processing a little leeway in case any unexpected problems crop up — with the computer, for instance.

"We don't like to even think about that," Karen says. "Fortunately, our system has been extremely reliable — although I always knock on wood when I say that, just to be on the safe side."

The Data Control Department is the first group to handle the incoming documents. At 4:00 A.M., Debbie Scott and Elaine Stewart arrive to begin the long process of

sorting and organizing all documents for Data Entry. At 5:00 A.M., Data Control Clerk Violet Greenspon and Supervisor Agnes Lau come in to help get things going. All documents remain batched by plant. "Rush" work is the first to be handled. At 6:30 A.M. Input Operator Lorie Rivera arrives with the "remote" mail she has just picked up on her way to work at United Courier. Data Control Clerks Paula Johnson and Hedy Evertsen also arrive during the peak period of Data Control operations. The entire Data Entry operation, which is the next step, depends upon Data Control's preparation of the daily documents.

"Everyone works extremely well together," says Ms. Stewart. "You can hear them calling out the time as they rush to get things organized. Most are cross trained so they can help each other out and double check one another. Plus, they all understand the whole process — the big picture."

Once Data Control has completed its work, Data Entry takes over. Input Operators Kim Hoang, Peggy Roper, Lorie Rivera and Elaine Stewart do all the key punching — and they really fly. Up to 18,000 key strokes per hour! Supervisor Agnes Lau helps out when necessary, as well as part-timer Debbie Scott. All documents are entered and then verified by a different Input Operator to insure that all entries are correct.

The group likes to compete against themselves to see how quickly they can get the work to the computer. Their record, so far, is 7:06 A.M. When considering the group processes on an average of 20,000 records per day for over 200 routes, that's really cooking!

Once all inputs are complete, it's the Computer Operations Department's turn. The department has a Burrough's 1985 to handle all the work and three printers which are all taken for four hours — just running the Daily System. After printing, the forms are bursted and tied in route and plant order.

By now, it's almost noon and the documents are stamped with the current date to indicate that they have been processed. An edit listing of all errors encountered is prepared for each plant. Then



# IN A HURRY

and only then are the orders ready for the return trip in Richard's truck to their home plant.

Pat Hillard starts work at 4:30 P.M. and helps with both Data Entry and Data Control functions. She also handles all Delivery Invoice Adjustments where any credits or special invoicing is entered onto the computer.

"Obviously our biggest challenge is meeting out deadline, day in and day out," Ms. Stewart says, "and maintaining a high level of accuracy. Details are so important. One wrong file can cause all sorts of trouble." Fortunately, the group is not only fast, but highly accurate.

In addition to the Daily System, Computer Processing handles all other mainframe computer operations for the company — operations like payroll, for example. This function is carried out by the Computer Operations Department, which is comprised of three Operators: Chuck Freese (who works nights), Marlan Bigler and Mike Hyde. Each day, the group is scheduled to run a different set of programs. These programs include: Inventory, Accounts Receivable, Route Volume, Billing, New Business Commissions, Weekly Route COD Cash, Customer Histories, Payroll, New Business Summaries, Management Information Report (MIR), New and Lost Business, Plant Maintenance Schedules, and Accounts Payable. Another important task is to create back-up files on disks or tapes for each and every file and program. Plus, handling any special requests from plant or General Office personnel.

Programming is another essential part of Data Processing. Programmer Jorge Sotolongo has been a part of the Prudential team since November of 1978 and Walter Delgado came on board in January of 1979. The two are kept more than busy writing in-house application programs as well as maintaining and updating existing programs. Two projects they recently completed were writing and installing new computer systems for Central Garage and for Garment Manufacturing. The two often work directly for Secretary-Treasurer Don Lahn on special projects. They also handle many requests for technical assistance from the company's various plant locations

who utilize their own personal computers.

Data Processing Manager Karen Stewart began working for Prudential as a Data Control Clerk in October of 1970. She has worked all areas of the Data Processing, except Programming, and has been Manager for six years.

"We work extremely hard around here," Karen says. "Especially in the morning when we're rushing to meet our deadline for data entry."

