



# Off-the-Cuff

A Publication of Prudential Overall Supply

Vol. 39, No. 3

1661 Alton Pkwy., Irvine, CA 92606

(949) 250-4855

Nov. 11, 1998

## Inside the Los Angeles Industrial Plant



Salute to Prudential  
U.S. Military Veterans  
Inside



# Los Angeles Industrial Plant Services

**W**hen the Los Angeles Industrial Plant opened in May of 1952, Prudential founder John D. Clark voiced a deep-seated concern that the Company might have difficulty, some day, in developing enough business to utilize the size and scope of this one facility. Little did he realize just how big the Company would be in the future.

Since its opening, the Los Angeles Plant has grown to 91 employees and over \$5 million in annual revenue. The Plant services the rapidly expanding geographical market of Southern California. It is referred to as the "Mother Plant" in the company.

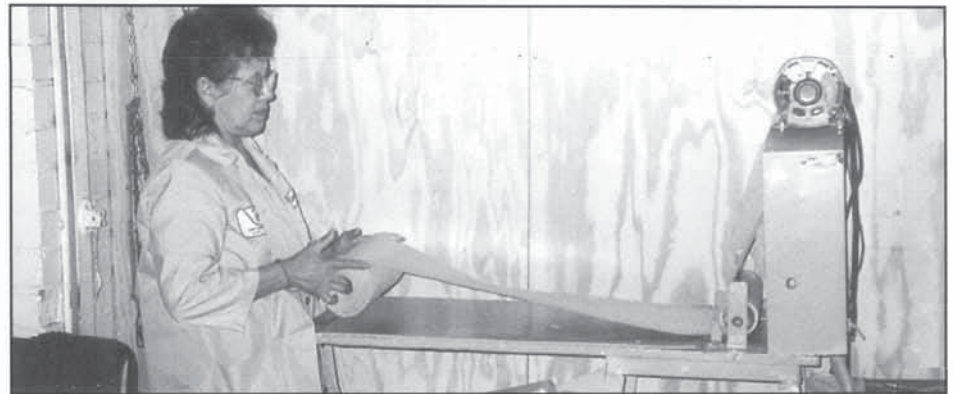
"We grow a little bit each year," says General Manager Mark Elbersen. "We have a great team of employees, who are dedicated to continued growth while maintaining our high level of quality," he said. As the "most senior" Prudential plant we want to be number one!



*Serafin Alacala (08/08/86), Utility, preparing a load of soiled continuous towels for washing.*



*Pilar Gonzales (08/13/86), Alterations, checking for repairs.*



*Catalina Chavez (11/13/86), Utility, rolling up a clean towel.*



*Rudy Herrera (08/08/84), Towel Distributor, unloading clean towels off shuttle truck.*



*Luz Contreras (06/25/90), Alterations, mending garments.*



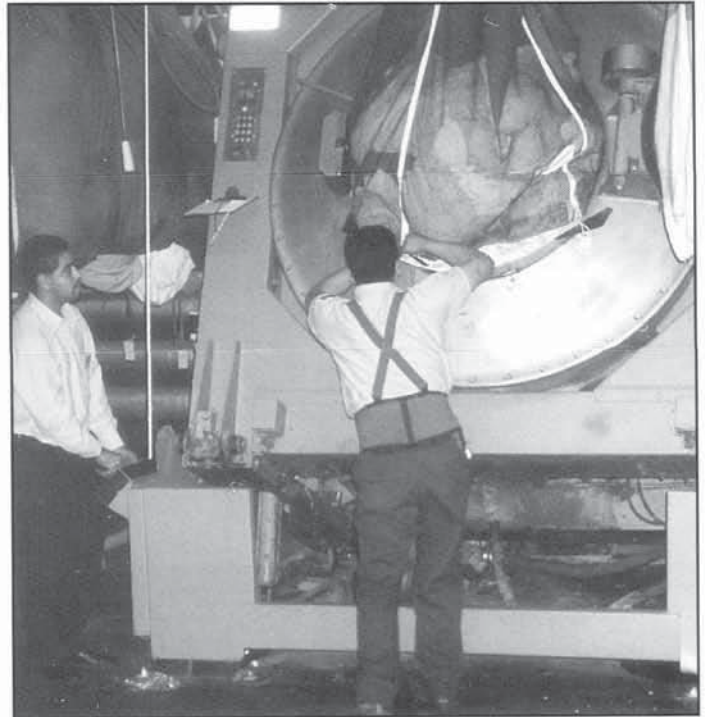
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# the Growing Southern California Market



*From left to right: Elvia Gastelum (10/30/95), Distributor and Maria Herrera (07/02/97), AOE, distributing clean garments.*



*From left to right: Angel Espinoza 10/24/94), Production Supervisor and Francisco Rubio (05/12/80), Washer, loading a washer.*



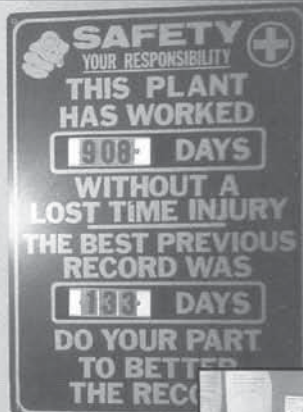
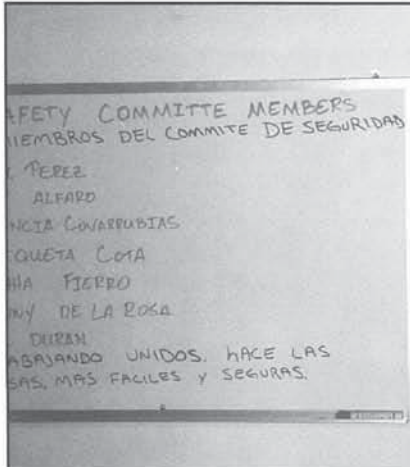
*Audencio Martinez (08/30/89), Presser, pressing pants.*



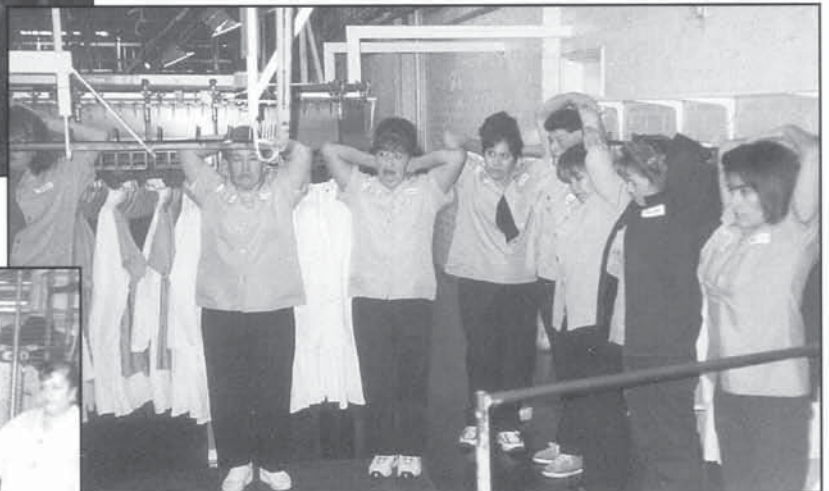
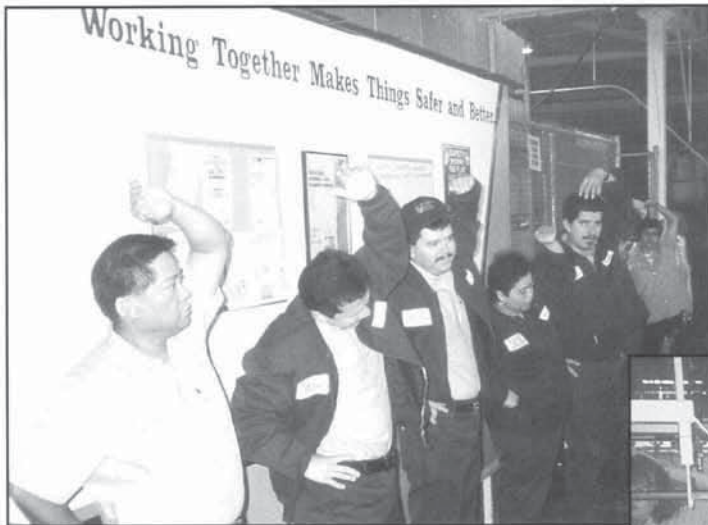
*From left to right: Karina Lizarraga (07/13/98), Alterations, remarking garments and Enriqueta Cota (05/15/86), Alterations, checking in cancelled garments.*



# L.A. Industrial Plant Employees Use Stretching Techniques to Reduce Injuries



Los Angeles Plant employees participate in a stretching program each morning before beginning work. The program helps exercise and stretch muscles, thereby reducing work-related injuries. The sign in the photo at left is proof that the program works. In the photos below, Esther Suarez leads the morning program.





