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CUSTOMER PROFILE: GREAT LAKES SCENIC STUDIOS

Above: A prop fabricated by Great Lakes Scenic Studios commands center stage during a Princess Cruises show. Below: The same prop under construction shows the aluminum frame made of Clinton Aluminum material. Photos courtesy Great Lakes Scenic Studios



THE WORLD'S A STAGE

And many other things to the Canadian firm that helps dazzle and delight

Aluminum and its versatility have of course been taken advantage of for a very long time, in a practical sense. Lightweight. Strong. Rust-resistant.

The artists and fabricators at Great Lakes Scenic Studios are showing people around the world, in theme parks and theaters, on cruise ships and condominium lobbies, that it does something you'd hardly expect: Convey illusion and enhance beauty.

The Canadian company, based in Burlington, Ontario, is a big fan of what

Clinton Aluminum has to offer, as big a fan as attend those amusement parks and entertainment venues where its wares can be found.

"We're real eye candy," says managing partner Dave Stevens. "There's not many of the elements that we touch that don't or can't have aluminum."

Great Lakes has been in existence since 1998, but its mothership, F&D Scene

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**What's in front of
and ahead for CA/4**

INSIDE

**Employees of
the Month/3**

CHECK IT OUT



Kevin Gisewhite didn't get to do doughnuts in the infield, but he did win the go-kart race at the company picnic Aug. 20 at Sluggers & Putters in Canal Fulton. Gisewhite works second shift in the plate department. Mechanic Ricky Dixon took second and outside sales rep Joe Bammer placed third.

***Good to have you:** Please give a warm welcome to our new employees:

May — Lee Greenhill (truck driver, Michigan), Joshua Fye (laborer), Donna Burch (accounting), Seth Denzer (second shift, Wisconsin), Don Hendrick (truck driver, Michigan)

June — Aaron Friend (first shift bar), Matthew Patton (second shift plate)

July — Ricky Dixon Jr. (maintenance), Jamie Borotkanics (second shift truck loading), Paul Crawford (truck driver, Wisconsin), Lori Beitel (operations), Terry Clark Jr. (second shift bar)

August — Steve Glissendorf (electrician, Wisconsin), Alan Domagala (outside sales), Jai Dakoski (quality control manager/safety manager)

SEPTEMBER MILESTONES

BIRTHDAYS

Alan Domagala	Sept. 2
Matthew Kaye	Sept. 3
Paul Crawford	Sept. 6
Sherry Moss	Sept. 8
Mark Scarpino	Sept. 8
Kelly Campbell	Sept. 15
Nicholas Labay	Sept. 23
Terry Hitchings	Sept. 24
Troy Harp	Sept. 27
Daniel Wingerter	Sept. 29

SERVICE ANNIVERSARIES

Randy Harp	18 years
Shawn Loutsenhizer	17 years
John Ring	14 years
Kevin Gisewhite	11 years
Ralph Perrotta	7 years
Nicholas Labay	7 years
Kelly Campbell	4 years
Michael Fitzsimmons	3 years
Raymond Ficere	1 year

SCENIC

from cover

Changes Ltd. of Calgary, started in 1986. Great Lakes was established to give F&D a presence near the eastern seaboard.

When Stevens began in the theater business before helping found F&D, where he worked as a carpenter and in production management, most of the scenery and props were made of cotton, canvas and wood.

"Over the years, you learn what you can use and can't in a certain application," says project coordinator Ryan Mitchell, who has a background in community theater but has seen Great Lakes' work shift away from those who walk the boards in the nine years he's been there. "Over the last few years, it's really changed because there's so much stuff out there we can do."

Mitchell says because of aluminum's unique traits, Great Lakes has fashioned interactive and other moving-part uses that have gone into malls, castles for kids to romp in — and facades and other things made to look uncannily like cotton, canvas and wood.

"We change what we have to actually build what their vision is," Mitchell says. Stevens says that Blachere Illuminations, a French company that contracts with Great Lakes to build Christmas displays, uses only aluminum.

