



Power Express

MUNCIE POWER PRODUCTS, INC.

General Offices & Distribution Center
P.O. Box 548 • Muncie, IN 47308-0548

SPRING 2009

MUNCIE MISSION STATEMENT

- TO BE a dominant "designer, manufacturer and distributor of mechanical, hydraulic, and electronic products" supplied to the Mobile and Truck Equipment Industry.
- TO PRODUCE, sell and distribute the highest quality products.
- TO PROPERLY manage the company to ensure profitability.

Muncie E-News Launched Pg.3

New Shaft Cell in Tulsa Pg. 6

Kitting Kanban Held Pg. 7

Wire Harness Training Pg. 9



2009 TRADE SHOWS BEGIN

In spite of uncertainties of the economy, the 2009 Trade Show season has shown promise. So far this year we have attended the Pumper Cleaner Show in Louisville, the Work Truck Show (NTEA) in Chicago and the Mid-American Trucking Show in Louisville, plus several regional exhibitions.

The Pumper Cleaner Show in Louisville is the only exhibition highlighting all of the North American companies that are part of the Interpump Group. Exhibiting besides Muncie were our sister companies, General Pump, NLB, and Hammelmann. These three companies specialize in high-pressure water pumps and systems. Their applications range from small pressure washers to cutting applications with pressures over 50,000 psi.

The Work Truck Show (NTEA) saw attendance increase with 18% more attendees than last year's show in Atlanta. Cautious optimism was a common thread regarding the short term future of our market. We displayed Power Take-Off and hydraulic pump products as well as the MCN Technology (Muncie Chassis Network) currently used on snow plow equipment.

Continued on page 3





RETIREMENTS

KEITH STAGGS



L-R: Ray Chambers, President and COO, Ken Briner, Sr. Vice President, Keith, Muncie Facilities Coordinator, his wife, Karen and Terry Walker, Chairman and CEO, in front of a unique fish-shaped cake at Keith's retirement party.

On January 8, 2009, Muncie employees and friends gathered to celebrate Keith and exchange stories from over the years. Keith D. Staggs joined Muncie Power Products, Inc. on July 9, 1973 as an assembler in the shop. Over the years, he has performed many duties, with the latest being Facilities Coordinator. His big smile, enthusiasm and willingness to help others was his trademark. After 35 years of loyal and dedicated service, Keith announced he would retire as of December 31, 2008. We will all miss Keith, but understand the "fish" have called him to fulltime duty. Our Company and we, as employees, are grateful to have had Keith as part of the Muncie Team for so many years. We thank him for his loyalty and dedication to Muncie Power Products and wish him well as he embraces this new challenge called retirement.

All of our best wishes go to Keith and Karen.

LARRY TROXEL



L-R: Terry Walker, Chairman and CEO, Larry Troxel, CSM, and Ray Chambers, President and COO, enjoy Larry's retirement party.

and continued his career doing and going where he was needed most - always with a heart for our customer and a loyalty to our company and the people with which he worked so closely.

In 1969, Larry and his family were transferred to the Muncie Chicago Division as Shop Supervisor. While in Chicago, he was promoted to the Customer Service & Sales position and then to Assistant Manager of the Chicago Division. In December 1976, Muncie opened a Mobile Power Center (MPC) in Kansas City. Larry and his family relocated there and Larry became the Manager, where he remained until 1981. The next move brought Larry and his family back to Muncie where Larry became a Customer Service Manager, a position he held until his retirement.

Our gratitude and congratulations go to Larry and Dianna for their many, many years of service to Muncie Power Products. Their unwavering loyalty to our company and passionate service to our customers will never be forgotten by those of us who were fortunate enough to have worked with them during these 43 years. We all will miss both of them, but wish them all the best in the future. He can now dust off that boat and begin cruising.

After 43 years of loyal and dedicated service, Larry Troxel announced his retirement from Muncie Power Products as of February 1, 2009. Larry began his Muncie career as a shop employee on November 1, 1965 in the Muncie Warehouse



Trade Shows CONTINUED

The Mid-America Trucking Show saw attendance figures lower than previous years, but it was still quite an active event. The truck chassis manufacturers were obviously reducing their display expenses, but still provided a lot to see and drew a number of important contacts for us.

Our next major exhibitions will be the Waste Expo in Las Vegas June 9-11 and the ICUEE in Louisville October 6-8.