# L.A.'s CSR's Stretch Towards Goal of Providing Excellent Customer Service



From left to right: Albert Castaneda (10/07/96), Jose Maraichi (11/18/96), Henry Robles (11/16/81), Gene Lowden (01/13/71), Joe Garcia (05/11/81), Victor Covarrubias (09/10/92), Ernie Contreras (06/24/97), Del Duran (01/22/96), Bryon Tuchalski (09/25/90), Alfonso Trevizo (04/20/98), Dan Maurer (06/27/83), Alex Maciel (01/20/97), Saul Herrera (06/11/90), Jesus Zapata (03/02/98), Ray Delgado (11/13/89), Art Salsameda (09/16/91), Dave Moore (07/18/94). On vacation: Eddie Orcutt (12/31/84), and George Escarrega (10/25/90).

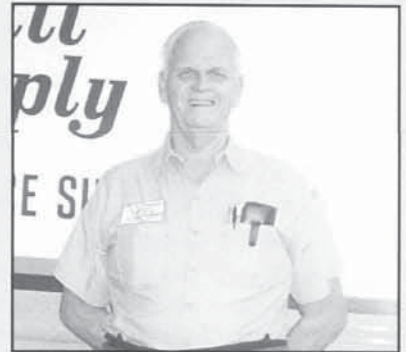


The CSR Stretching Program, with Mike Mellick leading.



## Meet Two of L.A.'s Longest Service Employees

### Gene Lowden



Gene joined Prudential on January 13, 1971 as a CSR. He is the longest service CSR at the Los Angeles Plant. Gene is married and has three daughters and three grandchildren. In his spare time, he enjoys camping, hiking and fishing. "Working at Prudential has been very rewarding," says Gene.

### Antonio Guerrero



Antonio Guerrero, Soil Sorter at Los Angeles, was hired on February 8, 1965. "I would like to thank POS for giving me the opportunity to work here for so many years," he says. Antonio has been married for 35 years and has four children. In his spare time, he enjoys going fishing and traveling to Laughlin, Nevada.



# Los Angeles Management

**Mark Elberson**  
**General Manager**

Mark joined Prudential as a Customer Sales Representative Trainee in February 1988 and was promoted to General Manager of Moorpark in September 1994. He became Carson General Manager in February 1997 and transferred to the Los Angeles Plant on 10/26/98.

**Bill Walters**  
**Sales & Service Manager**

Bill is the longest service employee at the Los Angeles Plant, and the fifth longest in the Company. He was hired on June 8, 1964 as a CSR. Bill met his wife at Prudential and together they have three children.

**Mike Mellick**  
**Route Manager**

Mike joined the Company on 06/04/90 as a CSR. He is married and has two children. Mike enjoys golf, basketball, and traveling.

**Manny De La Rosa**  
**Route Manager**

Manny was hired on 07/26/94 as a CSR. He umpires and coaches baseball. Manny is married and has two children and two dogs. His son, Matthew, does television commercials.

**Jaime Ramirez**  
**Route Manager**

Jaime joined Prudential on December 20, 1994 as a CSR. He



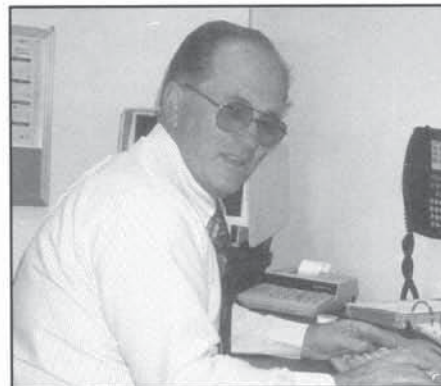
*Mark Elberson*

is married and has a daughter. In his spare time, Jaime enjoys golf, softball and camping.

**Paul Thompson**  
**Plant Superintendent**

Paul joined POS as a CSR at Moorpark on November 8, 1993. He

was most recently Plant Superintendent at Van Nuys before transferring to the Los Angeles Plant on October 19, 1998. He is married and enjoys boating.



*Bill Walters*



*Mike Mellick*



*Manny De La Rosa*



*Jaime Ramirez*



*Paul Thompson*



# Team Works Together to be #1



*Christina Shaw*

**Christina Shaw**  
**Corporate Sales Rep.**

Christina joined Prudential on September 28, 1998. She says she is looking forward to making a difference at POS. Christina is married and has three children. She enjoys traveling and hiking.



*Dave Moore*

**Dave Moore**  
**Sales & Service Rep.**

Dave joined POS on 07/18/94 as a CSR. "I've worked for two other companies in this industry and Prudential does the best job for its customers," he says. Dave is single and enjoys swimming and computers.

**Ellie Alfaro**  
**Office Manager**

Ellie was hired by Prudential as an Office Clerk on October 17, 1994. She is married and has two children, a dog, a cat, and an Iguana. In her spare time, Ellie enjoys dancing.



*Ellie Alfaro*



*Michael Biloki*

**Michael Biloki**  
**Corporate Sales Rep.**

Michael joined POS on October 5, 1998. He has an extensive background in Environmental Waste Management. He likes to surf, work out, and golf. He raises his two children, Jacob 4 years and Sierra 7 years. He is eager to make his mark with Prudential.

**Angel Espinoza**  
**Production Supervisor**

Angel joined POS on October 20, 1994. He is single and has three daughters and one son. In his spare time, he enjoys bike riding and walking.

**Pat Hernandez**  
**Supply Room Supervisor**

Pat joined Prudential on November 8, 1979 as a Distributor. She has three grown children. She enjoys traveling.

**John O'Brien**  
**Corporate Sales Representative**  
(07/01/92). John is married and has three children, 2 cats and 2 dogs.

**Esther Suarez**  
**Assistant Supervisor**

Esther came on board on January 2, 1968. "I have been with Prudential for 30 years. It has been a good company to work for," she said. Esther is married and has three grown children. In her spare time, she enjoys reading, going to the movies, cooking and dancing.



*Angel Espinoza*



*Pat Hernandez*



*Esther Suarez*

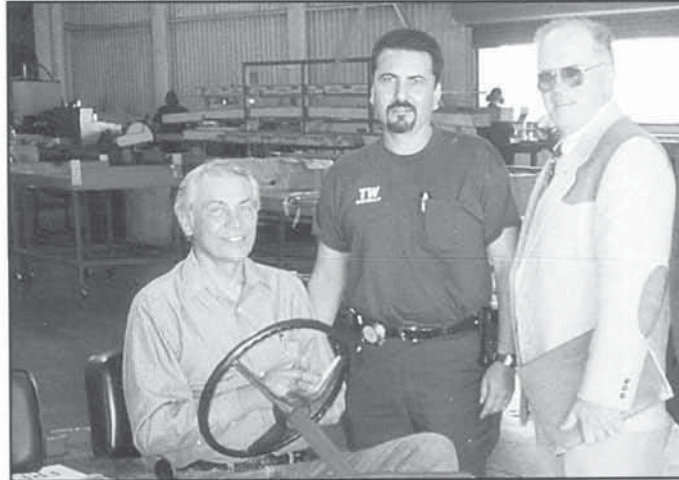


***L.A. Industrial Plant Customer Spotlight***

# POS Services TW Metals For Many Years

**O**nce known as Tube Sales, TW Metals as it is now called has been a fan of Prudential for years. "They were our account for many years, and then their corporate office ordered them to switch vendors. After a short time with the new vendor, they came back to Prudential. They specifically requested that POS CSR Joe Garcia service their account once again," said Bill Walters of the L.A. Plant.

The TW Metals facility (pictured below) in Commerce sells and distributes metal tubing to a multi-state area.



*From left to right: Harry Freerksen, Randall Esquerra, Manager of Exotic Metals Division, and Bill Walters.*



*Treated dust mops just delivered to TW Metals by Prudential. In photos at right and below, Prudential uniforms and wiping towels in use at TW Metals.*

*Right: The TW Metals logo as it appears on a business card.*







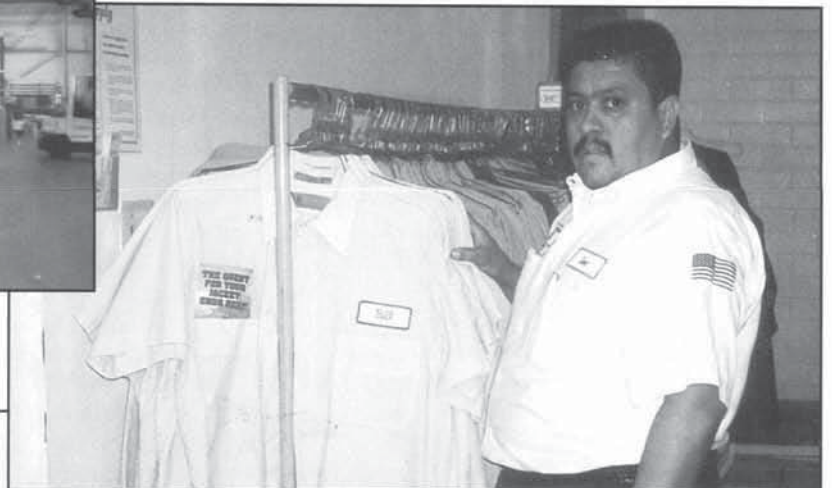
*POS employee Bill Walters (left) with a TW Metals Plant employee.*



