



## CREATING VALUE THROUGH A SOLID MANUFACTURING FOUNDATION

By Homer Hsieh  
AmTopp Division President

Dr. John Young, Group President, pointed out in the last issue of *Inteplast News* that we evidenced remarkable growth throughout Inteplast in 2005. As we enjoy the financial success resulting from our focused work in the past, we will continue striving to create value, not only for our group, but also for our customers.

In the first quarter of 2001, after going through two of the most difficult years in AmTopp history, we boldly set up our goal to create value for both the group and the customers. In order to achieve this goal, we identified our objectives as improving productivity, achieving quality assurance, and ensuring customer satisfaction.

In 2001, I asked all of our AmTopp employees to “go back to the basics”. I asked them to review, assess, evaluate, and improve the most fundamental tasks we perform on a daily basis. We launched our Six Sigma program. Six Sigma is a rigorous and disciplined methodology that uses data and statistical analysis to measure and improve our operational performance by eliminating variations and consequently defects in our processes. We believed that Six Sigma would deliver the results we sought.

To ensure the success of our Six Sigma initiative, we adopted a “top down” approach by training our upper management team first. As we obtained “buy-in” from our management team, we selected three high profile projects targeting an ambitious 15% improvement in productivity. These were three products we wanted to promote in the market. They were—clear label film, cavitated label film, and a 15-micron heat seal film. We established project teams including key members from all functions of our organization including production, maintenance, quality and logistics as project team members.

The project teams, using the Six Sigma methodology, went through the process utilizing historic data to establish our process capability, and identified the critical process parameters. Measurement indicators were specified and data was collected. With the statistical analysis of data, the teams identified the in-process root causes of variations and consequently generated improvement countermeasures. As the improvements were implemented, control

mechanisms were also established to ensure sustainable results. We were able to complete all three projects in six months. One year later, all projects exceeded targets with sustainable results.

Since then, we have trained two black belts and twenty-three green belts. We have completed 15 Six Sigma projects delivering financial benefit of \$2.4 million. 90% of our salaried employees are trained in the methodology. In the five years since we launched the program, we have seen the manufacturing culture change toward a fact driven and continuous learning organization.

Along the same time, we also implemented our predictive maintenance program. Understanding that stability of equipment performance is essential in achieving consistent product quality, this program involved taking vibration and ultrasound measurements across AmTopp’s three plant operations. There are 896 equipment units, 6,964 measuring points established for vibration analysis, and 1,326 ultrasound measuring points. These were established targeting all the critically positioned bearings. The program also includes taking and analyzing oil and water samples of important equipment parts. The analysis of the data collected provided us with critical indicators as to how consistent a piece of equipment is running and when maintenance work is required. With this program, we were able to evaluate our preventive maintenance eliminating over or under maintenance of our critical equipment.

Over the course of the past five years, we have greatly improved our productivity, reduced our equipment downtime from 4.2% to 2.17%;

and reduced our unit cost by 44%. This allows us to create value, not only for the shareholders, but also for our customers, through shorter lead-time and more competitive pricing. For AmTopp, continuous improvement is the movement toward managing with fact and data; and aggressively pursuing greater efficiencies and effectiveness. It is also the only way to enhance the value we create.

In the next five years, our objectives are to grow faster than the market; to increase productivity continuously; and commit to our customers’ success. With what we have learned as an organization in the past five years, I am confident that we are well prepared and determined to work as a team to achieve these objectives.