Eric Jones, ZSM, center, talks with a potential customer at the Pumper Cleaner show.

A Muncie pump is part of the display for General Pump, our sister company, at the Pumper Cleaner Show.



Muncie E-News Launched

The Muncie E-News Customer Bulletin was established in January of 2009 as a method of communicating important information about our products, company, and people to MPP's continuously expanding customer base.

MPP's shift to an electronic newsletter is beneficial to both the customer and our company. Our customers now receive a wider array of content that can be accessed 24/7 from anywhere in their facility with an internet connection. E-News can also be found at www.munciepower.com.

The new electronic format enables us to broadcast your daily successes to our customers in ways that were simply not possible in standard print mailings.

Our current feedback suggests that our customers love to hear about the improvements taking place in our Manufacturing and Distribution Facilities.

A major feature in the E-News is our commitment to Continuous Improvement. In March, we focused on recent Kaizen events in Tulsa that were designed to save our customers time and money. Future editions of the E-News will highlight employee driven changes to the production cells in the Muncie Distribution Center. If you have an idea for a "Continuous Improvement" article please have your supervisor submit it to the E-News Team. We hope you enjoy future editions of the E-News Customer Bulletin!





ORGANIZATIONAL CHANGES



Pat Goul

Pat Goul has accepted his new position as Product and Application Specialist, effective January 1, 2009. Pat has 30+ years of service with Muncie Power Products beginning as a bench assembler. Pat worked his way through several operations positions including warehouse management, before becoming a Level One Customer Service Manager. In Pat's new position, he will be working closely with customers, CSMs and ZSMs to answer product questions, provide troubleshooting as well as technical information and support. He will also be responsible for the design and application of both mechanical and hydraulic systems, as well as support the training department.



Larry Manet

Larry Manet has accepted the position of Accounting Supervisor-A/P and A/R. Larry joined Muncie Power Products in August, 1989 and has worked in many different capacities including Pricing/Inventory Control, Receiving Supervisor and most recently as a Materials Coordinator. Larry has a degree in accounting from Ball State University, and has been teaching accounting classes at Ivy Tech for the past 16 years. His vast knowledge of Muncie Power Products and his accounting experience makes him an ideal candidate for this newly created position.



Scott McClain

Scott McClain has accepted the position of AS400 Programmer, effective January 1, 2009. Scott joined Muncie Power Products on May 4, 1987 as a Bench Assembler. He was promoted to Level 1 Customer Service Manager in October 1995. Scott also assumed the Zone Sales Manager responsibilities for Michigan and Indiana during his tenure as Customer Service Manager. Scott most recently held the position of Material Coordinator, a position he has held since September 2005. Scott will use his vast knowledge of Muncie Power Products to take on his new tasks in the IT Department.

NEW EMPLOYEES



Jeff Bauer

MUNCIE

Muncie welcomes Jeff Bauer to the Muncie Product Development Department as an Assistant to the Product Manager. Jeff will be involved with the support of the Muncie products which will include: Cad drawings and layouts, technical service manuals, product layouts, and new project developments. Jeff is a recent graduate of Purdue University-Lafayette IN and received his Bachelors of Science Degree in Mechanical Engineering Technology. He is engaged to Michelle Smith and enjoys gaming on his Xbox 360. He is also training for competition in the Indianapolis mini-marathon.



Roger Phillips

ATLANTA

We are pleased to announce that Roger Phillips has joined the Muncie Power Products team in our Atlanta Division as Customer Service Manager. Many of you know Roger from years of working with him while he was with Hydro/Power. Roger brings a very strong knowledge of the Muncie product line as well as an extensive history with the mobile power industry. Roger is a Certified Fluid Power Specialist (CFPS) and studied mechanical engineering at Southern Technical Institute. Roger resides in Marietta, Georgia with his wife Laurie. In his spare time Roger enjoys both mountain and road biking. We welcome Roger and wish him success in this great opportunity for both he and Muncie Power Products.



William Byrd

TULSA

We are pleased to announce that William (Bill) Byrd has joined the Muncie Power Products team in Tulsa as Engineering Manager. Bill brings a strong knowledge of the mobile power industry through his work at Eaton Hydraulics and John Deere. Bill earned a BS degree in Mechanical Engineering from Michigan State and attended Cornell University for Graduate Studies. While their current residence is in Cedar Falls, Iowa, Bill and his wife, Sherry, are in the process of relocating to Tulsa. Their son, Michael, is completing his junior year at Luther College in Decorah, Iowa. In his spare time, Bill enjoys playing guitar, traveling, and writing. We wish Bill success in this new endeavor and know he will make a great addition to the Muncie team.



