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Certification to ISO 9001:2015

▲ Having the opportunity to work with customers who share the same expectations that we have for ourselves in regard to providing a high quality product is just one of the reasons that we maintain our ISO certification. Earlier this summer we were due for our quality management system recertification audit and also needed to update to the new ISO 2015 standard. We are proud to have passed with flying colors!

If you are in need of a copy of our new ISO 9001:2015 certificate, please use this link to our website www.proplating.com and click on the Quality Systems tab on our home page.



Investing in our Team

▲ Human nature has us all liking the occasional “atta boy” or pat on the back for a job well done. We are rewarded for the work that goes into daily adherence of our quality management system when we have external auditors complimenting us on our practices. The “nice job” we heard from our auditor at the completion of the most recent audit was relative to our focus toward improvements and investments in our Team.



To that end, we welcomed back professional speaker Randy Fox www.foxpoint.net to our team meetings held on August 17th. All Professional Plating Team Members are in attendance at team meetings. The topic of Randy’s message at this meeting was “Change”.

Randy shared some great examples that our Team could relate to in regard to accepting and embracing change. He spoke of using all resources available and using defining moments in life to “redefine our legacy”. His audience/our Team, left with more “tools in their toolbox” to help them deal with changes that are inevitable in both their work and personal situations.

Contact Us:
920-756-2153
Check Us Out On
The Web at:
www.proplating.com

Specialty Coatings
Acrylic E-coat
Barrel Zinc
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Pro-Advantage
Pro-Dura Clear
Rack Zinc
GM Approval
Volvo Approval

Team Member Appreciation Picnic

▲ We ask and expect a lot from our Team Members, and we do our best to acknowledge them for their efforts! For this reason, we continued our tradition of a summer picnic with full cooperation from Mother Nature to be able to have it outside on a beautiful summer day!

Team Members were given an extended break time to enjoy both the weather and also some fantastic BBQ pork, chicken, and all the fixins', catered by Marko's Smokin' BBQ.
www.markossmokinbbq.com



We also had over 130 prizes to award to our Team. Prizes ranged from shirts and miscellaneous items, to \$25 gift cards, some of which were donated by our suppliers, (as shown on right).

All Team Members also received a new Professional Plating t-shirt, with the design highlighting thoughts taken from our Culture Points and Expectations; words like "Remain Positive", "Support and Respect", "Communicate" and "Promote Good".



Our picnic was also the culmination of a collection for Harbor House, which is a local domestic abuse shelter, located in Appleton, WI. Many school supplies were collected, along with personal hygiene items, cleaning supplies and pajamas for women and children.

Shown in the picture on the left is Team Member Emily Cohen after dropping off the collected items at Harbor House.

The staff at Harbor House was very appreciative of items donated by the Professional Plating Team Members to help in their quest to "break the stigma of abuse, offer refuge to survivors, and create pathways to empowerment".

Exit from offering Black Oxide

▲ Professional Plating has decided to no longer offer Black Oxide processing to our customers. We made our initial venture into the Black Oxide market in 2011 and after gaining business requiring that finish, made some significant changes and improvements that allowed us to realize a profitable business scenario. However the small market volume and the costs and resources required to run this production line, have forced us to make the decision to exit the Black Oxide market. Our timing for closing down this process line is November 22, 2017. Please share this information with others in your organization as necessary.

Professional Plating respects the time and privacy of our customers. In no way is this update meant to be spam mail.

If you no longer wish to receive a quarterly electronic update from Professional Plating, please click the following link.

To Opt Out

Spotlight on Sales Estimating/Planning Team

 **Pictured are members of the Team that make up the Sales Estimating and Planning department at Professional Plating.**

Carrie Zipperer has a focus on parts for our E-coat processes. She can be reached via email at carrie.zipperer@proplating.com; or by phone at 920-756-4507.

Thomas (TJ) Moehr works primarily with Zinc Plating. TJ's contact information is tj.moehr@proplating.com. His direct phone number is 920-756-6210.

Linda Fuhrmann handles planning and estimating for Powder Coating and can be reached at linda.fuhrmann@proplating.com, or by phone at 920-756-4502.

Bob Zipperer is the Engineering Coordinator. All three Sales/Estimator Planners report to Bob. You can contact Bob via email at bob.zipperer@proplating.com or by phone at 920-756-6189.