*The TW Metals facility has over 100,000 square feet under roof. Bikes are used to travel around.*



*The TW Metals facility in Commerce.*



*Above: CSR Joe Garcia (05/11/81) services the TW Metals account.*



*Left: POS truck at TW Metals Plant.*

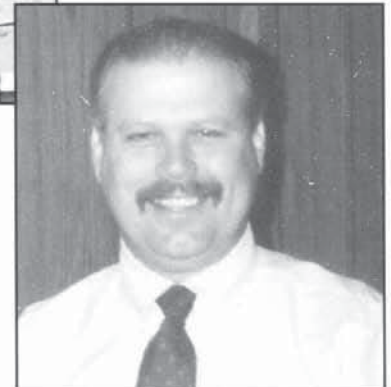


# L.A. Plant Utilizes Quality Improvement Team

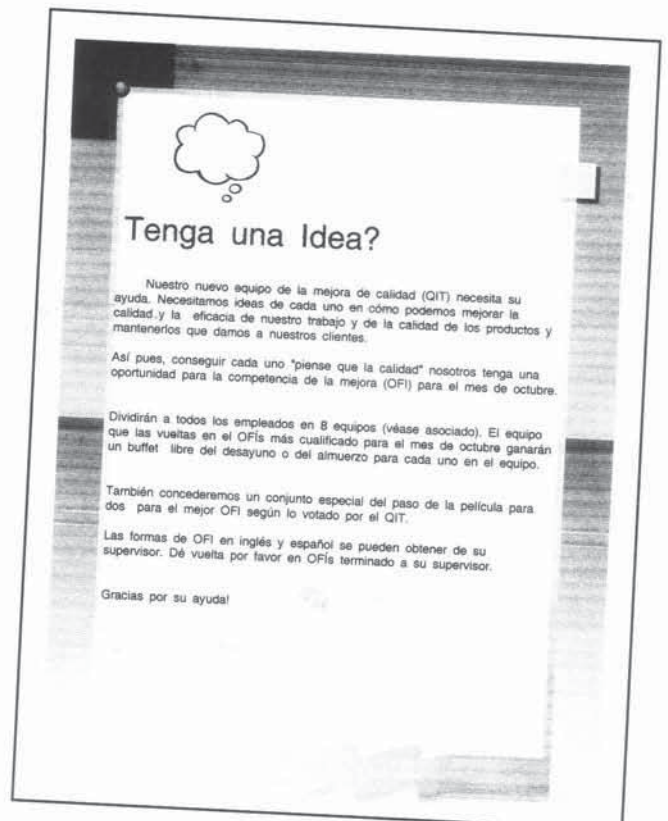
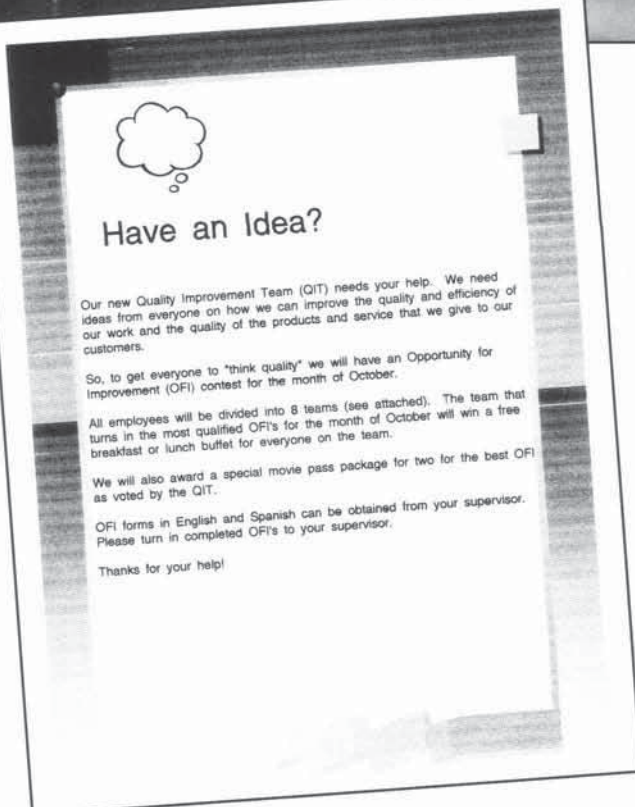
The Los Angeles Plant utilizes a Quality Improvement Team (QIT) to maintain the highest standards of quality to customers. In the photo at right, QIT participants are (left to right): Dave Moore and Pat Hernandez.



In the photo below is (left to right): Esther Suarez, Bill Walters, and Maria Montano (06/21/93), Alterations.



CSR Dan Maurer (06/27/83) is a QIT member.



OFI flyers are posted at the Los Angeles Plant in both English and Spanish.

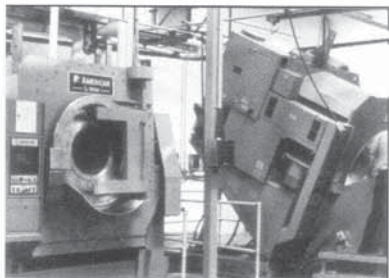


# Bigger Machines, Smaller Costs

American Laundry/Prudential Overall

**A**lthough Prudential Overall Supply's Cerritos, Calif. facility received its new machines in winter 1996, the work on this washroom revitalization actually began in fall 1993. Stefan Schurter, VP of engineering and production at Prudential, says "We had developed some ideas and knew what we wanted—a larger-than 700-pound open pocket machine, not a tunnel. We liked a machine with a wide door and parts you could buy at the local hardware store. We wanted to be able to hook it up with a standard computer. We looked for one motor with a variable speed drive instead of a multi-motor clutch driven system." Schurter, with some other engineers, met with the staff of American Laundry Machinery, Inc. and they designed the 800-pound L-Tron to meet Prudential's needs.

The Cerritos plant is a dust-only operation that was reaching capacity in 1996. In California, land, energy, and labor are costly. Prudential decided to replace its entire washroom of six 700-pound machines, some only four years old, with five of the new 800-pound L-Trons.



The 800-pound L-Tron washers enable Prudential's Cerritos plant to process 400,000 pounds per day.



One immediate advantage was room for growth. The larger L-Trons had the same footprint as the smaller machines they replaced. Five new machines gave the company greater capacity and, literally, room to grow without new trench work in the spot where the last older machine stood. The configuration of the shuttle system already in place did not need to be reconfigured to fit the new machines. Prudential's own team completed the installation.

Schurter notes that there are several cost advantages to the larger machines, including a demonstrable savings in energy costs. "We process about 400,000 pounds of mats and towels in this plant. Based on previous experience, we calculated the return on investment for this change at about two years. Surprisingly, we recovered our costs in only 1.4 years."

The data showed considerable savings due to the new machines. "The loads are larger so we are able to wash more poundage in fewer machines. The washroom labor savings were good—from 18 hours to 13.5 average per day.

"But it was in the areas of water and energy that we really saved. Water cost dropped about 22 percent, because with the larger basket, you have increased

agitation and are able to do more with less. This is especially important in California where water costs and sewer bills are high.

"Because of reduced flow, we saw a 14 percent reduction in our sewer costs and our wastewater treatment costs dropped by 13 percent. We still have the same amount of waste to treat, but the lower volume flow coming from these larger washers makes it easier to treat.

"The gas costs lowered by 10 percent thanks to the lower hot water requirements of the machine and the better extraction."

"Our biggest utility savings is electrical—a whopping 28 percent. Our previous washers had multiple motors accelerated by clutch action. Now, with one motor per machine and a variable speed drive, the flow of energy is more steady to power up and you don't have those current peaks that resulted in a premium charge before."

In addition to all of these measurable savings, Schurter notes the plant now spends less time on maintenance and mat repair—all of which he attributes to the new machines. "The single motor and lack of clutch mean less to maintain. The larger door makes it easier to load and unload the mats without tearing the edges so fewer need to be sent for repair."

Since using these first six the company has put over 20 of the L-Tron 800's in service in other plants and plans to install a seventh in Cerritos this spring. For Prudential bigger means better—especially when it comes to the company's bottom line. □



# Management Changes In the News



**James Owen,  
Production Process Manager**

James Owen has been promoted to Production Process Manager at the Corporate Office effective August 31, 1998. James joined Prudential on October 20, 1997. He now reports to Harve Ortman, Director of Production. James is the acting Plant Superintendent of the Phoenix Plant.



**Gary Newberry,  
General Manager**

Gary Newberry has been appointed General Manager at the Phoenix Plant effective September 21, 1998. He joined Prudential on August 28, 1989. Gary has helped the Irvine Plant become an Outstanding Achievement Award winner in 1997 and they are well on the way to doing it again in 1998.



**Jay Boyer,  
General Manager**

Jay Boyer has been promoted to General Manager at the Riverside Plant effective September 21, 1998. He joined Prudential on February 7, 1984 as a Customer Sales Rep.



**Andrew Anschultz,  
Plant Superintendent**

Andrew Anschultz has been promoted to Plant Superintendent at the Irvine Plant effective August 31, 1998. He joined Prudential on March 2, 1998 in the Plant Superintendent Training Program. He is a graduate of Long Beach State University and has a law degree from Whittier College.