Customer Service Profiles



Steve Wagner

My name is Steve Wagner and I have worked for Muncie Power Products for 9 1/2 years. I have held positions such as receiving clerk, UPS shipping bench worker, bench assembler and presently as a Customer Service Manager. I have been married to my lovely wife for 31 years (I got married at a very young age) and we have a son named Ryan. He graduated from Indiana University and from the Kelly School of Business and now lives in Austin, Texas where he works for UPS. I enjoy watching most sports and even playing some now and then.



Tim Ailes

I started working for Muncie on October 31, 1988. I worked in the receiving department for 5 years before being promoted to bench assembler in 1993. After 7 years in assembly I ventured out and worked for the Subaru Corporation for 6 months assembling several models of their vehicles. After returning to Muncie Power Products in 2001 I resumed my position as a bench assembler. I was promoted to Customer Service in 2003 and in 2004 became a Level 1 working with our Distributors in the Southeast.



Craig Reeder

I started working for Muncie in May of 1996 in the cable kit area but was quickly moved to receiving. After one year, I was trained as a bench assembler by Josh Reimer to build PTOs, pumps and the other components of our product line. After 9 years on the bench, I was promoted to the Customer Service Department in November 2005. I have been married 5 years to Lisa and we have a beautiful 4 year old daughter named Danielle. I enjoy collecting vintage and newer coins and playing games with my daughter.

PROMOTIONS



Debbie Boyles

Debbie Boyles began work at Muncie Power Products in 1999 as a temporary office clerk with an assortment of responsibilities. In 2000 Debbie's contributions were recognized as a permanent employee as Engineering Records Clerk in addition to relieving the telephone operator and receptionist. As Debbie's engineering contributions grew, in 2004 she was promoted to draftsman trainee. At that time, Debbie enrolled at Tulsa Community College to pursue her formal education in drafting and design. With the support of the MPP management team, Debbie adjusted her work schedule to accommodate 12 hours

of coursework per semester while maintaining a 40 hour work week, all the time taking care of her family responsibilities. After three years of this schedule, Debbie graduated in December 2008 with her Associate degree in Applied Science focusing on Drafting and Design Engineering Technology. In recognition of this accomplishment and her increasing value and contribution to the engineering work at Muncie Power Products, Debbie has been promoted to Draftsperson. We are very proud of Debbie, her sacrifices over the past three years, her accomplishment and most of all, her daily teamwork.

Lean Implementer Training

With Muncie Power focused on continuing to become a Lean company, Muncie needs certified implementers to lead the way.

Muncie already has a significant number of employees with Lean certification including Doug Sullivent, *Tulsa Plant Manager*, Brian Maher, *Tulsa Assist. Plant Manager*, Rick Hutton, *Bench Assembler & Crew Leader*, Jim George, *CS Value Stream Manager & Lean Leader*, John Robertson, *Materials Planning Manager*, Jon Miller, *Supply Chain Manager*, Gordon McIlwain, *Distribution Expansion Manager*, Mike Essin, *Wire Harness Ops. Supervisor*, David Martin, *Test Engineer & Lean*

Leader, Dennis Mosier, *Misc. Cell & Value Stream Manager*, Marcia Bechtol, *Materials Planner & Crew Leader*, Terrie Giesler, *PFEP Coordinator-Crew Leader*, Mike Heskett, *PFEP Coordinator*, and Rex Millsbaugh, *Muncie Distribution Operations Manager*.

In May, Tulsa will have two additional Certified Lean Implementers: David Kilburn, *CNC Machinist & Crew Leader*, and Aaron Malloy, *Bench Assembler*, bringing Muncie's total to sixteen.

A Certified Lean Implementer is trained to understand and identify key changes that are taking place in the work environment (customer needs,

supplier capabilities, technological advancements, innovation, etc...). Accordingly, they are taught to choose the appropriate "Lean Tool" to successfully improve our work environment with the goal of meeting customer's demands with the least amount of waste possible. In addition, they are taught a set of core principles that are needed to effectively lead people through a "Lean Conversion".