Quoting

It is the job of the planning team to accurately read and understand the customer's print and specifications to determine if we have the processes required to finish the part and to then determine the most efficient way to rack or hang the parts to give the customer a quotation that will meet their needs. We pride ourselves in understanding the OEM specifications to make sure the customer is getting a process that meets or exceeds the requirements.

Planning

Once jobs have been approved and the new work is received, our team begins the planning process of verifying the tooling to be used for the part and getting all the critical information about the parts entered into our computer system. We then gather pictures of how the parts will be racked, determine any special characteristics about the parts that need to be tested or inspected to, and verify how the parts need to be packaged. That information and pictures are then downloaded into a reference binder that the team members on the line can use as visual instructions for processing the orders.

Integration

Once the information is documented, the planning team then begins the integration process of holding review meetings for new parts with the line team members and walking the first orders through the process to make sure the process is followed correctly. Adjustments and changes are made at that time to make sure that the process is repeatable every time that an order comes in.



For information about Professional Plating and general questions related to metal finishing, check the FAQ section of our website at:

Frequently Asked Questions

www.prolating.com

PINK Out!

▲ **One in eight US women (about 12%) will develop invasive breast cancer over the course of her lifetime. A man's lifetime risk of breast cancer is about one in 1,000. According to the American Cancer Society, breast cancer is the second leading cause of cancer deaths in women (only lung cancer kills more women each year).**

In coordination with the Brillion High School Sting Cancer student group, Professional Plating asked Team Members to show support of breast cancer awareness on Tuesday, October 3rd, by wearing PINK to work. As the design on this year's t-shirt states, we are "Supporting the Fighters, Admiring the Survivors, Honoring the Taken, and Never, Ever Giving Up Hope"!



A step into our office and production areas on "Wear Pink Day" was the only proof needed to see the compassion of our team for this cause. Shown are some of our Office Team "Pinked Out" in support.

Lunch & Learn Session on Zinc Plating

▲ **Kerry Behnke is the Zinc Business Team Manager at Professional Plating, and she was recently fielding many questions from one of our largest zinc plating customers. They decided that the best way to work through the questions was to have us host a Lunch & Learn session. The theme for the meeting was "Working Together To Proactively Educate so we can Consistently provide the Best Repeatable and Consistent Finish".**

The customer brought in a group of 35 Team Members and Kerry helped to educate them on a wide variety of topics that many in attendance may not have previously considered as being important factors in metal finishing. Some of the topics covered included:

- **Pretreatment process and what it is able to remove**
- **"Problem parts" and why they are a concern**
- **Considerations in part design**
- **Corrosion protection**
- **How plating affects High and Low Current Density areas of a part**
- **Various Substrates and the challenges each of them presents**
- **Other valuable information to allow them to make confident decisions about what finish their product requires**

The Lunch & Learn concluded with a full plant tour.

Hurricane Relief Bucket Raffle

▲ The 2017 Hurricane season caused much more destruction than usual and we can feel very fortunate that being located "Up North" we were spared from the effects of Harvey, Irma and Jose!

We have had success in the past with doing a Fall Bucket Raffle with our Team and once the news stories of these storms came out and we heard about the wide-spread devastation, we knew that our efforts would be for assisting with hurricane relief.

Those who have read our newsletter in the past are aware of how we ask Team Members to donate items to be included in our raffle. This time of year we suggest items related to the season of Fall and all of the sporting events, outdoor activities and decorations that go with it. We also see donations of household items, baked goods and gift certificates. The Team came out in full support through their donations and then also in the purchasing of tickets so that they could win one of the donated items.



We are very proud to say that our little raffle raised almost \$2,300.00! Professional Plating added \$700.00 to that amount. In addition, Bob & Pat Endries, owners of Professional Plating made a personal contribution of \$1,000.00 so that when all is said and done, we made a total donation of \$4,000.00 to The Catholic Foundation of the Green Bay Diocese to aid with hurricane relief efforts in Texas, Florida and Puerto Rico!



In thanks to our generous Team Members for both their contributions to the Hurricane Relief Raffle, and their daily efforts toward our success, we had Heirloom Kitchens of Brillion www.heirloomkitchencompany.com cater in a wonderful meal of lasagna, Caesar salad, garlic bread and lemon cream cake.



Shown at left, are some members of our production team enjoying their lunch.