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**Lunch & Learn**

▲ The Brillion Area Chamber of Commerce holds monthly Lunch & Learn sessions, featuring speakers that are either from within the Chamber membership or someone that will provide valuable information to Chamber members.



In October, Professional Plating was invited to speak on the topic of "How Women Truly Lead". Leadership Team Members Carollynn Acker, Human Resources Coordinator; Kerry Behnke, Zinc Business Team Manager; Sue Cohen, Office Manager; and Jessica Moskow, Powder Coat Manager spoke to the assembled Chamber members about what has allowed Professional Plating to thrive and grow!

Included in the one-hour learning session were topics such as Promoting from Within, Culture Points and Expectations, Keys to Success, and Creating a Legacy, along with generational differences in the workplace that have challenged how we embrace new Team Members and the need to use different forms of technology to effectively communicate.



**B-C-C-D**

▲ B-C-C-D stands for the Brillion City Community Drive and was created as a 501c organization over 30 years ago to raise money on an annual basis for various community service agencies and local non-profit organizations. The thought was to have one venue for the citizens of Brillion to donate to well-deserving groups of their choice and eliminate other door-to-door solicitation.

Professional Plating is proud to financially support the efforts of the BCCD with an annual donation of \$5,000.00.

Shown are Sue Cohen (far right), Professional Plating Office Manager, presenting the check to BCCD board members.



## Wear It Pink

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

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

▲ As has become an annual event at Professional Plating, our Team participated in a "Wear Pink" day in October, to highlight the importance of breast cancer awareness, education and research. We had over 100 of our Team who wore PINK, with many of them going "all out" with head-to-toe attire!



Additionally we used this fun day to hold our Fall Bucket Raffle. Items including home décor, Green Bay Packer and Wisconsin Badger apparel, outdoor fun and "movie night" baskets were donated by our Team, for a total of over 65 items! The money from this fundraiser was used to purchase gifts for several families, which you can read about later in this newsletter.

To make this "the best day ever", our Team was treated to food! We had three awesome caterers who provided hand-tossed, wood-fired pizza (from the Marzano Pizza Company), chicken wings (from Cobblestone Creek) and an amazing fruit bar (from the Smiling Moose).



## Paint Room Improvements

▲ A major continuous improvement project was completed in the Fall of 2019 with an upgrade to our manual paint gun system. The \$25,000 investment included a new box feeder, two new guns, pumps and control units. With this new equipment, we expect to see up to a 20% decrease in powder usage and improvements in first pass quality on paint application and consistency gains with the new pumps.



To go along with the upgraded equipment we also had some major improvements in the paint room with upgraded lighting and ceiling cleaning done by an outside cleaning service who vacuumed the powder dust through large hoses, out to their truck parked outside.



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## Team Member Spotlight



Jacqueline (Jackie) Alvarez  
Inspector, Zinc Rack Line

Shown are Joe Diener, Brillion Fire Chief, and Jackie Alvarez, accepting her special recognition award

▲ Jackie joined Professional Plating in September 2016, fresh out of high school. She holds the role of Inspector on one of our zinc rack production lines. Jackie enjoys the team members she works with and how everyone is willing to learn new things. She says “every day is different”.

Jackie was recently recognized by the Brillion Fire Department for her assistance in providing translation to Spanish-speaking residents in Brillion, including during a fire in the Brillion mobile home park this past Spring. Upon noticing the fire and knowing that the family who resided there didn’t speak much English, Jackie approached Fire Chief Joe Diener to ask if he wanted her help in communicating with the family. Jackie’s help amidst the chaos of the fire, eased some stress for both the family and the firefighters. After this incident, Alvarez has also assisted the BFD with installing smoke detectors in the homes of other Spanish-speaking residents.

Jackie’s bi-lingual ability has also been utilized to help communicate with and train new Spanish-speaking Team Members at Professional Plating. Jackie has also done some work to translate a few of the most common Work Instructions used on the production floor, such as our Shop Paper.

In her spare time, Jackie’s interests include dancing, spending time with family and watching Hallmark Christmas movies. She also loves the city of Chicago and travels there whenever possible.

We are very proud of Jackie!

## Coats for Kids

▲ The Salvation Army’s Coats for Kids campaign this year included over 70 winter jackets, snow pants, hats and gloves, donated by the generous Team Members at Professional Plating!

