



Chirp Pheng, Seamer
Kernersville

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physical condition has great bearing on the quality and quantity of her work.

"I went through a seven-week training program in ergonomics at the seaming machine to help me do my job better," Chirp says. "I changed the way I sit at the machine and the motions I use to do the job. I don't get as tired now. I don't waste as much energy and I can seam more socks. I try to do the best I can to take care of myself and make sure I don't get hurt."

Chirp also makes a practice of exercising whenever she can to relieve muscle tension. "When you sit at a machine nine hours a day, it's important to exercise," she says. She likes the neck-stretching and arm-stretching exercises introduced through Adams-Millis' ergonomic program. The breaks during the work day give her an opportunity to relax or exercise, and she walks when she gets home in the evening.

Her approach to increasing productivity is to reach her quality goals first and

then to increase her speed without sacrificing quality.

She came to the Winston-Salem area five years ago from Thailand and has been working for Adams-Millis for three years.

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Lois Brooks, Order picker
Kernersville

Lois Brooks, an order picker at the distribution center in Kernersville, says quality often can be improved by making small changes in the way a job is done.

The order pickers take socks from bins to a central table to apply price stickers. If they have socks left over, they now are responsible for returning the socks to the proper bins rather than having someone else handle the task.

"I may cover 12 bins, and each bin has nine styles of socks. That means I have 108 styles in the 12 bins. If the wrong sock is returned to the bin, I know that I did it," she says.

When she picks an order from the bin she compares the style on the order with the style shown on the

sticker. If the two don't match, she questions whether she pulled the socks from the wrong location or if the driver who keeps the bins full put the socks in the wrong place. That helps her avoid picking errors.

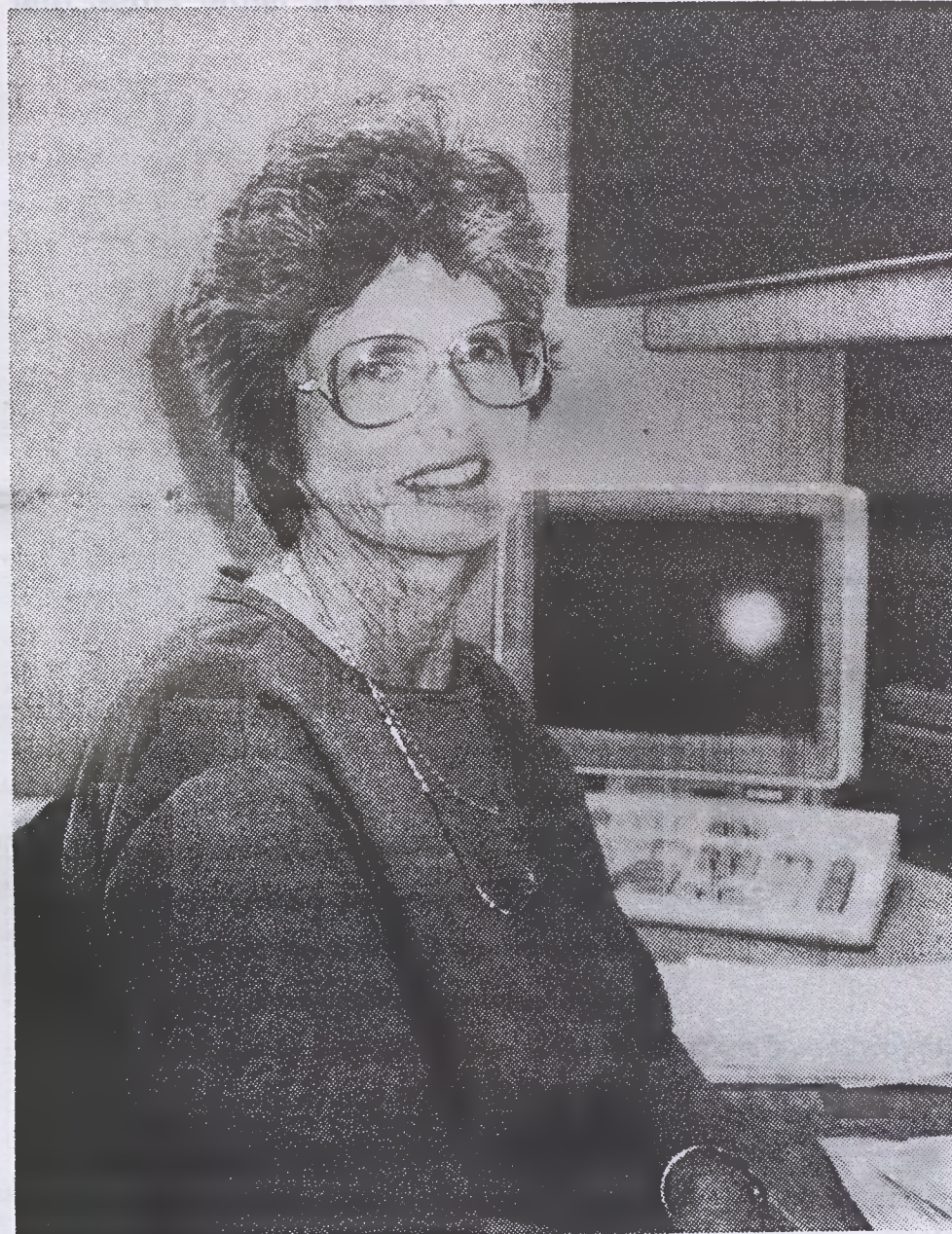
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Jean Myers
Accounts Payable clerk
Administrative Offices

Jean Myers, an accounts payable clerk in the Administrative Office, places much importance on being organized to do a job.

"I've always worked in accounts payable, even before I came to Adams-Millis nine years ago," she says. "I always try to keep the job simple, find a routine and live it."

For example, if questions arise, she puts them aside until she can address all of them at one time.



Jean Myers

That means she can group questions that go to a single person. She also organizes the mail by putting it in alphabetical order before giving it to her supervisor.

Although she had worked in accounts payable elsewhere, she began processing payables by computer only after joining Adams-Millis. She says that the computer makes the job much faster and helps her keep the tasks simple.

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Debbie Combs, Receptionist
Mt. Airy

Debbie Combs has the personality and language skills you would want for the person who is to create a first impression.



Debbie Combs

For the last nine years, she has been using those talents as the person who greets the world at the Adams-Millis plant in Mount Airy.

"I had been working for two years in boarding when I heard about the opening up front," she recalls. "I applied for the job but I never had any idea I would get it. I guess that's why I was so relaxed in the inter-

setting up job interviews, ordering office supplies, producing weekly reports on the computer and handling credit union sign-ups.

"When I look back at the end of the day, I think about how I spoke to people," she says. "I want to be sure the things I say come out the right way. That's part of the impression that you leave. I want the impression to be a good one."

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Irene Hinson,
Engineering Records
High Point

Irene Hinson has been working in the Engineering Records area for three years, and during that time she has established a process that she feels improves the accuracy of work that she sends on to Customer Service representatives.

"I check as I go when I'm keying information, and when I finish I go back and check over the entire document more closely," she says. "When you're in a rush you tend to make more mistakes, so you have to check even closer."

Irene said that even small mistakes in keying can make a big difference. She recalled an order for The Gap that had an "F" keyed instead of a "T." As a result, Customer Service couldn't allocate the product because the code was wrong. The problem was corrected by changing the code.

view, and that's probably a big reason I got the job."

Debbie is responsible for greeting guests and job applicants as well as answering the 13 phone lines that come into the plant. She has a wide range of other duties that include



Lois Brooks



Irene Hinson