

STALEY NEWS

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April 1, 1944

Staley People Buy \$124,799.50 in War Bonds During Fourth War Loan Drive

U.A.W.A. Accounts for 58% of It

During the Fourth War Loan, Staley employees jumped up and bought themselves \$124,799.50 worth of U. S. War Bonds. Which is quite a hunk of cabbage when you consider that we are talking about purchase price and not maturity value (\$166,399.)

Local No. 837 (U.A.W.A.—A.F.L.) handled the drive among hourly paid employees in the plant and accounted for payroll deductions of \$60,355.25 and cash purchases of \$11,721.25 which we can tell you confidentially, as one old bond salesman to another, is pretty darned good selling. Added together those amounts come to \$72,076.50 or 58% of the Staley total.

Foreman High on Average- Per-Man

Plant foreman and assistant foremen were in the Number Two spot for totals with \$24,161.50 and, on a per capita basis, led all of the groups.

The office accounted for \$17,368.75 of the total and salesmen and branch office people bought the remaining \$11,192.75 worth. Figures for this last group do not include all of the bonds they purchased because many of them bought bonds in their own communities and we have included here only those purchased through the company.

On the whole, we feel that we done right well by our Uncle Whiskers on the Fourth War Loan drive and we feel that the U.A.W.A. deserves a hand from everyone for the \$11,721.25 it turned up in cash sales.

*"I wonder where Mr.
Staleyworker moved to."*



Where is Our Wandering Boy(s) (and Girls) Tonight?

Well, there are really two sides to this story so don't blow your top until you read the whole thing.

Side No. One.

Every time we send out an issue of the Staley News or the Staley Journal or an annual Report or a general letter to all employees or sump'n like that, the United States Post Office Department lugs a bunch of them back to us a few days later and says (in polite official language), "Somebody is nuts. These people don't live where you say they do and, furthermore, we'll be damned if we know where they do live." And we throw up our hands and say, "What? Again? Who do these guys think we are? Pinkerton or Sherlock Holmes?"

Then the Personnel Department wearies around and asks the Time Office and the guy's foreman and the guy himself and then tells the Mailing Room how things are now and then everything is just lovely until this John remembers to move

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Sales Service Saga

Being product-minded, as most of us are, is a pretty important factor in becoming an "all-out" Staley employee but that's only part of the picture. Being sales-minded is necessary too, because orders are the life blood of any business and satisfied customers (in spite of priorities) its greatest asset. That's why we're proud of the sales record which the Industrial Sales Division is hanging up for us. This record shows that in the last six years sales in pounds have increased 119% whereas the total expenses of the division have marched up only 22% and the sales cost per one hundred pounds of product has accordingly decreased 44%. In figures alone, that's something; the story of what it takes to make those figures is plain exciting.

Just what are "industrial sales", anyway? In terms of customers, we might say it means selling to the paper and textile industries, to bakers, confectioners, box manufacturers, to paste and adhesive manufacturers, to the asbestos industry, syrup mixers, tobacco companies, makers of soft drinks, and to the ice cream fellows, to name a few for you. Really our products are the raw materials for these manufacturers. We sell them our bulk products from corn, representing about 83% of the corn grind, as well as soy flour and soy grits. And we've plenty of customers just now and could sell them considerably more than we produce, which ought to be a lovely spot for any company; but our industrial sales job is plenty bigger than just up and selling. We'll try to tell you why.

Planned Selling

In the first place, to keep an even flow of goods moving out of our plant from day to day and week to week, for efficient plant operation and steady employment, takes a different kind of planning with our industrial customers. Some of those factories have "seasonal slumps" in production which might hit our sales volume unless we can offset

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Buy All You Want—But Eat All You Buy

An official of the War Food Administration was in to call on us a couple of weeks ago and he stayed in the plant during noon hour and had lunch in our cafeteria.

Afterward he looked us in the eye and spake as follows, thusly: "This is a nice cafeteria and, personally, I think that the food is good. Also, you people are in the food production business and if anyone should know the necessity of food conservation in war time it should be you. I've been watching the trays as they went back to the kitchen and there's too much food on them. That food is going to be wasted. Your people are wasting their money when they buy food that they don't eat, they are making your Cafeteria Manager's job harder (because of rationing) and, most important, they are wasting food that this country and its



2. REPORT TO FIRST AID AT ONCE IF YOU ARE INJURED OR BECOME ILL ON THE JOB DURING THE TIME A NURSE IS ON DUTY (6:45 A. M. TO 4:30 P. M. WEEK DAYS). AT NIGHT OR ON SUNDAY GO TO THE LABORATORY FOR FIRST AID. (FIRST DRESSINGS ONLY).