Doug Sullivent has a favorite quote that defines Lean "Getting the right value to the customer at the right time with right cost to the organization is the key to survival and prosperity." -Jim Womack



Shaft Cell Improvements in Tulsa

In 2007, the Tulsa manufacturing crew put together a new shaft cell to help alleviate the product burden on the automated cell created back in the 80's. This new cell significantly impacted manufacturing's ability to get the parts our customers want, when they want them. Shortly after its creation, David Kilburn, *Miscellaneous Cell Machinist Lead*, suggested that we make even more improvements by incorporating a gear shaper into the new cell. This would enable the cell to shape splines on shafts routed through that area. This, in turn, would give us the ability to complete all operations required, before heat, in a matter of minutes. With limited resources, the guys in Tulsa came up with a plan. They decided that one of the Shapers in the existing gear cell could be moved to another part of the plant if they could find a suitable machine to generate the clutch portion of the TG gears.



L-R: Ron Cullen and Mike Carmack with a vintage 4GS Fellows Gear Shaper just put into service in the reconfigured Shaft Cell.

Dub Whiteis, *Tooling Services Supervisor*, located a vintage 4GS Fellows Gear Shaper at local machine shop. After a preliminary inspection by Steve Terry, *Senior Manufacturing*

Engineer, Jim George, *CS Value Stream Manage/Lean Leader* and Brian Maher, *Asst. Tulsa Plant Manager*, the team suggested MPP purchase the machine for \$7,000.00 and retrofit it to work in the cell. With a lot of help from machinists Mike Carmack, *Senior Tool Technician*, and Ron Cullen, *TG Machining Crew Leader*, and significant contributions from Scott Martin, *Maintenance Technician*, and Darrell Grace, *Maintenance Technician Manufacturing*, the machine was deemed ready



Roger Jones, *TG HSG Machinist*, works with the Vermont 10-2 model CNC which was also moved into the new Shaft Cell.

and put into service in January 2009. The existing shaper was moved into the conventional gearing department and a Vermont 10-2 model CNC capable of cutting din splines was moved into the New Shaft Cell. This series of events has enabled us to process nearly every shaft we sell in less than eight minutes per part before heat treating. The rerouting of shafts requiring splines to the new cell has resulted in substantial annual cost savings. Based on 2008 usage, estimated cost savings are significant. Take the time to congratulate these guys on a job well done!

Pump Assembly Cell Addition

With the addition of the pump assembly cell, Muncie Power Products is excited to have the opportunity to better service our customers. Roy Benton, *Pump Cell Crew Leader*, and a large contingent of Tulsa personnel, along with the support of Larry Wesley, *Manager-Product Development*, Marco Orsini, *VP, Market Expansion Manager*, and Tim Condon, *Senior Program Analyst*, were extremely honored to undertake the difficult but rewarding challenge of establishing a new product line in Tulsa.

We are currently assembling the PK and the PL series pumps and we look forward to assembling additional pumps in the future. Congratulations to the Pump Assembly Cell and supporting cast!



Mark Ford, *Bench Assembler /Crew Leader*, shows off the new Pump Assembly Cell in our Tulsa facility.



Kitting Kanban Kaizen Event Held

A scheduled Kaizen Event for a Tulsa Distribution Kitting Kanban was held from November 17-21, 2008. The Facilitator of this event was Rick Hutton, *Distribution Crew Lead*. The participants included a member from each assembly cell: Carl Lucas, *CS Cell Crew Lead*; Skyler Ishmael, *Misc. Cell Crew Lead*; Janine Haynes, *TG Cell*; and David Doyle, *Ford Cell Water Spider*. The goal of this event was to design and develop a kitting supermarket for Power Take-Off gasket and rebuild kits for Tulsa Distribution. A Kanban System was determined as the best method of accomplishing our goal.

The "current state" for PTO gasket and rebuild kits is for the Tulsa Kitting Department to produce all of these kits for Distribution. Accordingly, this process requires several inventory adjustments and part movements; potentially negatively impacting the needs of our customers. During the event, the "future state" determined that the best place for these PTO kits to be built was within the individual assembly cells. This would eliminate excessive inventory adjustments and part movements into, and out of, our Kitting and Distribution Departments.

A non-electronic Kanban System was the solution! During the event, it was determined that space was available

to accommodate the new Kanban supermarket. Since this a non-electronic Kanban, the use of Kanban Cards will be used in the process. Johnny Roberson, *Tulsa Bench Assembler*, will monitor the supermarket on a daily basis.

