



Linda Still

Linda Still, Employee Store Barnwell

Linda Still is one of the few Adams-Millis employees who has been able to be involved in the creation of her department from the outset.

"When I applied to be manager of the employee store here in Barnwell, I asked them to let me be part of the startup if I got the job so I could help organize the store," she says.

She got the job and has been responsible for helping make it one of the highest revenue producing stores in the system.

Linda has been sensitive to the needs of employees at the store who work various shifts. She has made arrangements for the store to be open from 11 p.m. until 3 a.m. on Wednesday and Thursday nights so that employees working on the night shifts can have better access to the store.

She says that, just like any retail store, it is important to have the products that consumers want. "When we start running low on an item and can't

get it from the distribution center, I call our other employee stores. If their goods are moving slowly, they will transfer them to me so that we can make them available to our customers here."

Linda also uses other practices that help create a successful retail operation. "A customer likes to be acknowledged when coming into the store, so I try to learn the employees by name so that I can greet them. I know that it makes you feel more welcome.

"I also try to know a lot about the products we sell so that I can answer the questions that people ask. Quite often they want to know how the item will wash and wear and how much it might shrink when washed. The men sometimes depend on me when they're picking out hosiery for their girl friends or wives."

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Cathleen Smalls, Seaming/Boarding/Folding Barnwell

Cathleen Smalls, who

works in seaming, boarding and folding in Barnwell, has learned that just because machinery works well at the beginning of the day does not mean it will work well for the entire day.

"In the morning I run a few socks and check the seam to be sure the seamer is working right. Then I check the seams all during the day to be sure the machine doesn't get off," she says.

"I put my fingers up inside a sock every couple of hours to see how it looks. If there's a pleat in it you know it isn't right. If there's a hole in the corner, you know the seamer isn't completing the seam all the way across the sock. When problems come up, I turn on my light and call the fixer to come to my seamer.

"When I'm boarding, I look for runs in the socks and for spots in the colors. I use the same guide that other boarders use: If I wouldn't wear the sock, I don't think other people would either," she says.

"When I'm folding, I do another check for bad socks. I want to make sure the socks are paired right by size, color and patterns. The numbers on the board help me check the length of the socks. If the socks aren't folded neatly before they're put into the bag, they will be jumbled up in the bag and people won't buy them."

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Tammy Bolen, Barnwell

Tammy Bolen, who works on the folding line at Barnwell, says that quality for her involves good teamwork as well as individual responsibility.

"There are four of us on a line, and we work as a team," she says. "We can help each other and switch back and forth in folding, bagging and boxing. If we don't work as a team, the job doesn't get done. The members of our team work well together.

"We inspect the socks first and then fold them, place them in stacks with two stacks together. Most of the time we put six pairs in a bag. After inserting the socks we seal the bag, box 10 dozen in each box and put the box on a pallet. The person who puts the bag in the box checks to make sure the socks aren't crooked and that they don't have



Tammy Bolen

holes in them."

Tammy said that a quality control employee checks three of every 15 boxes that come off the line. "If she finds even one bag wrong, we have to go back through all 15 boxes and make sure they are right. That doesn't happen often."

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Paula Johnson, Boarding Barnwell

In her 15 months in boarding at the Barnwell plant, Paula Johnson has developed her own personal style.

"I start boarding at the corner so that I can have three socks on the boards in front of me at the same time," she says.

"When you board a sock it's possible for the seam to be on the edge of the board-

ing so that you can't see it even by looking in the mirror. When the sock goes around the corner I'm able to see the edge, and I still have time to reject it if necessary. At the same time I can watch the other two socks and make sure they pass inspection.

"I check for pleats, look at the seams, check the lines in the socks and look for faded spots or dirty spots and holes.

"If I have more than five rejects close together, I tell my supervisor and she has the buggy taken back. She also will have the seamers check their machines for problems."

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Chirp Pheng, a seamer in Kernersville, knows her
(Continued on Page 8)



Cathleen Smalls



Paula Johnson