- *No matter how slight the injury, it must be reported.*
- *One-half of all neglected injuries become infected.*
- *Anyone reporting to the Laboratory should go to First Aid the following day during the time the nurses are on duty.*
- *Do not remove any dressings put on by nurses or at the Laboratory.*

Allies need to win the war. Why don't you put an article in your employees' publication telling people to buy all the food they need, but to eat all they buy and why don't you put up that kind of signs in your cafeteria?"

We Were Stuck For An Answer

Well, there wasn't a whole lot that we could say in reply on account we seen he had us so — we're passing the word along to you and the word is:

BUY ALL THE FOOD YOU NEED, BUT EAT ALL THE FOOD YOU BUY. FOOD CONSERVATION IS IMPORTANT.

That applies, by the way, not only to what you buy in our cafeterias but to what you bring from home if you carry your lunch and to what you use at home.

None of us are going to starve or even be a little bit hungry but—there isn't any extra food—there isn't any to waste and we, who make our living processing food, should know that and remember it.

Sorry, Girls

The Entertainment Committee of your Fellowship Club received a petition signed by eighty-nine (89) girls asking the Committee to put on a girls' party.

The Committee has asked your Staley News to tell you that it will be impossible to put on a girls' party this year (Club's fiscal year ends April 30). The Entertainment Committee in their first meeting held last May planned a girls' party and a stag for the men. After it was found impossible to secure the material to put on the men's stag it was decided to call off the girls' party also as the Committee then believed (and still does) that it would not be fair to put on one and not the other.

It is the intention of the Entertainment Committee to please as many members as possible and you may rest assured that if material is available after next May that your Committee will sponsor both a girls' party and a men's stag.

We might also add that any suggestions any member may wish to make to the Entertainment Committee on how to better entertain the members of the Fellowship Club are more than welcome. So send in your ideas to the Committee chairman.



By **MYLO ROBERTS**
Director of Safety

What are you doing about the other guy's Safety? Ask yourself that question.

We all are cautioned about working Safely ourselves and that is one of the things we should be constantly thinking about. That is the big job.

But did you ever think that looking out for the other fellow was also a part of the job.

It works on the old Golden Rule principle, or perhaps you could class it as team work.

In any event, if everyone helped in preventing others from being hurt, that help would certainly be returned many fold.

For example, the other day several men were walking through a building single file. The last one stepped on a nail, causing a painful foot injury.

He didn't see the nail and we don't know how many of the others did. The chances are that at least one of them saw it. If that one had taken the few seconds necessary to get it out of the way it would have saved a lot of pain and lost time.

Compare that with an incident like this. A mechanic was doing some repair work and had used a ladder belonging to the building. As he climbed down he noticed that one of the rungs seemed weak and examination showed it was about to break. He didn't ignore it just because he had used it safely, but turned it in. The rung was replaced and he has the satisfaction of knowing that the next guy to use that ladder won't get a bad fall because of that broken rung. Some day he'll use a ladder that has a new rung in it, replacing a bad one that he might not have seen.

★ Buy More Bonds ★

Published Monthly
By The Personnel Department
For The Employees of

**THE A. E. STALEY
MANUFACTURING COMPANY**
DECATUR, ILLINOIS
Manager of Personnel
ROY ROLLINS

Personnel Dope

By MARION TROW

Supervisor of Placement

Our heads are still reeling dizzily from impact of the enthusiasm shown by the office in lining up for the proposed plant trips. One after another, the lists have come in from departments with a 100% signup (even to some department heads, bless 'em!). Well, we *thought* it was a good idea and now it looks as though we'd hit something for which we're very glad.

As soon as all the lists are in, we'll be scheduling the first trip with Mike Paczak, Supervisor of Plant Training, as guide — probably around April 1. One idea occurs, of which we'll be reminding you when you're billed to go, which is to be sure you're wearing comfortable walking shoes and clothing that can take it. We never know what the weather or plant conditions are going to be and it's as well to be prepared.

Our old friends are still returning to us. Bob Ball came back from military service and is now in the Sales Analysis Division of Accounting as assistant bookkeeper and statements clerk, replacing Marion Skelley. Helen Folkman Chambers, formerly of traffic, is now in the Statistical Office as stenographer-clerk; and back on their old jobs are Bernadine Hawkins, on fourth floor machines, and Eva Wells Morgan in Standards. And William A. Carr has returned to the lab after a year's absence.

