



Kernersville Plant Manager Robert Gates prepares to kiss a pig as Rod Davis looks on during victory celebration in Kernersville.

## A-M Employees Contribute \$170,000 To '93 United Way

Adams-Millis employees pledged more than \$170,000 to United Way organizations in the 1993 campaigns.

A variety of activities and incentives were conducted for employees throughout Adams-Millis.

At Silver Knit, employees were able to race go-karts around a quarter-mile track laid out in a parking lot and a street adjacent to the plant. The plant's "pit party" also included food and drinks and campaign T-shirts for everyone and the opportunity to give a close inspection to a couple of race cars.

Wilhelmenia Bosier won four tickets to the upcoming Hanes 500 NASCAR race in Martinsville, Va. Denise Wilkins and Gloria Harrington each won two tickets to the race.

Evelyn Bethea, Evelyn White, Donald "Andy" Stewart and Gloria Huntley each won a Sara Lee products basket.

Winning \$20 Value Fun Book from Celebration Station were Geneva Southard, Ella Ledbetter, Stacy Flowers, Mary Smith, William Coleman, Fannie Covington, Lhea Ann Jones and Victoria Morris.

Imogene Browner won a free Celebration Station birthday party for up to six people. Supervisors in Kernersville

kissed a pig to make good a pledge they made as a fund-raising challenge to employees.

"It created some excitement for the campaign," said Human Resources Director Bob Hoots "It was something different for us and everyone seemed to enjoy it. I think it helped to make our campaign a success."

Among those who planted a kiss on the porker's snout were Plant Manager Robert Gates, Director of Manufacturing Danny McNair, Hoots, Annex Manager Keith Morris and Distribution Center Manager Doug Streetman.

Knitting/Seaming Manager Glenn Hawkins and Customer Service Manager

Chuck Allen also attempted to live up to their pledge to kiss the pig but not even coaxing with a sugar cookie would bring the potbellied pig close enough for a friendly peck.

WNEU (Cat Country) Radio Personality Rod Davis was master of ceremonies for the Kernersville victory celebration at the Kernersville Finishing Plant. Sissy Shoaf, his radio sidekick, also was on hand for the festivities, which included a catered lunch, hula hoop contest, drawings for prizes and plenty of music.

Also attending was Diane Poindexter, a United Way loaned executive from Forsyth Memorial Hospital.

"It was a real pleasure work-  
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### 'Turn On A Dime'

## Employees Respond To Customer Need

When representatives of The GAP telephoned recently, Adams-Millis employees knew it was time to "turn on a dime" to meet a customer's needs.

Salesman Doug Auer, Customer Service Supervisor Ronnie Rogers and Debbie Dudzinski, Adams-Millis Customer Service representative for The Gap teamed up to quickly plan an approach

to the situation.

The Gap was planning to change the price of socks in its retail stores and distribution centers. To do that The Gap needed some 30,000 bands for the socks which Adams-Millis had provided for them.

Individual packages of bands and other materials had to be prepared for The Gap's 900 outlets all over the United States.

## Customer Service Key To Success For Adams-Millis

Providing excellent customer service is essential to the good health of any company, including Adams-Millis, according to CEO Rich Noll.

"We're here to serve our customers," he said. "If we attain our customer service goals, we will have a strong, healthy company. If we do not, then we will have very serious problems."

Noll said customer service is an area to which a lot of

attention will be devoted in the coming months.

Noll said particular focus will be on fill rates of customer orders.

"Our fill rates are too low," Noll added. "If we don't have order fill rates to 98 percent for all of our customers, it will not be long until we will not have any customers to serve."

Noll said the goal for the third quarter of FY 94 (Janu-  
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Employees at the Corporate Office in High Point work to assemble packages of labels which were sent to The Gap outlets throughout the country to assist in a price change in each of its stores and distribution centers. From left are Teresa Stutts, Theresa Foley, Brenda Durham, Debbie Dudzinski, Gail Hogan, Teresa Vernon, Angie Nelson, Terry Shepherd, Kathy Wells, Margaret Tucker, Patsy Younts, Marilyn King and Malinda Cagle.

"They called us on January 17 and wanted the packages delivered by January 21," Rogers explained. "We were able to get 600 to them by that time. The other 300 were delivered on the next business day, which was a Monday."

Rogers added, "That was acceptable to The Gap because of the difference in the cost of shipping to those other stores."

Usually situations of this

type would be handled by Kernersville Finishing but this time it was not possible to handle the project within the expected time frame due to the workload there.

Dudzinski drove to Kernersville, picked up the materials and brought them to the Corporate office in High Point where a group of employees put the project together.

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