**Dwayne Marcum,  
Sales & Service Manager**

Dwayne Marcum has been promoted to Sales & Service Manager at Fresno effective September 28, 1998. Dwayne joined the Company on February 29, 1988. He has a son and enjoys racing sprint cars and playing golf.



# Management Changes In the News



**Skip Eastham,  
Sales & Service Manager**

Skip Eastham (10/26/94) has been promoted to Sales & Service Manager at the Riverside Plant. The promotion was effective on October 12, 1998.



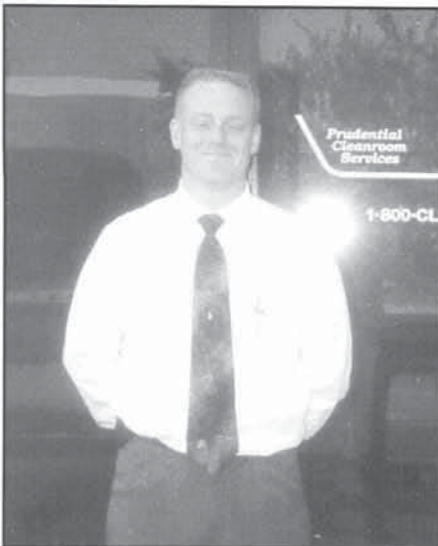
**John Schmidt,  
Corporate Sales Rep**

John Schmidt has joined the Las Vegas Service Center as a CoSR effective September 28, 1998.



**Kim Sotelo,  
CSR Supervisor**

Kim Sotelo has been promoted to Customer Service Representative Supervisor at Milpitas Consumables. Kim joined the Company on February 11, 1997.



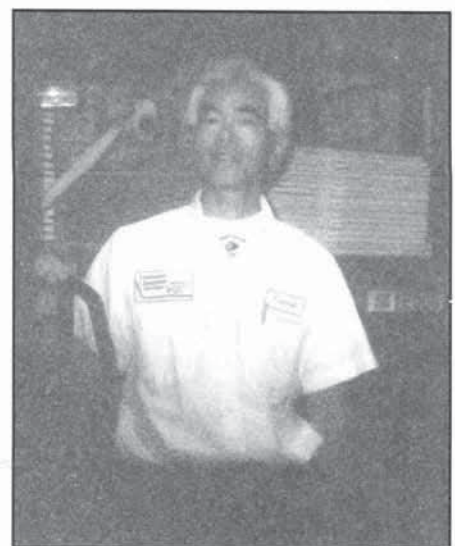
**Erik Lewis,  
Purchasing Manager**

Erik Lewis has been promoted to Purchasing Manager at Milpitas Consumables. Erik has been with the Company since July 1, 1995.



**Carol Gluck,  
Purchasing Clerk**

Carol Gluck has been promoted to Purchasing Clerk at Milpitas Consumables. Carol has been with the Company since the purchase of Pacific Cleanroom in July 1995.



**Douglas Lee,  
Warehouse Manager**

Douglas Lee has been promoted to Warehouse Manager at Milpitas Consumables. Doug has been with the Company since June 4, 1996. He started in the San Rafael Service Center as a CSR and transferred to Consumables last year.

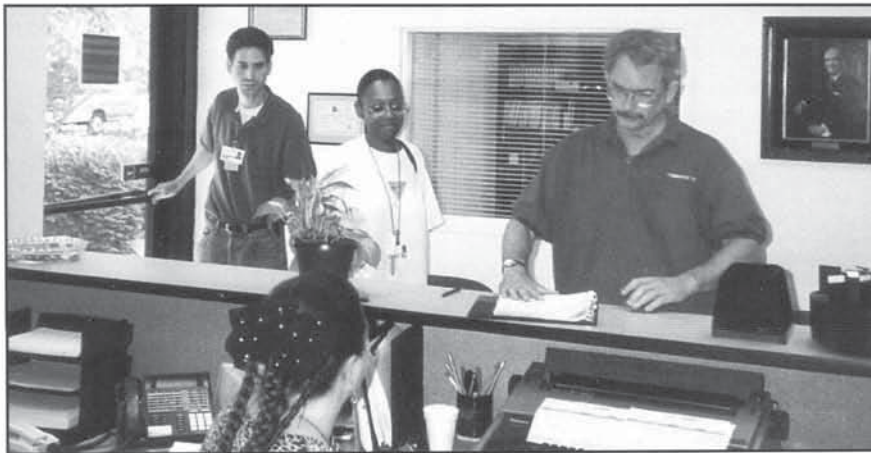
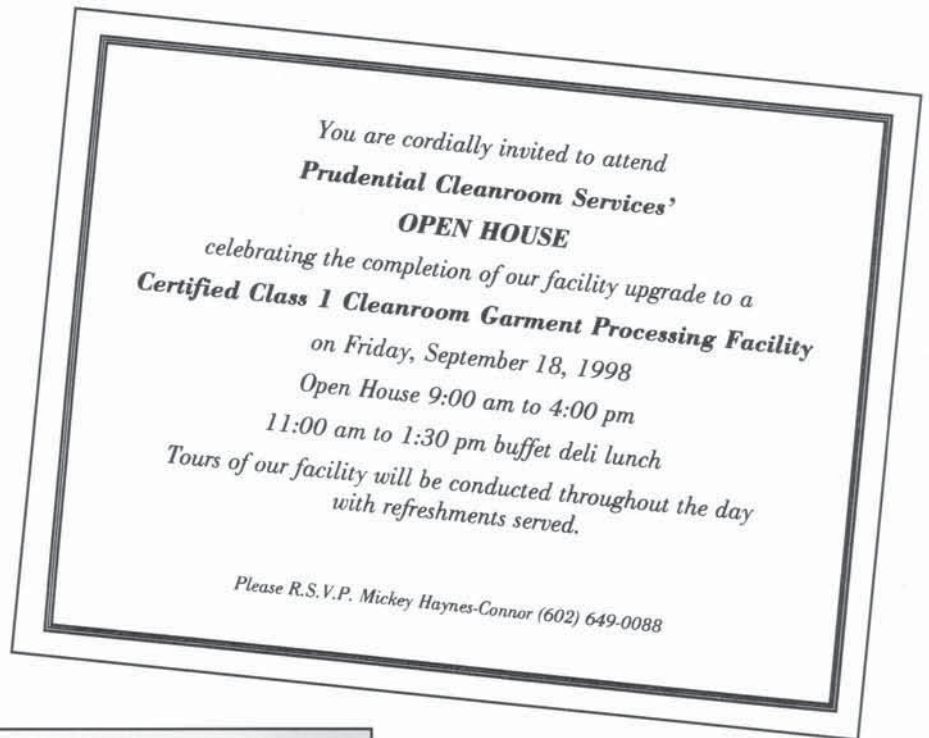


# Mesa Cleanroom Holds Open House to

**T**he Mesa Cleanroom held an Open House on Friday, September 18, 1998 to celebrate the completion of the upgrade to a Certified Class 1 Cleanroom Garment Processing Facility.

The Open House was a great success. Tours of the facility were conducted throughout the day, and guests were treated to a buffet.

A variety of Mesa customers attended the Open House, including Motorola. "We had a great turnout," said General Manager Chip Fiandaca.



Above: The invitation sent to Mesa Cleanroom customers.

Left: Motorola employees sign in at the front desk before touring the Cleanroom. Jack Livingston signs the guest book while Falecia Martin and Dennon Ison look on.

Plant Superintendent Stan Cwierz (06/05/92) guides a tour for Hadco and Motorola employees.



The September 18, 1998 issue of *Off-the-Cuff* featured the Mesa Cleanroom.



# Celebrate Upgrade to Class 1 Facility



Randy Jackson and Mark Wells of K-Tec discuss the new Cleanroom upgrade with Prudential Vice President of Engineering & Production Stefan Schurter (10/26/92).



Getting ready for a tour.



Chip Fiandaca (06/26/95), Mesa Cleanroom General Manager (left) and Lou Barnes of Motorola survey the buffet. At right: Prudential Chairman Dan Clark (09/23/68) and Vice President of Cleanroom Operations Terry Lahn (09/11/89) tour the Cleanroom with Chip Fiandaca.





# Salute to Prudential U.S. Military Veterans

## Corporate Office - 00

### **Don Lahn President**

Don (08/28/67) served in the U.S. Air Force from 1951 to 1954 as a Tech Sergeant during the Korean War.

### **Dan Clark Chairman**

Dan (09/23/68) served in the U.S. Army National Guard from February 1970 to February 1976. He was a Corporal.

### **Jim Murray Secretary/Treasurer**

Jim (09/02/86) was a Sergeant in the U.S. Air Force from February 1971 to June 1974. He served in Germany.

### **Don Nordstrom Vice President of Human Resources**



*Don Nordstrom*

Don (08/11/86) served in the U.S. Air Force from January 9, 1952 to April 13, 1956 as a Staff Sergeant - Personnel. "I was stationed in Tripoli, Libya from June 1954 to April 1956. My wife was with me and our first child was born there. We lived off base and could see the

Mediterranean from our second floor apartment window," said Don.