The Crew Leads within each cell, Carl Lucas, Skyler Ishmael and Keith Valentine, *Ford/TG Cell Crew Lead*, are responsible for creating a work order and filling the Kanban Card. Once the material is built, Johnny Roberson will replenish the supermarket accordingly; allowing Muncie Power Products, Inc. to positively accommodate the PTO kit needs of our customers. This will dramatically improve our level of service and continue to keep Muncie Power Products, Inc. as the industry leader for providing true value to our customers.



L-R: David Doyle, Johnny Roberson, Rick Hutton, Carl Lucas, and Keith Valentine stand in front of the new 'Supermarket' for the Tulsa Kitting and Distribution departments.

Our genuine appreciation goes out to each participant who contributed to this event. Without their willingness to participate honestly and openly, the event would not have been such a big success.

This Kaizen Event was another example of reviewing our "current state" procedures and processes and showing our commitment to continually improve our level of service that we provide for our customers.

Manager Completes ESM Course



Josh Reimer

Muncie Power Products, Inc. continues to be interested in the principles of individual growth, development and success of our Management and Supervisory personnel. One of the tools that Muncie Power Products, Inc., (Tulsa Division) has been able to use in the past is a course, Effective Supervisory Management, written by Paul J. Meyer.

In this course topics such as leadership, goal setting, daily "to do" list, coaching and delegation are discussed. The goal is to improve and develop methods of gaining personal and professional success. This is an eight (8) week course that requires preparation, application and open communication with personnel from other businesses within the Tulsa community. The last class began on October 7, 2008 and ended February 3, 2009. Muncie Power Products, Inc. again

had an opportunity to participate in this class. Josh Reimer, *Distribution Center Manager (Tulsa Division)*, was enrolled and successfully graduated from this course.

The course instructor, Mr. Daniel Debs, praised the management staff at Muncie Power Products, Inc. for their continued commitment to improve and shared that Josh was always well prepared, attentive, openly communicated and in attendance for all lessons. Mr. Debs even noted that Josh, due to scheduling conflicts, adjusted his schedule to attend classes held at a different time. Prior to receiving the certificate of completion a final exam is required, of the nine (9) that attended, Josh was the first to receive his certificate of completion.

Muncie Power Products, Inc. has a reputation for excellence and Josh Reimer is another example of Muncie's commitment to excellence.



Ford Poka-Yoke Event

In January, the Tulsa Ford assembly Cell (Ford, 8405's, and Reversibles) performed a Poka-Yoke event with the scope to eliminate customer complaints related to missing components. Poka-Yoke is a Japanese term that means "fail-safe" or "mistake-proofing". To avoid (yokeru) inadvertent errors, (poka) is a behavior-shaping constraint, or a method of preventing errors by putting limits on how an operation can be performed in order to force the correct completion of the operation.

Poka-Yoke systems set-up processes and/or inspection techniques that assure that set-up and processing is performed correctly with the goal of producing 100% good parts and/or services for our customers. There are five types of defects that a Poka-Yoke system focuses to avoid:

1. **Inappropriate Standard Operating Procedures or Methods.**
2. **Variation in Operations.**
3. **Non-Conforming Material.**
4. **Inadequate equipment/tooling.**
5. **Simple mistakes or imperfectly controlled task execution.**

Based on their assessment, the Tulsa Ford assembly team implemented a new procedure that requires the



L to R: David Doyle, Water Spider - Misc. Cell, Bobby Studie, Misc. & Light Assembler, and Keith Valentine, TG /Ford Cell- Crew Leader, at the new Ford assembly cell. Not Picture: Ricardo Sandoval, Misc. & Light Assembler.

boxing station to weigh the box after final assembly. If the PTO box has more than a +/- .05 lbs. variation from the established mean, the assembler is required to open the box and ensure the unit is correct and all parts are present. This process will assist in the detection of missing components (i.e. a wire harness and/or kit). Congratulation to the Tulsa Ford assembly team!

Taiwan & China

By Fred LaMar, Global Sourcing Manager

I have recently returned from a trip to Asia. The purpose of my trip was to reinforce our relationships with existing suppliers and establish new suppliers for key components.