"We used to do a lot of Broadway scenery," says Stevens. "We don't have as much American work as we used to. We've started to redefine what we do. We do more retail now.

"It's fun, it's very creative. Very challenging and frustrating at times. We're always looking for one-of-a-kind items."

Jerry Andreatta and Chris Lawrence work outside sales in Canada and brought Great Lakes with them as a client in the deal that turned Victory Metals into Clinton Aluminum Canada. Mitchell says that Great Lakes buys 15,000 to 20,000 pounds of material a year from Clinton, and he heaps praise on both salesmen.

"There's never been a delay, and if there's ever a problem, it's usually taken care of before I even knew there was a problem," he says.



EMPLOYEE *of the* MONTH

Josh Filhour knows success. He was a Stark County all-star for Massillon Washington in soccer. His younger sister is an accomplished dancer and was just accepted into the nursing program at the University of Akron. His even-younger brother is a dancer well beyond accomplished.

Couple that with the fact that in his five years with Clinton, he's worked all but three departments, and it's also apparent he knows the meaning of teamwork.

So maybe that's why the guys who are under him in the second-shift bar department are the first ones mentioned when he's asked why he won Employee of the Month.

"How well they do is a testament to how well I taught them," their assistant foreman says of Matt Fye, Terry Clark, Mike Maag and Charles Minnick. "If they don't work as hard, I don't look as good."

Before Clinton, Filhour worked as a subcontractor for Pella Windows and did his own work on decks, fencing and other handyman jobs. But the allure of an employer without sky-high insurance rates came calling.

"We're going places," he says of CA, citing the Canadian acquisition and other positive signs. "Two thumbs up to job satisfaction. If I didn't have that, I'd be someplace else."

Going places also — or rather already there — is Filhour's younger brother Forrest, who will turn 18 soon and is pursuing a career in ballet. And not just at your local strip mall studio — the School of American Ballet in New York City. It is the training academy of the New York City Ballet, and Forrest attends on a scholarship.

Sister Bethany will be 20 soon. Brother Brandon Harder is 17. He may just be winking in approval at them and his bar department guys in the picture above.



**Joshua
Filhour**

The picture you see of Tim Smith below is a self-portrait, one of those classic, hold-the-digital-camera-out-and-point-it-backward deals that account for at least half of all pictures posted on Facebook and elsewhere on the Internet.

He'd had a decent one already taken for his Employee of the Month shot, but as caretaker of the camera that day, he'd accidentally deleted it.

Such an episode is far from how things usually go for Smith, a 21-year CA veteran and second shift foreman working mostly shipping who takes great care — of products and people.

Still, he took winning EOM in stride.

"I was, like, really?" he says. "I wasn't that surprised because so many people had already won it. I was thinking it was about time. I'm just kidding."

"Honestly, I don't know. I guess there were a few people that thought I went above and beyond what I do." He recalls a late order from an outside salesman that needed to get out now, and he tenaciously obliged.

Smith went to R.G. Drage Career Technical Center in Massillon while in high school and worked at Clinton as he learned. He's never left.

Loading and shipping can be tough, from the volume of business CA does to the size of the load packed, but "I'm looking forward to the future, with how things progress" at the company.

He has two children from a previous marriage, ages 16 and 12, and three stepkids with his current wife, ages 24, 21 and 19. He lives in Canal Fulton, and also enjoys four-wheeling, having recently tooled around Hatfield-McCoy Trails in West Virginia.



**Tim
Smith**

HONORABLE MENTION

Nick Bennett and **Nick Labay**

They each received a \$10 McDonald's gift card.



Employee Profile

Name: Nick Bennett

Occupation: Inside sales representative

With CA since: January 2008

Lives in: Wadsworth

High school: Wadsworth, Class of 1998

Fun facts: Married since 2004 to Jamie, and father to Anthony, 5, and Ashley, 3 ... Jamie teaches second grade at Overlook Elementary in Wadsworth ... enjoys golf, racquetball and fantasy football ... worked as a mortgage broker until 2008, when "the mortgage crisis

pretty much forced my hand."