### **Terry Lahn Vice President - Cleanroom Operations**

Terry (09/11/89) served as both Active and Reserve in the U.S. Air Force from 1957 to 1978. He was a Major.

### **Robert Connolly Human Resources Manager**

Bob Connolly (10/06/97) served in the U.S. Navy from 1969 to 1994 and is featured on the back cover. He was in combat in Vietnam in 1970, and also served in the Persian Gulf, Iran, Somalia, Oman, Pakistan, Kenya, S.E. Asia, Japan, Korea, Philippines, Singapore, Hong Kong, Taiwan and Australia.

### **James Owen Production Process Manager**



*James Owen*

James (10/20/97) served as a Lieutenant Colonel in the U.S. Air Force from September 27, 1971 to October 1, 1994. "I flew B-52s for nine years and was part of the Cold War Force protecting the U.S. from nuclear strike," he said.

### **Lee Terry Environmental Manager**



*Lee Terry*

Lee Terry (05/09/88) served in the U.S. Army from 1968 to 1970. He was stationed in Vietnam and saw combat in Lei Ke, An Loc, Dau Tieng, and Tay Ninh Province.

### **Harve Ortman Director of Production**



*Harve Ortman*

Harve (08/20/79) was an Airman in the U.S. Navy from 1958 to 1960. "I served aboard the USS Independence Air Craft Carrier. We were working out of Cuba when Castro took over," he said.



## Salute to Prudential U.S. Vets *cont...*

### Van Nuys - 01

**Daniel Isaac**  
Maintenance Supervisor



*Daniel Isaac*

Daniel (10/07/96) has served in three branches of the military: U.S. Marine Corps (Active and Reserve); U.S. Army National Guard; and U.S. Air Force National Guard. "It was the best thing I ever did. Through the military I have met many people who are now my best friends," he said.

**Michael Shaffer**  
Sales & Service Manager



*Michael Shaffer*

Michael (02/13/89) was in the Air National Guard from December 1969 to June 1975. He was a Sergeant.



*John Lange*

**John Lange**  
Corp. Sales Rep.

John (03/31/97) had many adventures during his years as a Tech Sergeant for the U.S. Air Force. "I escorted Miss America at the USO Show while in Japan and ended up dating Miss California. I also escorted Prince Charles during his visit to San Francisco Bay in 1978 and Vice President Mondale on his trip to Japan in 1976," he said. "I also was on the initial rescue crew for the first five test flights of Space Shuttle Columbia."



*James Fountain*

**James Fountain**  
CSR

James (01/06/96) was a Petty Officer Third Class in the U.S. Navy from October 1991 to July 1995. "I participated in Operation Desert Shield," he said.

**Allen Fountain**  
CSR

Allen (08/25/97) was in the U.S. Navy from July 1987 to August 1991. He saw combat during the Gulf War and also served on the USS Missouri for three years.



*Allen Fountain*



## Salute to Prudential U.S. Vets cont...

### **Duke Pagan** Route Manager



*Duke Pagan on right*

Duke (01/24/96) was a Lieutenant in the U.S. Army from April 1986 to April 1992. He served in Korea, Panama, Alaska, Germany and Kuwait.

### **Norman Aguiar** Route Manager

Norman (05/13/74) was in the U.S. Navy from 1964 to 1967, serving as a Fireman. "During my tour of duty, I was assigned to two different ships: the USS Searchers (a radar ship) and the USS Observation Island, which was a surface test ship for both the Polaris and Trident Missiles. My travels took me to Pearl Harbor, Bermuda, Virgin Islands and the Panama Canal," he said.

## **Riverside - 02**

### **Jerry Tabije** CSR

Jerry (03/17/97) was in the U.S. Navy from June 1972 to June 1975.



*Jerry Tabije*

"It was an excellent place to learn respect for authority, responsibility, performance of duty, work ethics and tolerance," he said.

### **Walter Coon** CSR

Walter Coon (04/29/96) was a Sergeant in the U.S. Air Force from September 1981 to September 1990. He served in Central America and Europe.

### **Matthew Cannon** CSR

Matthew (06/22/88) served in the U.S. Coast Guard from February 1980 to February 1984.

### **Michael Garcia** Route Manager



*Michael Garcia*

Michael (09/02/87) served in the U.S. Army from 1978 to 1981. He saw duty during the Cold War along the East German border. "I had the opportunity to travel Western Europe for 32 months," he said.

### **Gary Cowdery** CSR

Gary (12/26/95) served in the U.S. Navy as a Master Chief Electricians Mate from 1972 to 1994. He did three tours in Vietnam.

### **Manuel Ricker** CSR

Manuel (06/03/90) was a Staff Sergeant in the U.S. Air Force from December 1982 to December 1984. "I spent two years in Special Operations. They were the best years of my life. I met my wife, Janet Ricker, in the Air force while serving in England," said Manuel. Janet (03/31/97) is an Office Clerk at Riverside.

### **Charles Rennegarbe** CSR



*Charles Rennegarbe*

Charles (10/26/87) was a Sergeant in the U.S. Army from June 1967 to June 1969. He was with the 5th Infantry Division in Vietnam. "God must have been with me as I spent one year in Vietnam in an infantry platoon and was never wounded," he said.

**Richard Barraco**  
**Sales & Service Manager Trainee**  
Richard (08/31/98) was in the U.S. Army from January 1969 to January 1971. He served in Germany.

### **Scott Walker** Service Center Manager - Palm Springs

Scott Walker (03/23/93) joined the U.S. Navy in August 1989 and still serves, working on the flight deck of the USS Constellation Aircraft Carrier. "I work on the flight deck, assisting with launching and recovering of aircraft. Lots of fun," he said.

## **Carson - 04**

### **Edward Ferguson** CSR

Edward (08/17/97) served in the U.S. Army from 1992 to 1996, and was stationed at Fort Sill (Oklahoma), Fort Lee (Virginia) and Fort Bragg (North Carolina). He was a Fuel Supply Specialist.

### **Antony Doomes** CSR

Antony Doomes (07/21/97) was a Corporal in the U.S. Marine Corps



## Salute to Prudential U.S. Vets *cont...*

from July 1989 to July 1993. "I served in Somalia for humanitarian aid and served in Desert Shield/Desert Storm. I was a Motor Transport Driver attached to the First Marine Division," he said.

### **Richard Foulk** **CSR**

Richard served in the National Guard from 1969 to 1975. He joined Prudential on November 11, 1996.

### **Los Angeles - 05**

### **Manuel De La Rosa** **Route Manager**

Manuel (07/27/98) served in the U.S. Marine Corp from September 1985 to September 1991. He served in the Western Pacific, Far East, and Italy, and was in combat in Desert Storm

and the Middle East.

### **Delfino Duran** **CSR**

Del (01/22/98) was in the U.S. Navy from June 1986 to July 1970. He served in the Western Pacific, Easter Pacific, Northern Pacific and South Pacific.

### **Ramon Delgado** **CSR**

Ramon Delgado (11/13/89) served in the U.S. Air Force from September 1954 to May 1958.

### **Irvine - 06**

### **William Story** **Sales & Service Manager**

William (05/06/85) was a Sergeant in



*Armando Martinez*

the U.S. Army from January 1969 to January 1970. He served in Vietnam.

### **Armando Martinez** **CSR**

Armando (01/09/89) was a Sergeant in the U.S. Marine Corps from March 1967 to March 1970. "In a period of three years, I was a Marine Corps Recruit who went to Vietnam a Private and came back a Sergeant. When I returned, I became a Marksmanship Instructor for the Marine Corps Recruit Depot Weapons Training Battalion in San Diego. I also was assigned to Marine Barracks, Lake Mead Base in Las Vegas," he said.

### **William Trujillo** **Corp. Sales Rep**

William (02/03/97) was a Sergeant in the U.S. Air Force from February 1965 to July 1969. He served in Vietnam.

### **Art Quinonez** **CSR**

Art (05/12/97) was in the U.S. Marine Corps from May 1989 to the present. He is a Staff Sergeant.



*William Story*



## Salute to Prudential U.S. Vets cont...

**Douglas Tanner**  
CSR



*Doug Tanner*

Doug (08/27/84) was a Seaman in the U.S. Navy from July 1968 to April 1970. He served in Korea and saw combat in the Support Group 7th Fleet in Vietnam.

**Richard Vosburgh**  
CSR



*Richard Vosburgh*

Richard (05/10/66) was a Corporal in the U.S. Marine Corps from November 1960 to November 1964. He served in Japan, Korea and Taiwan.

### **Cerritos Dust Control - 07**

**Michael Stanton**  
CSR

Michael Stanton (06/23/97) was in the U.S. Navy from January 1989 to March 1992. He saw combat in the Persian Gulf, and also served in Japan, Singapore, Subic Bay, Korea, and Australia.

**Mike Field**  
CSR

Mike Field (12/02/96) was a Lieutenant in the U.S. Navy from August 1986 to May 1993.