During my trip I visited the factories of our current major suppliers as well as potential new suppliers in Shanghai region of China. I met with plant and quality managers at each facility and reviewed manufacturing and quality systems. All plants visited were ISO certified.



Fred LaMar, in blue shirt, Thompson Haung, in sweater vest, Owner of Transpacific along with Ellen Lai, Quality Manager and other members of his staff at the KX facility in Taichung, Taiwan where our TG Housings are machined.

As you might well imagine all the manufacturers are concerned about the global economy and the important role the U.S economy plays in this issue. They were all very interested in gaining our business.

It's a big world out there and I met a lot of very warm and friendly people along the way and I'm looking forward to my next trip.



Customer Service Wiring Harness Training Room

As the mobile power industry becomes more and more technical it is imperative that we are able to provide the best assistance possible to our customers. In order to better meet that challenge, the Customer Service Department is creating a wiring harness training room. We will have every Muncie harness to be able to observe, test, and gain knowledge of each harness parameter. As our products become more and more electrically oriented, we find ourselves in need to not only be able to read the wiring diagrams, but also be able to work with the harness as we are talking with the customer. The present day issue with the small truck chassis, for example, is



Paul Frazee, Customer Service Director, shows off the array of wire harnesses in the new Wire Harness Training Room.

how does the PTO operation interface with the truck circuit enablers. Because the aftermarket PTO is required to be wired to the truck, Muncie must understand what parameters the truck manufacturer has established for PTO operation (i.e., parking brake set, transmission must be in "park", mobile

mode, stationary mode, etc.). Each chassis manufacturer has unique and different parameters and Muncie must stay abreast of each manufacturer's idiosyncrasies. How we are required to wire into the truck varies— from Muncie supplied harnesses with matching plugs to locating wires under the hood, under the dash, along side the transmission, and changes to wiring color schemes from model year to model year. Add to the equation the use of cruise controls for engine rpm controls and we have a wide range of electrical issues that may prevent, influence, or enhance PTO operation. And the class 6,7, and 8 trucks are not far behind!

Muncie Billing Department Kaizen Event

A Value Stream Mapping and Cellular Flow Kaizen event was held in Muncie in early November by the Billing Department. Reviewing the current processes for improvement opportunities and waste elimination was the objective and the team had 20 action items by the end of the event. While this was one of the smallest teams with just 3 members, the output was large by any standard.

Just mapping the processes that occur in this department completely filled one wall of the Lean office. The team documented the literally thousands of pages of paper they handle per day. Open Order Changes alone account for over 8,000 pages on an annualized basis.

The team also evaluated the flow of work through their department and made several recommendations with regard to where personnel are located. One change implemented because of this event has

been the move of our Muncie switchboard operator into the area where the Customer Service Department is located. The team also made other recommendations for the department that are being investigated in order to decrease the amount of batching of work that is currently necessary.

One area in which this team excelled was follow-up and implementation after the event. They continue to have regular meetings for the entire department to follow up, implement change, and gather additional information based upon the event findings. They even put up a sign as a visual reminder to not make assumptions.



L-R: Katja Bittermann, Office Manager, Terry Lowe, Office Services Coordinator, and Nancy Ettel, Sales Desk Clerk, took part in the Kaizen event held by the Billing Department.

In addition, they have charts showing the progress of all of their follow up items as well as work processes. Without a doubt, this team has set a new standard for the folks in Muncie, IN when it comes to follow through after a Kaizen event.



Ivey-Squillante Wedding



Andrea Kay Squillante of Southlake, Texas and Michael Grayson Ivey of Dallas, Texas were united in marriage on March 14, 2009 at First Christian Church, Fort Worth, Texas

The bride is the daughter of Andrew Squillante, *Southeastern District Sales Director*, and wife Brenda of Southlake, Texas. The groom is the son of Gloria Ivey of Tulsa, Oklahoma and Jim Ivey of Houston, Texas.

Andrea and Michael are both graduates of Texas A&M University. Andrea will be pursuing a doctorate in Physical Therapy starting in May 2009. Michael earned an MS in Finance. He is a CPA with Riveron Consulting in Dallas.

Following a honeymoon in St Lucia, the couple now reside in the Dallas area.

Phillips-DeBaun Wedding



Richard Phillips, son of *Customer Service Manager*, Ed Phillips and wife Cathy was joined in Holy Matrimony on September 13, 2008, to Nicole DeBaun at St. Johns Catholic Church in Enochsburg, Indiana. The happy couple honeymooned in Cabo San Lucas, Mexico. They live in Pendelton, Indiana. The proud parents wish them the very best in their lives together.