Professional Plating has partnered with The Salvation Army/Bread of Life Assistance Center in nearby Chilton on other efforts that enable them to give assistance to people in need.

Shown accepting our donation is John Kost, Service Extension Director at the Bread of Life Assistance Center, along with Kerry Behnke, Jordan Miller, Jessica Moskow and Larry Dietz from Professional Plating.



## Making Training Deposits

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](http://www.prolating.com)

▲ The Maintenance Team at Professional Plating has their hands full with an array of issues that can pop up on any of our seven production lines, along with maintaining the building infrastructure. Being prepared for any number of unexpected maintenance issues is the key!

We use the phrase "making deposits into Team Members training toolbox", and in October, those deposits were focused on our Maintenance team. Safety Training Instructor Brett Losey from Fox Valley Technical College did some on-site refresher training with our Maintenance team on topics of Confined Space, Lock-out/Tag Out and Arc Flash Training. The ability to have these training events on-site allows the instructor to tailor the information specifically to our work environment.



CPR & First Aid Training Class

In December, we also offered 1<sup>st</sup> Aid/CPR/AED training through Gold Cross Ambulance Service, to Team Members who are interested in being added to the list of "first aid responders" who can assist a Team Member in need, until emergency personnel are able to respond. We currently have 20 Team Members who have gone through this training, willing to step up to help in an emergency.

## That's A Wrap!

▲ In May of 2019, Professional Plating Team Members joined in the city-wide Habitat for Humanity initiative called "Rock the Block". Working hand-in-hand with people from other area businesses and citizen volunteers, teams helped homeowners with yard and home improvement projects.

As a company, Professional Plating stepped up to the plate to remove and replace a security fence along with property of the Brillion Community Center. That item on the "to do" list was completed in November



## Promoting a Culture of Legacy

▲ The Team at Professional Plating does not take our growth and success for granted, and they know that they are fortunate to work for a company with leadership that encourages a culture promoting the need to leave a legacy. Two recent events that the PPI Team participated in are examples of this.



During the holiday season, 22 Professional Plating Team Members volunteered to ring bells at The Salvation Army Red Kettle located at Tadych's Econo Foods here in Brillion. Along with family and friends, this group logged 55 volunteer hours. This is the third year that the PPI Team has participated in this annual holiday fundraiser.



As noted earlier in this newsletter, a fundraiser bucket raffle was held in conjunction with our Wear Pink day in October. The money raised among our PPI Team was used to purchase items for several local families through The Salvation Army's Adapt a Family program. We also had a family from Brillion that was brought to our attention through the Brillion Police Department who needed some help with putting presents under the family Christmas tree this year.



Shopping for these families was an event in itself, with 15 team members hitting the stores to purchase items from the family Wish Lists!



## Holiday Bash

▲ The culmination of another successful year was celebrated with several days of holiday fun!

Starting at the "bottom" we encouraged the Team to wear Christmas/Holiday socks on Monday, December 16<sup>th</sup>.

Showing off their holiday socks are Frankie Ciamarcello, Lauren High, Sammie Sorge and Veronica Pena from our Epoxy Ecoat line.



Tuesday was ugly holiday sweater day. A large number of the PPI Team participated, a few shown below are Angela Geiser, Crystal Hedrich and Cindy Bartels from our Material Handling team; and Brea Verhagen, Andrea Turner, Steve Bates (he is a 49'ers fan so to him, a Packer shirt is ugly!), Dylan Voight, Diana Schmitt and Jordan Eickert representing the Zinc Rack teams.



On to Wednesday which was the day of our Holiday Party! The company provided a meal of herbed and BBQ chicken breast, Swedish meatballs, rice pilaf, baby red potatoes, sautéed vegetables, mixed green salad and dinner rolls, catered by Cobblestone Creek; cheesecake and truffles from Kristie's Cakes, and a hot cocoa station with lots of sweet mix-ins.

Wednesday was also PJ and Santa Hat Day. Team Members were provided red Santa hats that they could decorate in advance, or wear plain.

To capture of fun of the day, we provided a selfie station with a festive backdrop and holiday props, which was a BIG Hit!

Team Members were also thanked with a holiday gift which was \$125 in gift cards to full time Team members.