**Donald Salisbury**  
Customer Sales Rep.

Donald (01/12/98) was in the U.S. Army from September 1992 to

July 1995, and served six months at Guantanamo Bay, Cuba. "It is really nice to live in the USA. Sometimes you don't miss something until it is gone. Six months away from here seemed like an eternity," he said. "I was in Cuba when Haitian President Aristide was being overthrown. The Haitians migrated to Cuba by the thousands. It was really weird to see all those people leave a bad situation for another bad situation. We were trying to help them, and when they rioted, they threw rocks, tent poles and whatever else they could find. Some people got hurt really bad," he added.

**Robert Crane**  
Customer Sales Rep.

Robert Crane (10/30/78) served in the U.S. Navy from June 1959 until June 1961.

**Martin Campbell**  
CSR

Martin (01/19/93) was a Staff Sergeant in the U.S. Air Force from September 1977 to September 1981. "I was deployed to Egypt to support Egyptian forces who purchased F-4 Phantoms from the United States. I was also deployed to a classified location to support the U.S. forces during the Iran Hostage Crisis," he said.

**Don Boltz**  
Maintenance Mechanic

Don Boltz (07/06/92) was in the U.S. Navy from 1954 to 1958. He served in Egypt, Africa, Spain, Israel, Italy, Lebanon and Cuba.

**Steve Galvez**  
Route Manager

Steve (12/30/91) was in the U.S. Army from May 1985 until August 1989.



## Salute to Prudential U.S. Vets *cont...*

### Fresno - 08

#### **Douglas Rix** **Sales & Service Rep.**

Douglas Rix (07/05/95) was a Specialist Four in the U.S. Army from May 1969 to December 1971. He was stationed in Germany.

#### **Charles Canaan** **Maintenance Mechanic**

Charles (05/26/93) was in the U.S. Army from October 1967 to July 1975. "I was a combat medic with the 9th Infantry Division for nine months, and then a Dust Off Medic with the 45th Air Ambulance Co. for 10 months," he said. Charles served in Germany, Vietnam and Italy. He saw combat in South Vietnam.

#### **Spencer Setty** **Plant Superintendent**

Spencer Setty (06/13/88) was in the U.S. Navy from 1975 to 1979. He served overseas in Guam and Canada.

#### **Shawn Rice** **CSR**

Shawn (02/21/95) was in the U.S. Navy from January 1991 to January 1995.

#### **Danny Dauer** **CSR**



*Danny Dauer*

Danny (03/02/98) was in the U.S. Air Force from 1990 to 1996. "They nicknamed me the Bull in Basic Training. As everyone at Fresno says, it is because I'm so full of bull," he said.

#### **Eddie Andrade** **Maintenance Supervisor**

Eddie (03/13/89) was in the U.S. Army from November 1983 to November 1985. "The military experience was tough, but the single most important thing I learned was how to work closely with people from all different backgrounds, races, and regions of the country. It also taught me responsibility along with the various skills I acquired," he said.

### Milpitas - 09

#### **Rick Kellogg** **Sales & Service Manager**

Rick (11/07/88) was a Specialist 4 in



*Rick Kellogg*

the U.S. Army from November 1985 to November 1988. He served in Panama and England.

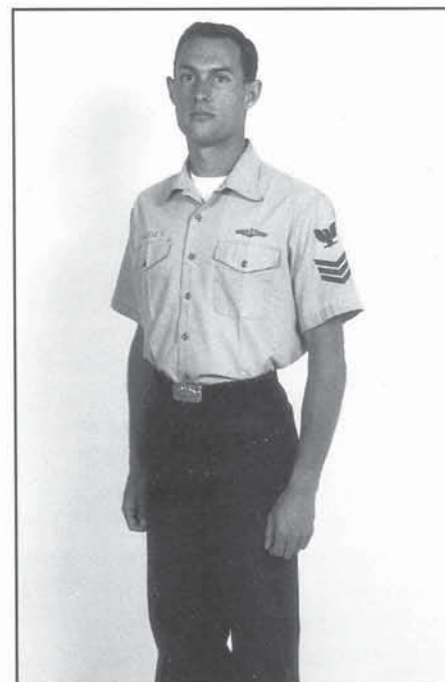
#### **Pete Corvantez** **CSR**

Pete (06/11/98) served as a Sergeant in the U.S. Marines Corps

from July 1983 to September 1987. "I was stationed in Quantico, Virginia and Washington, D.C. and was a Presidential Security Guard for Ronald Reagan from March 1984 to September 1987," he said.

#### **Aaron Livingston** **CSR**

Aaron (08/11/97) was in the U.S. Army from July 1992 to January 1995. He served in Somalia, Africa and Haiti.



*Brent Barnes*

#### **Brent Barnes** **Plant Superintendent**

Brent (03/01/98) was in the U.S. Navy from November 1986 to July 1994.

#### **Loren Zinn** **Route Manager**

Loren (08/31/80) was in the U.S. Navy from March 1960 to March 1966. He served in Japan.

#### **John Stackfleth** **CSR**

John (06/05/89) was in the U.S. Marine Corps from January 1985 to March 1985.



# Salute to Prudential U.S. Vets *cont...*

## Fremont Cleanroom - 10

### **Donald Treolo**

CSR

Donald (02/07/83) was in the U.S. Army as Specialist 4 from May 1979 to December 1981. He served in Korea.

### **William Turnage Sr. Route Manager**

William (11/01/92) was a Staff Sergeant in the U.S. Marine Corps from August 1969 to December 1976. He served in Vietnam and the Phillipines.

### **Sanford Fernandez MPTP**

Sanford (06/23/97) was a Major in the U.S. Army. He served Active Duty from August 1968 to July 1980 and Reserve from July 1980 to August 1991. "The military gave me a foundation for the development of my management career. It gave me a broad experience base with assignments in Command, Engineering, Logistics, Supply, Finance, Personnel and Administration. It gave me the discipline of structuring and developing an effective organization with austere budgets and limited resources. It helped me develop my leadership skills and make decisions under fire," he said.

## Vista - 13

### **Jimmie Hoskins Route Manager**

Jimmie Hoskins (03/11/96) was a Captain in the U.S. Marine Corps from July 1970 to September 1990. He served in Okinawa, Japan and saw combat in Vietnam.

### **Rob Saylor Route Manager**

Rob (01/12/97) was a Petty Officer Second Class in the U.S. Navy from November 1992 to November 1996.



*Rob Saylor*

He served two Western Pacific deployments to the Persian Gulf. "I served for three years with a F-14 Squadron deployed aboard the USS Carl Vinson. I was a Weapons System Technician," he said.

### **Richard Grace CSR**

Richard (10/18/76) was in the U.S. Navy from March 1970 to November 1973. He served aboard the USS Ticonderoga.

### **Marlon Wilkins CSR**

Marlon (12/27/96) was in the U.S. Marine Corps from 1986 to 1990 and served in Japan, Australia, Korea, Thailand, and Singapore. "I enjoyed traveling and learning many different cultures," he said.

### **Josh Scott CSR**

Josh (07/22/97) was a Lance Corporal in the U.S. Marine Corps from July 1993 to July 1997. He served in Kuwait, Australia, Hong Kong, Singapore and Thailand and saw combat in Somalia.

### **Larry Sanchez Sales & Service Rep.**

Larry (09/19/90) was a Master Gunnery Sergeant in the U.S. Marine Corps from February 1958 to March 1988. He served in Japan, Taiwan, Phillipines, and Hong Kong. He saw combat in Vietnam and received four awards, including the Vietnam Cross of Gallantry and the Navy Commendation Medal with Comb "V." He also spent ten years performing recruiting duty.



*Larry Sanchez at the microphone*



## Salute to Prudential U.S. Vets *cont...*

### **Lou Hazen** **CSR**

Lou (02/10/94) was in the U.S. Marine Corp from September 1983 to September 1989 and served in Okinawa and Korea. "Training and teamwork were probably the most important things I learned in the military. You build trust with your fellow Marine and you're always accountable. I was a Combat Engineer and a Demolition Instructor for the 1st and 3rd Marine Division," he said.

### **Moorpark Dust Control - 17**

### **William Upton** **CSR**

William (06/13/98) was in the U.S. Army from January 1968 to March 1978. "I was proud to serve my country," he said. William received two Purple Hearts, a Bronze Star and a Silver Star.

### **Thomas Nixon** **CSR**

Thomas (03/01/83) was in the U.S.



*Thomas Nixon (on truck)*

Army from October 1967 to August 1970. He served in Korea.

### **Glen Hart** **Accounts Receivable Clerk**

Glen (08/24/86) was a Private First Class in the U.S. Army from November 1956 to October 1959. "I served for two and a half years in the Corp of Engineers, with construction jobs all over France," he said.



*Lou Hazen*

### **Lawrence Stark** **CSR**

Lawrence (11/03/80) was a Specialist 5th Class in the U.S. Army from August 1963 to August 1966 and served in West Germany. "My Basic Training group was the last to be sent to Europe. Most of the training classes after mine were sent to Vietnam," he said.

### **Douglas Everts** **Plant Superintendent**

Doug (08/26/97) was in the U.S. Navy 1971-1975; and in the U.S. Army Reserves and the U.S. Air Force Reserves 1976 to present. He was in combat off Vietnam and served in eight countries.