Warfare Specialist



Ferrell William Conner III, son of Karon Cannon, *Sales Desk Clerk*, is in the U.S. Navy and is currently stationed in Saesbo, Japan. Ferrell recently qualified as a "Enlisted Surface Warfare Specialist." His duty station for the next six months will be Little Creek, Virginia, after which he will spend an additional 6 months in the Middle East on a Patrol Craft unit.

Births



Miranda Coppernoll, *Word Processing*, and her husband, Brandon, along with son, Hunter, welcomed a new daughter into their family.

Lillian Jane Coppernoll was born on April 1, 2009 at Ball Hospital in Muncie, Indiana.

She weighed 7lb.-11oz. and was 21½ inches long. Miranda enjoyed a baby shower given by her co-workers on February 9th, 2009.

Student of the Month



Laura Farmer, daughter of Wade Farmer, *Senior Buyer - Tulsa Division*, and his wife Shari, was honored by Broken Arrow High School as of the "Students of the Month" for February.

Laura is FCCLA historian and a member of the Senior High Choir. She has also been recognized with state-level algebra awards and has earned superior ratings in several choir contests. She plans to attend Tulsa Community College and Northeastern State University. Laura is looking to earn a degree in Family and Consumer Sciences.

Mental Attitude Award



Josh Cummins, son of Todd Cummins, *Customer Service Manager*, was awarded Best Mental Attitude for the inaugural season of the Monroe Central Golden Bears Jr. Varsity Football. The Golden Bears finished their first season with a 7-1-1 record.



King Awards



Kevin Robey is a senior at Muncie Southside High School.



Jonathan Sherfick is a 7th grader at Muncie Burris Laboratory School.

Kevin Robey, son of Mike Robey, *TG Cell Assembler*, and his wife Nicki, and Jonathan Sherfick, son of Mark Sherfick, *Advertising Graphic Artist*, and his wife Nancy, both earned the prestigious Dr. Martin Luther King, Jr. Youth Citizenship Award in recognition for their positive attitude, leadership skills, respect of others and willingness to contribute to their class, school and community.

The Recognition Ceremony was held Saturday, January 17, 2009. Students received a certificate from the Dr. Martin Luther King Jr. Dream Team Committee as well as a certificate from the City of Muncie.

Artist Honored

Willard Stone, the grandfather of Ammie Sullivent, wife of Doug Sullivent, *Tulsa Plant Manager*, was honored on February 21st at Tulsa's famous Gilcrease museum. A special exhibit entitled "Storyteller in Wood" will be on display from February 21st through June 14th. This is the first major exhibit of Stone's work at the museum in nearly two decades.

More than 100 examples of Stone's work make up the exhibit. It includes some of Stone's drawings as well as a wide variety of his sculptures, from small carvings



of animals to large, iconic pieces such as "Exodus," part of his trilogy of pieces dealing with the Trail of Tears.

The exhibit is part of a series of shows focusing on artists that Thomas Gilcrease personally supported as a patron. In addition, the exhibit will include a special video presentation by Ammie's father, Jason Stone, who was commissioned to create a piece for Gilcrease museum. The video; sponsored by the University of Tulsa, illustrates Jason Stone's process in creating "Soul Mates".

Celtic Band

Dana Maher, wife of Brian Maher, *Asst. Tulsa Plant Manager*, is a member of Oklahoma's newest Celtic band. The group is called Crossroads and features Dana on Celtic harp and bodhran (Irish drum) with Julia Harris on hammered dulcimer, fiddle and viola, and Melissa Schiavone on flutes and whistles and concertina. The group's focus is the music of the Seven Celtic Nations - Ireland, Scotland, Wales, Brittany, Galicia, Cornwall and the Isle of Man - but they also play early American music, bluegrass and anything else that strikes their fancy. Formed in December 2008, the group gave their first public performance at the 2009 Burns' Night Gathering sponsored by the Scottish Club of Tulsa in January 2009. Burns' Night is the yearly celebration of



(Crossroads - Melissa Shivone Left Dana Maher Center Julia Harris Right)

the birth of the Scottish poet Robert Burns. The evening involves whisky, bagpipes, lots of grown men wearing skirts and tasting the Scottish national dish called haggis. Haggis is made from a mixture of oats and offal, stuffed sausage-style into the stomach of the animal and boiled. It is best eaten in a dimly lit room and, hopefully, after you've had at least a couple shots of whiskey. Dana had not tasted any whisky so is not a fan of the haggis! Also, in January 2009, Crossroads learned they'd been chosen as the opening concert - June 5 at 8:00 p.m. - of the 2009 Summerstage Festival at the Tulsa Performing Arts Center. For more information, visit the band's website at www.crossroadsceltic.com. Hope to see you all there!