Our very new company members this month are Ila Bowers, Mary Fraser, Leona Yanor, Don Falk, and Ralph Blair as messengers; Howard Woodward in Accounting as Process and Product Cost Accountant, and as salesmen J. E. Riley, Felix Jordan, Lester Moomaw and Reese Hammond, all of Package.

In the Extra Board Office, with Lovell Bafford now in service, Wib Falk is Extra Board foreman, Estol Smith his assistant, and Anita Barto-

lomucci the new clerk, transferring from the Time Office. Harry Cooley is now L.C.L. clerk in No. 20 building, replacing Johnny King who was promoted to billing clerk, and to complete that set up Mark Beck is shipping clerk. And over in 48 & 49 buildings, Catherine Lauber was transferred from Stenographic to a new clerical job.

Margie Warnick was transferred from the Engineering Field Office to Harry Walmsley's office as messenger and clerk when Norma Walton left to become our newest Wave. Mary Staab, from Stenographic, replaced Doris Williams as the Financial Department's messenger when Doris moved to Planning, and Erika Florian, messenger, has been transferred to Stenographic. Dorothy Gulso, messenger, went to the Order Department as duplicator operator as Phyllis Hohrein became typist and order writer; and Vivian Hickman is now chief invoice clerk since Bill Wilson moved from Order to Purchasing.

So our calendar of transfers and new placements becomes fuller by the month. . .



John Gosnell would like to buy a gas stove. If you have one for sale, call him at 2-0110.

* * *

For Sale: Bids will be taken on a 1938 Ford Tudor. Good appearance, good running condition, fair tires. For further information and inspection of car, call the Credit Union office, phone 259.

High Spots in Traffic

Putting it down in black and white on their year-end report, the Traffic Department shows for their efforts not only a heavy year but a good one. In spite of mill car shortages, tank car difficulties, damage claims, the switching case, and various other toils and troubles we've made a shipping showing.

For instance, we've pushed individual car tonnage to 68,442 pounds which is an increase of 11% over 1942. We've paid out for shipments some \$7,307,000 which figure does not take into account business which was collected or prepaid at origin. And we've filed only 953 loss and damage claims during the year, totalling some \$20,886 paid to express

and trucking lines, which sum in relation to revenue paid is nominal.

Our loss and damage relations with Decatur railroads in particular has been satisfying, with just forty claims filed (less than one a week, you see) amounting to only \$1600. If figures talk, all of these would seem to be saying that despite war-born difficulties our Traffic Department (and the various packing and loading gangs in the plant) have done a swell job in keeping to the minimum the cost of damage and loss to our products.

More Shortages

We've told you before of the mill car shortage—that not only are there seventeen per cent less of 'em now than in 1939-40, but 9,000 less box cars of all types in service and little new equipment coming up. That's one trouble. But we also have tank cars, 234 of them (88 company-owned, and 146 leased) and have been faced with the necessity of shipping increased amounts of vegetable oil and corn syrup without adding new tanks, sometimes having to loan those we have.

The Office of Defense Transportation in Washington, for instance, must have a report from us every day showing how many cars we have shipped, how many we've left over, and what they may suddenly order us to do with the leftovers is anybody's guess. The "rule of thumb" is that you may still have on hand twice as many as you've shipped that day. Which seems simple enough, BUT. We may say that we have 100 cars on hand, but ODT will not realize that we are shipping in those tanks two kinds of products which are not inter-changeable. To use vegetable oil cars for shipping corn syrup, or vice versa, requires such a thorough cleaning that that's an expense and time factor in itself. And we may have more syrup cars on hand at the end of a day's shipping than vegetable oil and the next day need more of the latter. Furthermore, releasing those tanks for carrying petroleum or other products is a cat of still another color. So that, in this case, the figures reported to ODT daily won't give the full story. And it remains the same old game of push-and-pull.

Transit and Switching

The milling-in-transit fellows in traffic have had their worries, too. Milling-in-transit rates, you know, are based on the pleasant fiction

MORE ABOUT TRAFFIC

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that the grain moves from the country point of origin straight through to its destination as a final product without stopping. Of course, everyone knows this ain't so, but the transportation outfits allow rates to be fixed on that basis. Just now, rates are definitely limited by the tonnage available in raw materials (corn and soybeans).