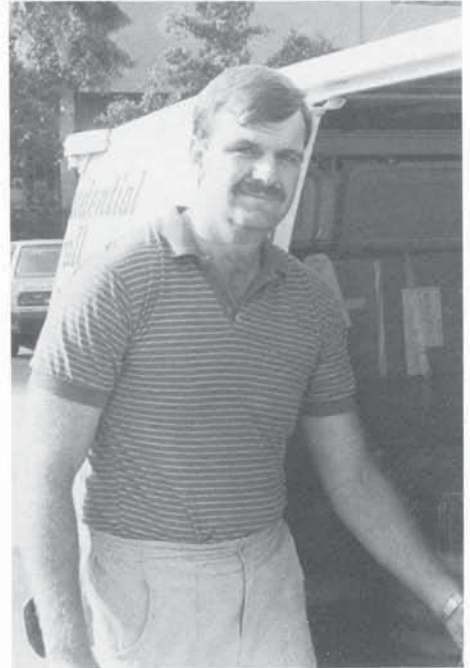
"Working hard doesn't mean that we don't have any fun, however," she is quick to add. "The combination of everyone's different personalities has worked out extremely well. There's a lot of camaraderie."

As you'll recall the summer issue of OFF-THE-CUFF, it was the Data Processing Department who hosted the "wake" birthday party for fortieth birthday celebrant, Paula Johnson.

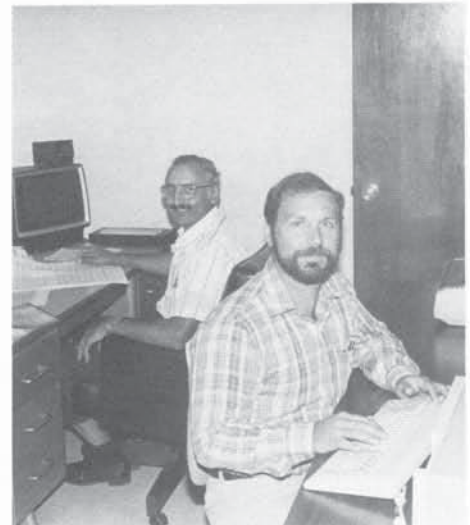
"We love doing something special and a little bit crazy for birthdays," Karen says. "Debbie Scott decorates cakes beautifully and we always put up signs and balloons." The group creates slogans based on the initials "P-O-S", for Prudential Overall Supply, of course! For instance, on Supervisor Agnes Lau's birthday, the signs read: "You're PRETTY OLD SISTER," and (because she is pregnant) "PREGNANT OLD SUPERVISOR."

The department also enjoys periodical pot-luck luncheons — and Thursdays have been officially designated "Pretzle Day" by Mike Hyde. So make a note in your calendar to stop by some Thursday afternoon for pretzles and dip — and to meet the team of people who keep the company's computers busy.

*This is the first in a series of articles covering a department of the General Office. We hope that these articles will help our plants and clients to gain a better understanding of the operations of Prudential Overall Supply.*



Richard Marcher



Programmers Walter Delgado and Jorge Sotolongo



Computer operators: Marlan Bigler, Mike Hyde, Chuck Freese



# TOTAL SERVICE CONCEPT: CONSULTIVE/ENGINEERING SALES TEAM



Total Service Concept is a highly coordinated system of total commitment by every Prudential employee to provide the company's customers with quality products and an integrated system that helps them control their costs and remain competitive in world markets. There are twenty-two sections in this concept and in this issue,

we are featuring the third section, "Consultive/Engineering Sales Team."

Prudential acts as a professional consultant to prospective clients. This includes performing all the consultive/engineering work up front and presenting a detailed proposal at no obligation. All Prudential sales personnel are educated to find out ex-

actly what each client's needs and requirements are, to find solutions to any problems, and finally, to make recommendations utilizing our various products, delivery systems and inventory control procedures — within the customer's budget. If possible, they look for ways to reduce costs, a service they continue to perform even after the contract is signed.

Over fifty-five years of experience in the industrial laundry industry has enabled Prudential to define and anticipate any potential problem areas that could arise in serving the various rental merchandise programs the company offers. As a result of this experience, Prudential has devised systems to ensure that all the details and functions of each aspect of its service are performed efficiently and correctly every time a client's merchandise is cycled. Prudential has also created innovative back-up systems that detect any breakdown in the cycle before it can become a problem. These systems ensure that rapid corrective action is carried out immediately. In addition, each Prudential plant maintains a substantial inventory of the company's extensive product line to assure that all the textile service requirements of each customer can be met. According to Prudential Chairman of the Board, Don Clark, "Our goal is to provide services that best satisfy our customer's needs at a cost which gives the best value for the dollar, and in return, obtain a new customer we try to keep forever."



All Prudential Sales personnel are educated to find out exactly what each client's needs and requirements are and to find solutions.



Prudential has devised systems to ensure each aspect of its system are performed efficiently and correctly.