### **Sacramento - 18**

### **Richard Murphy** **Corporate Sales Rep.**

Richard Murphy (05/12/98) was a Sergeant in the U.S. Marine Corps from August 1968 to June 1972, and saw combat in Vietnam.

### **Russell Olson** **CSR**

Russell (01/05/98) was a Sergeant in the U.S. Army from November 1983 to November 1987. "I saw most of Europe at the taxpayers expense," he said. Russell served in Germany, Austria, Switzerland, Italy, Denmark and Holland.

### **Ronald Phares** **Route Manager**

Ronald (01/25/93) was Staff Sergeant in the U.S. Air Force, and served from 1984 to 1992. He served in Korea, Philippines, South American, and Turkey, and saw combat in Desert Shield and Desert Storm. He was also in Operation Just Cause in Panama in November 1990.



## Salute to Prudential U.S. Vets *cont...*

### Tucson - 21

**John Robinson**  
**Sales & Service Manager**

John (04/01/91) was in the U.S. Navy from January 1985 to January 1991. He served in combat in the Persian Gulf during 1988 and 1989.

**Francisco Cruz**  
**CSR**

Francisco (01/08/98) was in the U.S. Army from 1978 to the present. He served in Korea and is currently in the National Guard.

### Phoenix - 22

**Leonard Campbell**  
**Water Treatment Operator**

Leonard (10/22/96) was in the U.S. Air Force for 24 years. He served overseas in Korea during 1980 and 1981.

**Charles Walters**  
**MPTP**

Charles (10/05/98) was in the U.S. Army from October 1973 to October 1976. He served in Germany.

**Harry Lewis**  
**District Sales Manager**

Harry (11/22/82) was a Hospital Corpman in the U.S. Navy Reserve from 1952 to 1960.

### Mesa Cleanroom - 23

**Duane Hegge**  
**Maintenance Mechanic**

Duane Hegge (07/27/98) was in the U.S. Army from January 1985 through September 1992. He served overseas in Germany and saw combat in Saudi Arabia.

**Stanley Cwierz**  
**Plant Superintendent**

Stanley (06/10/92) was in the U.S.

Air Force from 1968 to 1974, and served in Vietnam. "I was part of the 555 Red Horse Construction /Civil Engineering. This took me to many areas in Vietnam. We were into heavy construction, building hangers, guard towers and barracks," he said.



*Charles Walters*

### Chip Fiandaca



*Harry Lewis*

**General Manager**

Chip (06/26/95) was in the U.S. Air Force from July 1970 to April 1974. He served in the Philippines and was also stationed at Matagorda Island, Texas, which was a bombing range and hunting and fishing location for active duty and retired military personnel. "I spent part of my time there as a hunting and fishing guide for the Air Force," he said.

### Las Vegas - 32

**Billy Harris**  
**Corp. Sales Rep**

Billy (12/15/85) was in the U.S. Navy from 1970 to 1972. He served in the Philippines, Japan, Korea, China and Thailand and saw combat in Vietnam.

**Jim Winstein**  
**CSR**

Jim (10/14/98) was in the U.S. Army from 1988 to 1995.

**Mike Harrill**  
**CSR**

Mike (05/02/92) was in the U.S. Navy from December 1968 to April 1972. He served in the Philippines and Hawaii and saw combat in Vietnam.

### Albuquerque - 45

**Mike Blazek**  
**General Manager**

Mike (05/21/90) was a Lance Corporal in the U.S. Marine Corps. He served from June 1982 to June 1986.

**Ralph Stubbe**  
**Maintenance Mechanic**

Ralph (02/17/98) was in the U.S. Air Force from December 1964 to October 1968. He served in combat in Vietnam.



## Salute to Prudential U.S. Vets *cont...*

### **Wolfram Breitfeld** **MPTP**

Wolfram (08/10/98) was in the U.S. Navy from August 1983 to August 1988. He served in Spain, France, Italy, Turkey, Sicily and Cypress. "I spent long durations underway. My longest period without seeing land was 120 days," he said.

### **Robert Shores** **Plant Superintendent**

Robert (07/25/94) was a Captain in the U.S. Army, and served from May 1977 to August 1987.

### **Austin Cleanroom - 50**

### **William Miller** **Maintenance Mechanic** **Supervisor**

William (05/05/97) was in the U.S. Army from April 1966 to February 1987. He served in Thailand and Germany and saw combat in Vietnam.



*Douglas Geer*

### **Derrick Born** **Lead Washer**

Derrick (04/23/98) was in the U.S. Army from August 1997 to February 1998.

### **Mark Derington** **General Manager**

Mark (09/15/93) was a Captain in the U.S. Air Force from February 1982 to August 1989. He served in Turkey and England. "I was a Missile Combat Crew Commander at Whiteman Air Force Base in Missouri, in charge of 10 ICBM Minuteman Missiles. I participated in the planning of the air refueling operations on the air strikes in Libya," he said.

### **Portland - 60**

### **Gary Spencer** **Customer Sales Rep.**

Gary (05/25/98) was a Specialist 4

in the U.S. Army from September 1965 to October 1967. He served in Germany.

### **Milpitas Consumables - 80**

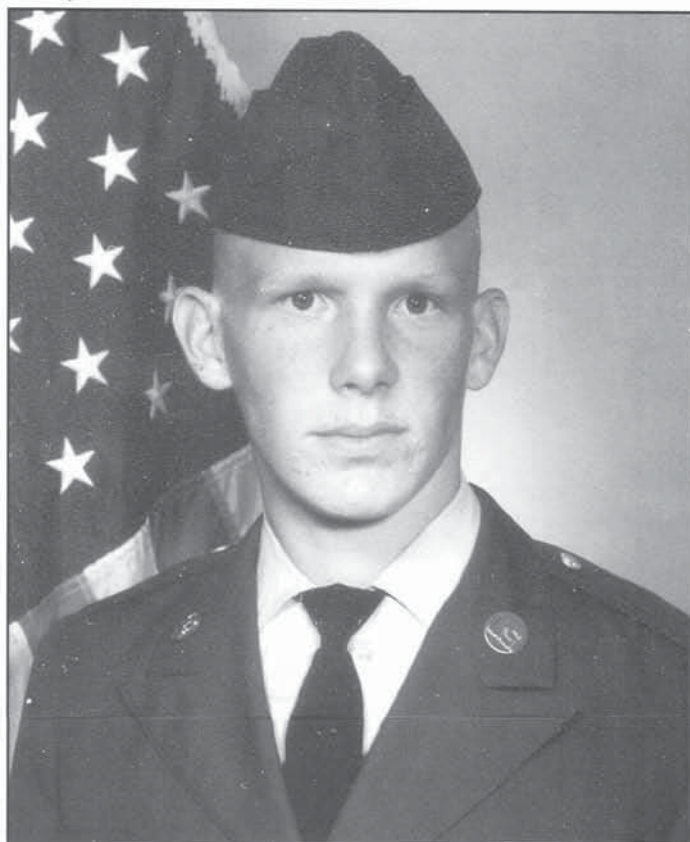
### **Hank Eaton** **Vice President, Consumable** **Products Group**

Hank (07/01/95) was a Lieutenant (River Boat Commander) in the U.S. Navy from 1967 to 1972. He served in Spain and Vietnam.

### **Central Garage - 91**

### **Douglas Geer** **Fleet Manager**

Doug (02/01/83) was in the U.S. Air Force from 1966 to 1970. "I was a Flying Crew Chief so I was able to go to Vietnam and all over the world," he said.



*Derrick Born*



# What's News?

## Cerritos Plant Wins Back-to-Back Annual Sales Contest

The Cerritos Plant has won the Northern Region Annual Sales Contest for 1998.

The Plant has won "back to back", winning the contest in both 1997 and 1998. The Fresno Plant was the contest winner in 1996.

In the photo, Cerritos General Manager Ron Baublitz (09/19/94), right, accepts the winning plaque from Regional Manager Brandon Blanchard (06/08/92).

Congratulations Cerritos!



## Top Pro & Clean Pro Awards

Selling Period 11 - Clean Pro Award goes to Emily Cook (09/04/90), Los Angeles Cleanroom, for Most Weekly Rental Revenue Sold. This is Emily's third Clean Pro Award for the 97/98 Selling Year.

Selling Period 12 - Top Pro Award to Rebecca Kinman (10/13/97), Fresno, for Most Weekly Revenue Sold.

Clean Pro Award to Wizzi Wisilinski (05/30/89), Fremont Cleanroom, for Most Weekly Rental Revenue sold (her fourth Clean Pro Award for the 97/98 Selling Year).

## Balloons Fill the Sky Over Albuquerque

The 1998 Annual International Balloon Fiesta arrived in Albuquerque, New Mexico recently. The Prudential Plant is just a few blocks from the balloon field. Every morning for two weeks hundreds of balloons flew over the Plant filling the sky with colors and shapes.



*Balloons over Prudential.*



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# What's News?