These are some of what might be known as traffic hazards!

MORE ABOUT ADDRESSES

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but forgets to tell anybody. To find out what happens in that case, please start at the top of the page and read down to here again.

Point is: When you move—pulse—tell your foreman or the Time Office or the Personnel Department. They are supposed to keep each other and the Mailing Room informed on the score, what time it is, who we are playing and where you live.

Side No. Two.

Sometimes you do tell us and we fumble the ball. A gentleman with more than a gleam in his eye stepped quietly into the office some time ago and said, with calm determination and the air of a man who was trying to control himself, "Look. I DON'T live at 660 W. Whoosis Street anymore and I haven't since December 14, 1943, and I can whip the man that says I do. I've told everybody that will listen to me that on that date I moved to 1827 E. Applestrudel Place and I've told some of those people the same thing three times." Well, we diagnosed war nerves and after the doctors had taken him away in a strait jacket we checked up and found—that he was right, that he had told us but that we had failed to change our records. It can happen here.

Conclusion.

It's a hard world and (we sometimes suspicion) less than perfect. But if you'll try to remember to tell us (your foreman, the Time Office or the Personnel Department) when you move, we'll try to remember to tell each other and the Mailing Room and get your mail to you.

In the meantime, let's be brave and love each other.

MORE ABOUT SALES

(continued from page 1)

those with other industries. We know too that we must have, in any consuming industry, both large and small individual accounts to balance the budget so that any one loss, in spite of our best efforts, won't take us. And then we are faced with the fact that in some of the major industries we service there are a number of different types of products manufactured. Some companies specialize on a certain product, others make many; some of these products require a lot of our goods, others none. So we have to look to the individual accounts pretty critically because they'll vary in their worth to us.

This means that the "good old days" when a salesman hypnotized his customers into buying his products are gone in the industrial sales field, and the words "sales service" have real meaning.

Selling and Advising

Our sales representatives, although we don't expect them to be technical experts in any field, must be able to learn quickly and to think correctly, and have personalities that "wear well" with the customers. They must learn to grasp and understand the basic process of manufacture in many industries in order to talk wisely and well to purchasing agents, production men, and at times to chemists and technicians. They should know which of our products are used, or could be used, by a particular account, and how they are used. Of course, when a real technical problem crops up, they can call on one of our technical men but mostly there are minor difficulties which they just handle as they occur. They must also be able to tell if there is really need of a technical man in order to conserve time and eliminate unnecessary expense.

Most of these men have come from other sales departments of our company. They already knew something about the company, its background and general policies and had really given evidence of their hard work and clear thinking.

Then there are the technical men, specialists in certain lines, always working with our sales representatives and our sales service laboratory here in Decatur. These chaps have usually been superintendents or production managers in the industries they cover. They must know to the

dotted *i* all the production wrinkles in their line, and be able to step in and run a plant of any size if necessary. That's the only way they can get the respect of the men-in-the-know in the customers' plants, and without it their work and advice would lose weight.

V-Board and Life

They're the ones who are on the lookout for new developments in customers' products which will demand more of ours. Take the V-Board project, for instance. Army and Navy said it couldn't be done, this wild idea of making a paper shipping container which would be so waterproof that after it was submerged for some time it would still hold its shape and contents. But our technicians and the sales service laboratory worked with the paper industry until it *was* done.

And if it weren't for our men and Stayco, magazines like "Life" couldn't be published today. For the two together have made it possible to make and coat paper at the same time. It used to be that these were separate operations and too expensive for these days.

Filling Stations

To carry on this work, with home office supervision and analysis here in Decatur, the Industrial Division has 54 employees. There are 8 girls in the branch offices, 24 branch office managers, district managers and salesmen, 10 technical service men, and a headquarters staff of 12. We have branch offices in New York City, Boston, Chicago, Atlanta, and Spartanburg, S. C. In Philadelphia and on the Pacific coast, brokers work closely with us.

—And we have filling stations! At these stations, tank cars of "Sweetose" or C. S. U. are unloaded into storage tanks for pouring into returnable steel drums, or pumped into tank trucks holding from twelve to fifteen thousand pounds for delivery to the customer in bulk. This type of service is possible only in larger markets, such as New York, Chicago, Philadelphia, Minneapolis, and San Francisco where there's volume enough to justify the expense. But it's convenient and economical for the customer, so that's what we want, too.

However you look at it, industrial selling takes plenty of smart, thorough, analytical thinking and our fellows are doing a good job of it.