# 1987 SERVICE ANNIVERSARIES

<u>Name</u>	<u>Loc</u>	<u>Job Title</u>	<u>Hire Date</u>	<u>Name</u>	<u>Loc</u>	<u>Job Title</u>	<u>Hire Date</u>
<b>25 YEARS OR MORE</b>				<b>10 YEARS (Continued)</b>			
Clark, John D.	00	Chmn Emeritus	04/11/32	Nieto, Filomena	02	Presser	05/31/77
Hogan, Darrel R.	00	Dir Purch	08/09/48	Jarvis, Robert D.	17	Sales/Serv Mgr	06/27/77
Barajas, Maria L.	03	Distributor	05/14/57	Ramirez, Louie C.	09	Cleanup Person	07/08/77
Weaver, Loretta	05	Supervisor	07/01/57	Garcia, Maria E.	04	Lead Person	07/12/77
Parrales, Virginia	03	Presser	10/02/57	Shawber, Greg	00	Management Tr	07/25/77
Oberlin, Jacob	00	Purchasing Agt	01/05/59	Buck, Frederick	07	Cust Sales Rep	07/25/77
Cota, Helen	03	Forelady	07/07/59	Mora, Yolanda	05	Distributor	07/26/77
Clark, Donald R.	00	Chmn of Board	01/25/60	Mota, Juan C.	07	Washroom Util	08/09/77
Bain, Dale	00	Personnel Dir	03/21/60	Ortega, Mary L.	09	Wet/Dry Presser	09/12/77
Bullard, Dewey	21	General Manager	04/06/60	Spatz, James A.	08	Cust Sales Rep	09/19/77
Zarate, Rafael	03	Foreman	06/27/60	Hunter, Joan G.	03	Distributor	10/10/77
Casas, Jesus	01	Presser	05/15/62	Pelayo, Alberto	09	Head Washer	10/28/77
Perez, Guadalupe	05	Presser	07/16/62	Sanchez, Luz Maria	05	Order Clerk	11/16/77
				O'Leary, Marc E.	00	Gen Mgr Tr	12/07/77
				Cortez, Francisco	01	Presser	12/27/77
				Reyes, Maria F.	01	Distributor	12/28/77
<b>20 YEARS</b>				<b>5 YEARS</b>			
Guerrero, Maria E.	01	Alterations	02/27/67	Mendizabal, Lydia	01	Distributor	01/13/82
Tanker, Donald	16	Supervisor	05/15/67	Okendo, Carmelita	02	Lead Person	01/18/82
Estrada, Ana	15	Distributor	06/05/67	Ortiz, Jesus	06	Soil Sorter	01/18/82
Shallagher, Blair	00	Sr VP Prod&Engr	07/10/67	Reyes, Margarita	01	Distributor	01/20/82
Diaz, Candilaria	01	AOE	07/10/67	Marron, Guillermina	01	Lead Person	01/21/82
Hauffen, Elodia	15	Supervisor	08/14/67	Ortiz, Miguel	06	Custodian	01/25/82
Lahn, Donald C.	00	Secty-Treas	08/28/67	Max, Richard L.	05	Sales/Serv Mgr	02/09/82
Nuno, Salvador	01	Head Washer	09/06/67	Bain, John D.	00	Office Clerk	03/06/82
Blanton, George	02	Cust Sales Rep	09/18/67	Silva, Teresa	03	Lead Person	03/19/82
				Hernandez, Jim	00	Rgnl Maint Engr	03/22/82
				Castro, Frank	05	Cust Sales Rep	03/29/82
				Raymond, Deborah M.	06	Office Manager	04/05/82
				Rosales, Hildardo	07	Washroom Util	04/19/82
				Casillas, Rosa	04	Presser	05/13/82
				Jones, James V.	15	CE Specialist	05/17/82
				Castanon, Francisco	07	Washroom Util	05/24/82
				Oliver, Stephen	01	Cust Sales Rep	06/08/82
				Hernandez, Silvina	02	Presser	07/12/82
				Hoopes, Kenneth	05	Cust Sales Rep	07/12/82
				Mowry, Edward	10	CE Specialist	07/12/82
				Presas, Mary L.	09	Wet/Dry Presser	07/15/82
				Lara, Teresa	01	AOE	08/23/82
				Breitfeller, Evelyn	00	Receptionist	08/30/82
				Hernandez, Kathy	23	Clean Rm Supvr	09/09/82
				Chavez, Luis M.	07	Washroom Util	09/20/82
				Mendivil, Elisa M.	09	Supply Person	09/27/82
				Ortiz, Rosa D.	06	Alterations	10/18/82
				Fuller, Harold	13	Line Driver	11/02/82
				Mendoza, Albert	21	Corp Sales Rep	11/08/82
				Martin, Herlinda	02	Presser	11/18/82
				Toth, Ernest R.	22	Corp Sales Rep	11/22/82
				Lewis, Harry C.	22	Sales/Serv Mgr	11/22/82
<b>10 YEARS</b>							
Martinez, Frank	09	Cust Sales Rep	01/03/77				
Chamberlain, Dan	02	Sales/Serv Mgr	01/24/77				
Junez, Petra	01	Presser	01/24/77				
Verduzco, Elpidia	01	Suprv Tr	03/07/77				
Velasquez, Jesus	01	Washer	04/04/77				
Stern, Linda G.	00	Admin Asst	04/11/77				
Sanchez, Francisco	06	Lead Person	05/12/77				



