

November 2014

Onward & Upward

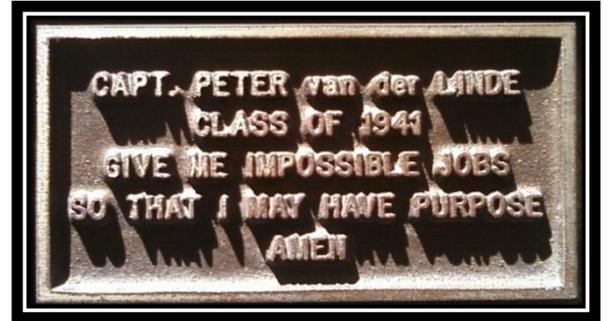
THOUGHTS FOR THE DAY!

“To be successful you must accept all challenges that come your way. You can’t just accept the ones you like.”
.....Mike Gafka

“If you have made mistakes, even serious ones, there is always another chance for you. What we call failure is not the falling down, but the staying down.”
...Mary Pickford

“When you change the way you look at things, the things you look at change.”
.....Wayne Dyer

WORDS FROM THE TOP



My Hero

Have you ever had a hero? Someone in history that you’ve read or heard about or someone you had the privilege of knowing maybe a friend, family member or co-worker? I was blessed to have such a role model, my father. The picture on this page is a photo of a plaque to commemorate him in the memorial garden at the United States Merchant Marine Academy. He approached life with a vine swinging, heel clicking, chest beating level of enthusiasm. When he left consciousness for the last time he did so literally with a double thumbs up and a smile on his face. There was nothing on his unwilling list. Your adoption of that kind of work ethic is key to your personal and our collective success here.

My focus this month, which some would argue is my focus every month, is how you approach your job. We certainly face “impossible jobs” every day, but how do you feel purposeful about what you do? You have to invest yourself. You can’t hold anything back. That gives what you do value and purpose. It is an absolute guarantee. Maybe not on your time table, but it has to happen sooner or later if you stick with it. You don’t attract into your life what you want; you attract into your life what you are.

Don’t listen to the negativity of the naysayers. They will infect your sense of purpose. Focus on building and contributing, chipping away at it a little each day and you will see this company grow and your advancement along with it.

When Winston Churchill was asked to sum up for future generations, in 25 words or less, his most valuable life’s lesson, he responded he didn’t need 25 words. He only needed 7. And in those 7 words he would repeat his message twice. His message was, “Never give up. Never ever give up”.

That is why we say “onward and upward” a lot around here.

One More Thing

Steve Jobs famously would always end new Apple product presentations by saying, “There’s just one more thing”. That one more thing as it applies to the expanded MSW machine has resulted in the inclusion of all the proven technology that exists today plus the addition of our own innovations based on six years of experience dealing with household trash and recyclables.

At every stage of design and construction Brad Purviance and his team have paused and reexamined every possible way to improve the process to raise our recovery rate. Their dedication, not just to get it done, but to get it done right has been worth the wait.

To celebrate the completion of the MSW expansion and the hard work of so many, we will be hosting a catered open house on a weekend (date to be announced) to include all employees, their families and other invited guests. Escorted tours up on the machine, in small groups for safety, will be conducted along with equipment on display.



Team Focus

Anyone who has been to our facility knows that when they hear, "Thank you Honey Bunny, Hello Sugar, or have a great day Sweetie", they are talking to one of three people; Dinky Hicks, Jeanie Donnelly or Ashley Davis. The friendly customer service they provide creates an atmosphere that makes coming here a pleasure. We constantly get positive feedback from customers about them. These ladies also play an integral part in our daily operations. State regulated, our scales not only help account for what each customer is charged, but are used for the mandatory reporting we have to provide to the State each year regarding everything that comes in and goes out of our facility. All three are registered and permitted with the State to run the scales.



Jeannie and Dinky are also responsible for the scheduling and routing of the roll-off trucks as well as coordinating that team. Did I mention the phone calls? They are constant. They help customers, drivers, the sales team, and direct calls to other offices. If it sounds like a lot of responsibility it is. Although they have official job titles, Jeanie as Dispatcher, Dinky as Scale Master and Ashley as Dispatch and Scale Assistant, because the scale, orders, front window and phones never stop, they have to constantly step in for one another to keep things moving. If you ever need a lesson on teamwork, come and talk with one of these ladies.

CUSTOMER SERVICE AT ITS BEST....THANK YOU LADIES!!



Employee Focus

Our employee focus for this month is Chris Lindsay. Chris has been with us a little over a year but in that short time has set himself apart with his positive attitude and strong work ethic. "I always see Chris working. If he does not have something to do, he finds something. I hope it is contagious!" said Pete. In his spare time, Chris enjoys playing sports, especially soccer and basketball and spending time with his kids and family. When I asked Chris what he thought were his greatest strengths he said, "I learn fast, do what I am told and will work anywhere." We can't ask for more than that.

Sound Asleep or Texting?

We have received reports of drivers being observed driving with their heads down for extended periods of time. This can only mean one of two things: they are either sound asleep or more likely, texting.

You have a professional and moral responsibility to not put others in harm's way texting while driving in any vehicle. Company vehicles in particular are larger and heavier than most others on the road and consequently carry the potential unthinkable destruction of property and loss of life.



Are You Interested?

Dan, in the shop has an opening for a Tire Technician on the evening shift which works 4:30 p.m. – 12:30a.m. Monday – Friday, and every other Saturday. Overtime is required as needed. Applicants must have knowledge of basic mechanics, be able to lift at least 50 lbs., be able to read and write legibly and provide basic hand tools. No previous experience necessary, training will be provided. If you are interested, please pick up an application from Andi at the main office.

HO HO HO.....

Mark your calendars.

Our Christmas lunch will be held on December 23, 2014 in the shop from 11:30 a.m. – 1:30 p.m.

Hope To See You There!