## SMTTP Held In October

Supervisory Management Training Program Class 17 was held at the Corporate Office October 12-16, 1998. Don Nordstrom, Vice President of Human Resources (08/11/86), was the SMTTP leader. In the photo below, the 24 participants take time to pose for a snapshot. They are (L-R): Mike Mellick (06/04/90), Route Manager at Plant 05, Manuel De La Rosa (07/26/94), Route Manager at Plant 05, Gregg Tyler (04/17/95), Route Manager at Plant 17, Mike Garcia (09/02/87), Route Manager at Plant 02, Arnold Duran (11/17/97), Service Center Manager at Plant 19, Mark Derington (03/15/93), General Manager at Plant 50, Catherine Hernandez (05/11/98), Office Manager at Plant 45, Rick Palmer (09/08/98), Plant Superintendent Trainee at Plant 00/22, Roger Cox (05/15/95), Route Manager at Plant 21, Paul Obert (09/03/96), Route Manager at Plant 21, Gary McClure (08/24/98), Management Trainee at Plant 00/15, Barry Easdale (08/04/98), Management Trainee at Plant 00/02, Miguel Silva (09/03/97), Production Supervisor at Plant 15, Jerry Lytal (09/08/97), Service Center Manager at Plant 32, Mike Elveston (08/25/97), Route Manager at Plant 70, Chris Kasper (03/16/98), MPTP at Plant 50, Scott Boothe (07/30/96), Route Manager at Plant 06, John Kinsella (09/98), Plant Superintendent Trainee at Plant 00/07, Jeff Wilkins (10/17/97), Sales & Service Manager at Plant 10, Susan Loredo (07/23/90), Garment Coordinator Supervisor at Plant 10, Bill Stoner (09/15/88), General Manager at Plant 15, Carmen Lugo (11/16/94), Supply Supervisor at Plant 09, Richard Boyd (10/12/98), Plant Superintendent Trainee at Plant 00, Eddie Andrade (03/13/89), Maintenance Supervisor at Plant 08, and Don Nordstrom (08/11/86), Vice President of Human Resources and SMTTP Leader at Plant 00.



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## In Memoriam

Condolences to Tom Watts, Vice President of Operations, and to Keith Watts, Customer Sales Rep at Vista, on the death of their father and grandfather, Melvin Watts, on September 26, 1998.

Melvin Watts worked for Prudential from January 11, 1971 to July 2, 1982 at Cerritos Dust Control as a Dust Route Salesman. In 1975, Tom Watts started in the same job in the same plant.





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# What's News?

## Chula Vista Holds Picnic



The Chula Vista Plant held its annual picnic on September 19, 1998. The event included lots of fun and games and some great food.



BS



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# 1998 Company Goals

### 3. Quality Improvement Process

c. Every Plant have twice the number of their employees Opportunity For Improvement (OFI) forms submitted. Have you submitted an OFI lately?



### Editor Has Baby Boy!

*Off-the-Cuff* Editor Mary Kirkpatrick had a baby boy on September 30, 1998. Matthew Scott Kirkpatrick weighed 8 lbs. 12 oz. Congratulations Mary!

## Tucson Employees Complete CPR

In August, the Tucson Plant had 10 employees complete the CPR and First Aid Training Program.

Pictured from left to right are General Manager Mitch Cummins (07/21/80) and Route Manager Gordy Stewart (11/02/93).





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# What's News?

## Three Employees Honored for Long Years of Service



In left photo, Chairman Dan Clark (09/23/68) receives his Thirty Year Certificate from President Don Lahn (left), at the Corporate Office monthly Employee Recognition Celebration.



At right, Karen Stewart (10/12/70) receives her 28 Year Certificate from Vice President of Finance John Thompson (02/16/93).



At left: David Monjaras, Chula Vista Production Lead Person (09/17/93) celebrates his 25th anniversary. He received a watch, pin and certificate from (L-R) Bob McCann (09/15/97), Plant Superintendent and Steve Jozefczyk (12/03/90), General Manager, while Tom Watts (09/08/75), Vice President of Operations, looks on.

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## Truman Tate Retires From Prudential

Truman Tate, General Manger of the Phoenix Plant, has retired effective September 18, 1998. Truman originally started with Prudential in 1986 and has been a General Manager since 1989. He has won the Plant Outstanding Achievement Award as a General Manager at both the Tucson and Phoenix plants.

In the photo at right, Truman appears with his wife, Ann, in a computer image picture taken in August 1998.

Best wishes Truman!





# Thank You Letters from the Prudential Mailbag



**SPEEDFAM CORPORATION**  
A Subsidiary of SPEEDFAM INTERNATIONAL, INC.

**SEMICONDUCTOR GROUP**  
305 N. 54th Street  
Chandler, Arizona 85226-2416

Phone: (602) 961-1600  
FAX: (602) 705-2786

August 17, 1998

Charles Boyd  
Account Manager  
Prudential Cleanroom Services  
3906 E. Roeser Rd.  
Phoenix, AZ 85040

Dear Charles,

I would like to take a moment to commend you for a job well done. Anytime I need assistance you are helpful, resourceful and polite. In cases of emergencies, you always go out of your way to help me.

As you are aware, our consumables were quite a challenge last year, as end users were buying from various suppliers. This was costing Speedfam significantly in time, resources and costs. When I investigated reducing costs through consolidation, you offered the J.I.T. stocking program. This program has been quite a success at our facility thanks to your efforts.

I also commend your staff, in particular Gloria, Julie and Martin. They are very helpful and kind. I want to sincerely thank them for their efforts and look forward to a long term partnership with Prudential. You have an excellent, dedicated team!

Regards,

*Sandra T. Kairis*  
Sandra T. Kairis, C.P.M.  
Buyer/Planner



Mr. John M. Heppel  
Facilities, Security, and Safety Manager  
8525 Miraloni Drive, San Diego, CA 92126  
Phone (619) 530-3145  
FAX (619) 530-3147  
E-Mail heppel@qtron.com

September 24, 1998

Prudential Overall Supply  
2485 Ash Street  
Vista, CA 92083  
(760) 727-7163

Dear Sirs:

I would just like to take this opportunity to thank Lou Hazen (CSR) for the courteous and professional assistance he provides us. Lou has been servicing our account for some time and goes above and beyond the call of duty to ensure our needs are met. He anticipates our changing needs, provides recommendations regarding additional services and/or supplies, and is representative of Prudential's reputation for quality service.

Again, thank you for a job well done.

Sincerely,

*John M. Heppel*

John M. Heppel  
Facilities, Security, and Safety Manager

*Above: This letter praised the performance of Phoenix Consumables employees Gloria Patino (07/07/97), Martin Clement (11/04/96) and Julie Lynch (04/29/92).*

*Left: Lou Hazen (02/10/94), CSR at Vista, received this note of appreciation.*

The date of hire is listed after each employee name throughout *Off-The-Cuff*.

**Off-the-Cuff**

## A Quarterly Publication of Prudential Overall Supply

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

Editor: Mary Kirkpatrick • Layout & Design: Marketing Plus • 1-800-554-7587

Please address all correspondence and address changes to:

**Prudential Overall Supply** • Human Resources Dept. • 1661 Alton Pkwy. • Irvine, CA 92606 • (949) 250-4855





**BURRTEC**  
WASTE INDUSTRIES, INC.

September 29, 1998

Re: Brian McCabe

Robert Cesario  
Sales and Service Manager  
Prudential Overall Supply  
6997 Jurupa Avenue  
Riverside CA 92504

Dear Robert Cesario:

I wanted to take the time to thank you for the excellent service that we received from your Customer Sales Representative, Brian McCabe. We at the Agua Mansa MRF were very pleased with his careful and attentive service. We also wish him success in future endeavors and hope that his new accounts are as pleased with his service as we were.

Thank you,

Jennifer Glass  
Recycling Administrator  
1830 Agua Mansa Rd  
Riverside CA 92509

Right: Riverside CSR Brian McCabe (02/13/95) was acknowledged for his excellent service.

Below: Daniel Kulstad (07/22/96), CSR at Moorpark Dust Control, was praised for his service in this letter.

To: Brian Cole  
Prudential Overall Supply  
fax (805) 529-3447

Re: Dan Kulstad

Dear Mr. Cole,

I just wanted to send you a quick note to thank you for the wonderful service that we have received from Prudential Overall Supply.

We have the most contact with Dan Kulstad. He is an outstanding representative of your company. He is very helpful and always pleasant and all of us here appreciate his efforts.

Because of employees like Dan and the refreshing "human" voice that answers the phones at your office (rather than a distant voicemail) we are interested in switching to your service for our Santa Monica location when the opportunity presents itself. Thank you.

Sincerely,

Kim Ruge  
General Manager  
Reel Inn Malibu  
310-456-8221

## On Back Cover

"Fire when ready" shouts Lt. Commander Bob Connolly from the bridge of the USS Missouri (BB-63) somewhere in the Pacific as he directs a "Battleship Broadside," which is the simultaneous firing of nine 16" guns and eight 5" guns. Bob Connolly served 24 years in the Navy and specialized in Combat Systems Operations. During his Navy career, Bob had the opportunity to personally direct the firing of almost every weapon in the Navy's inventory. Bob served on the USS Missouri from April 1987 to July 1989 and is now Human Resources Manager in the Prudential Corporate Office.