emergency evacuation and all the employees must re-gown, we have to be ready to pick up the contaminated gowns and immediately return them in time to continue work without interruption."

Another service offered by Prudential is training. "We can design the most effective garments possible and clean them so that they meet our client's specifications," says Don Clark, "but if the workers don't use them properly, the whole effort is destroyed." As part of their service to the client, Prudential clean rooms offer customer training for effective donning procedures and proper wearing techniques.

At INTEL of Chandler, Arizona, a Prudential employee is stationed on INTEL premises to administer clean room garments and conduct training on a full time basis.

"As the pioneer and proprietary developer of the clean room laundry process and equipment, we have the expertise and experience in the total clean room program," Don Clark says, "ranging from fabric design and selection, to construction and style of the garments to actual systems for processing them in the laundry itself."

"We have a great responsibility and binding commitment to our customers and the highly sensitive industries they represent," he adds. "We simply cannot tolerate anything but perfection. After all, in many instances, lives may be at stake."

## WHAT'S NEWS

### LA Clean Room Excitement

In June, the plant was notified that they had won the contest for exceeding their revenue goals. As part of the prize, plant management won a trip to Las Vegas where a good time was had by all. In August, a special taco bar luncheon was held for all production employees who were such a vital part of the winning effort.

Onnie Hauffen celebrated her twentieth anniversary with Prudential. She was honored with a plaque from Chariman of the Board, Don Clark, for her efforts on behalf of the plant.

The plant survived the earthquake of October 1st whose epicenter was a mere five miles away! Although nerves were frayed, everyone came through unscathed.

## Blind Students Tour Tucson Plant

October 8th was a very special day for a handful of very special elementary school students. On the morning of October 8th, they and two of their teachers boarded the Tucson rapid transit SUNTRAN, which carried them to their destination, the Prudential plant in Tucson. Not such an amazing feat, unless you consider the fact that all of the students have only partial or no vision. The students planned to visit the plant as part of Instructor Karen Foress's "career exploration" class at the Arizona State School for the Deaf and the Blind.

It was also a special day for Tucson Plant Superintendent, Tony Walters. "Those kids can see better than we do," Tony says. "They could really understand the difference between the different towels we offer just by touch. They were very impressed with our plant and the size of our washers and dryers."

The group took a very different tour of the plant — a "feeling" tour. Tony was well equipped to lead the group as he had assisted blind students in junior high school as a student teacher. And just to show the students that they won't soon be forgotten, the plant sent them each their own Prudential Overall Supply hat.

After the tour, Tucson received the following two letters:

Dear Tony,

My students and I would like to thank you and your co-worker Dan (Ellison) for the time you spent last week showing us around your plant. We all enjoyed ourselves and learned a lot about the uniform rental business.

The students retained a lot of the information you told us, and shared it with the rest of my students upon our return to school.

Thank you for your assistance in helping to make my career exploration unit so meaningful for my classroom.

Very sincerely,

Karen Foress  
Classroom Teacher

Dear Tony,

We enjoyed seeing your uniform rental shop. Chris liked seeing the giant washers and dryers. Terry like the towels and the shirts. Karen appreciated the time Tony and Dan spent showing us around. Terry liked the plastic bags that you keep all your shirts in. We went to your uniform shop on the city bus. We got back to school late, but our trip to your shop was worth it!

From your friends,

Karen, Rachel and Chris



### OFF-THE-CUFF

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of  
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*Dedicated to the improvement  
of employee morale  
and the broadening  
of customer relationships*

Melinda Morton  
Associate Editor

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