... has a bachelor of science degree in accounting and finance from attending Ohio State and Canyon College ... came to Clinton at the urging of Jo Jodon; his wife and Jamie have been friends since childhood. Nick job-shadowed with Jo for a day, and the rest is history.

Quotes: On fantasy football: "My wife



usually doesn't understand my passion for something that isn't real." On being a mortgage broker: "It really was rewarding, helping people buy a home, refinance, save on a monthly payment. I'm glad I landed where I did." On his current job: "It's about managing your time, staying in your rhythm, knocking things out as they come across your desk. The The

CA: THE ROAD AHEAD

BETTER, FASTER, SAFER

An acquisition and a new CEO are just the beginning of positive changes and ever-forward momentum for the company

Everybody gets new shoes.

All right, they may not be those Nikes you were eyeing.

But chief executive officer Ted McQuade says CA will foot the bill for all, up to \$100 a year, so that everyone has a pair of steel-toed shoes for those times when they venture into the warehouse. And wearing them won't be optional.

Safety is a cornerstone principle to McQuade and not the least of what CA has in mind to improve the work environment and grow the company.

"A lot of what we're going to do will be like changing all four tires going down the highway at 70 miles an hour," he says.

FACILITIES: McQuade expects to finalize a lease soon on a facility within a half-hour drive from the main shop. That will mean moving the sheet department to that facility, as well as some slower-moving inventory. This will free up space in the main warehouse for better inventory organization, making it faster to locate material. It will also create a loading area in Building B, where trucks can be loaded and unloaded under

cover in the worst of weather. All of that shifting around will be done on nights and weekends, and McQuade plans to have the changeover done by the first of the year.

"It just takes a lot of extra time to load trucks in the cold and bad weather, which compromises our mission of speed," McQuade says. "More importantly, it will be much safer loading trucks indoors in the winter."

COMPETITIVE STRATEGY:

McQuade says that CA's acquisition of Victory Metals in Canada, thus creating Clinton Aluminum Canada, has changed the competitive dynamic in the industry and the region.

"We were a first mover, and all of our competitors have taken notice," he says. "That's going to be an area of longer-term, good, solid growth for Clinton."

He also sees the Janesville/Chicago area as an area for growth.

The company has recently hired three excellent outside sales reps for the territory, including Al Domagala in August to cover Lake and Cook counties. "Part of our growth will come from increased penetration in areas served by Janesville. Tony has put together a terrific team and I'm sure they will expand Clinton's presence rapidly," he says.

In addition, the Janesville warehouse recently fired up a \$250,000 Schelling saw. "Strategically, the direction is to have the metal closest to the saw that is closest to the

customer. We have to get more processing capability and more metal stocked in Janesville and Vaughan (Ontario) so we can further improve our speed."

ORGANIZATION: As might be expected, Clinton's takeover of Victory presented its challenges, part of which was that Victory's database and information system bore no resemblance to jBASE, the system used by Clinton to track orders, clients and material. There's also the issue of converting U.S. currency to Canadian and vice versa.

The process of changing that is ongoing, with jBASE implementation in Canada set to go live some time this month.

And efficiency begins at home.

"It's very important that we have a clean, well-organized shop floor," McQuade says. "It helps with having a safe workplace, and it gives our customers confidence that we will produce a quality product."

PEOPLE: McQuade points to the excellent work being done by the Safety Committee and the Employee Recognition Team, saying the people on those committees really care about CA and all its people. The employee picnic in Ohio this year is just one example.

"I am very proud of them. Look for more positive initiatives from these, and other, cross-functional teams," he says. "We are driving toward a more participative culture, where every employee feels like they have an important stake in its future."



Clinton Aluminum

& Stainless Steel