IN REMEMBRANCE



Duke Bittermann

Duke Bittermann passed away on March 4, 2009. His girls Elizabeth (15), Katie (14) and Theresa (11) are proud to carry on the legacy of kindness and appreciation for life that Duke left with them. Our sadness will pass with time but Dukes love of his family, funny stories and kind words will be in our hearts forever. A lesson that we have taken to heart is that be good to the people around you, a kind word and smile stick with people even after you are long gone. Our family would like to say how thankful we are for the overwhelming support we have received from our community, our church and Muncie Power Products. There are no words that will ever express how grateful we are for the loving words and acts of kindness that have been showered on our family. May God Bless each of your families as He has blessed ours.

Our Love, Katja Bittermann, *Office Manager-Muncie*



Jim Cannon

James Cannon, a longtime employee who retired from Muncie Power, passed away Thursday, December 11, 2008 following a lengthy illness. Many of you will remember Jim as a member of our Advertising Department. Jim joined Muncie Power in the late 1970's and retired in 1989. Muncie Power made a memorial contribution in Jim's name to the Disabled Veterans.



Ross Jackson

We are saddened to announce that Ross Jackson, a retired Tulsa employee, passed away February 16, 2009 after a lengthy illness. Ross worked as a machinist for Muncie Power Products from December 1986 until retiring in May 2006. Funeral services were held at the Mobley-Dodson Funeral Home in Sand Springs, OK on Thursday, February 19th.

UNIFIED HEALTH INSURANCE

Muncie Power Products is pleased to be able to offer excellent health care programs for all employees. The group health plan program, administered by Unified Group Services, Pendleton, Indiana, is a very important and valuable component of the company's benefit program.

PRESCRIPTION BENEFITS

For 2009, there were no changes to your prescription benefits, deductibles and co-pays are as follows:

AT THE PHARMACY

BENEFIT	CO-PAYMENT
Generic at pharmacy	\$15.00
Brand at pharmacy with No generic available	Greater of \$20.00 or 20%
Brand at pharmacy with Generic available	Greater of \$30.00 or 30%

Generic Medications are as effective as Brand Name

For long term medications, the mail order option will save you money and is available through IPS (Immediate Pharmaceutical Services). This benefit offers significant savings in both co-payments and drug costs. To take advantage of this option and receive a 90 day supply of medication contact IPS at 800-233-3872, or to access them on the web www.ipsrx.com. Mail order forms are also available in your Human Resources office. Important: to utilize this benefit, you will need a current prescription from your physician written for a 90 day supply.

CHANGES EFFECTIVE JANUARY 1, 2009

MAIL ORDER

BENEFIT	CO-PAYMENT
Generic	\$15.00
Brand with no generic	\$20.00
Brand with generic	\$50.00

McKesson/Medmark- Specialty Medications and Injectables

Under the Muncie Power Products Health Plan several medications are considered to be Specialty RX, which includes bio-tech/gene based therapies. A few examples of a Specialty Medication are some rheumatoid arthritis medications, for Parkinson's disease, as well as some cancer treatments. Often, medications administered through injection (excluding insulin) are included in Specialty RX. If a medication that has been prescribed for you or a member of your family is found to be a Specialty Drug, McKesson/Medmark will be accessed to provide proper education and counseling regarding the administration as well helping assure the best possible pricing. A one-time fill from a retail pharmacy will be allowed, for continuing prescriptions you will need to contact McKesson/Medmark to make arrangements to receive your medication. McKesson/Medmark will work with you and your physician to ensure the most accurate monitoring. McKesson/Medmark can be reached at 888-347-3416.

As always, if you have any questions regarding claims or benefits, please feel free to contact your claims account manager, Jennifer, at (800) 291-5837 Monday through Friday 8:00 am to 5:00 pm.