AmTopp Division President, **Homer Hsieh**, poses with other AmTopp employees in front of the mural on the wall in BOPP I which reminds them each day of the values that bind them together. Pictured from L-R are: **Gus De la Rosa, Ryan Kudelka, Vanessa Fritz, Charles Stubblefield, Albert Gonzales, Ernest Kitchens, Homer Hsieh, George Phillips, Alicia Mendoza, Dudley Barnes, Bob Flores, Venu Konduru, Doro Villegas, and John Rodriguez.**

### INSIDE THIS ISSUE:

<b>BOPP Film: Types &amp; Uses</b>	<b>2</b>
<b>InteCel PW®</b>	<b>2</b>
<b>Job Profile:</b>	
<b>Slitter &amp; Winder Operators</b>	<b>3</b>
<b>Touring Taiwan</b>	<b>3</b>
<b>Topics From Texas</b>	<b>4</b>
<b>“I Wish I Could....”</b>	<b>4</b>
<b>Dr. Young Answers our Q’s</b>	<b>5</b>
<b>Improvement Awards</b>	<b>5</b>
<b>Distributors Advisory Council</b>	<b>6</b>

## BOPP Film: Types And Uses

All of our BOPP customers can be put into four general categories - tape and industrial, converter, label, and end-user bakery overwrap. Each category has several common quality requirements important to that business. When you recognize the category, you can easily understand the typical quality requirements for the customer.

Tape and industrial customers generally buy non-sealable clear films such as our standard TT "tape base" films and the lower-volume specialty films. AmTopp is the major domestic supplier of tape base films with a full product line-up for "one stop shopping" for these valuable customers. Tape and industrial customers apply a thin coating of pressure-sensitive adhesive at high line speeds (1000-2000 feet per minute). Web flatness and winding quality are important for consistent high-speed coating without web breaks. A web break at Shurtape can pile up almost a mile of sticky 80 inch wide tape along their coating line, before the line can come to a controlled stop. Cleanup of the sticky adhesive all over the web path could take hours.

Converter customers generally buy heat-sealable films such as our clear AA or BA "coex"



*William Philhower, AmTopp Marketing Manager, displays samples of products manufactured from various types of BOPP film.*

films, the VA "water-wettable coex" and the metallized EM films. They will print and laminate films for snack and candy customers. Multiple smaller orders are commonly placed, with the customer matching two films that are

needed for their lamination order. For an order like this, it's important that both films go into the converter around the same time. They will not run half the order waiting for the other half to ship. Converting production speeds will go from 200 feet per minute on a narrow web presses to over 1500 feet per minute for the newest extrusion laminators. Consistent surface treatment and coefficient of friction (COF) are very important for converted films to ensure good print quality and color matching. Low COF is important for the converters' customer, the packager, so that the finished lamination will run smoothly over metal formers or other machine parts.

Label customers are our fastest-growing new sales opportunity. Label customers buy both white cavitated PL or PW films and the clear "overlamine" TL films. Most labels are two

films laminated together; the white film is printed and the clear film is glued over it to protect the inks. We have increasing sales of the thicker films that are printed just like paper, without lamination, for juice bottles and similar "paper replacement" labels. Flatness and reel winding/density are the most important factors for all label films.

End-user bakery overwrap customers generally buy narrow-width slit reels of heat-sealable clear films such as the BA and AA films. This customer will take a pallet of our reels directly into the clean-room area of their plant where the food is packaged, so pallet cleanliness is very important. Each slit reel will be hand-loaded on the wrapping machine, so the maximum reel weight may become important for lifting rules. End-users will not print on these reels, so treatment and film flatness are not critical. Straight-up reel ends (no "run outs") are important for consistent seal quality. Consistent heat sealing performance is the key to strong seal strengths for package integrity. Bakery overwrap speeds will depend on how quickly the food item can be aligned and fed into the wrapper. Imagine the differences in wrapping an oatmeal cookie compared to a hard candy mint. Often a single operator will be responsible for several wrappers and can not spare the time to baby-sit a poorly-slit reel. Delivery schedule is also very important - if a bakery runs out of film, they will shut down.

**William Philhower**  
AmTopp Marketing Manager

## InteCel PW®

*No glamour here - this product is all about function.*

InteCel PW® is a combination of expanded polyvinyl chloride with the addition of wood flour. The wood flour gives the panel a tan, wood-like color and more importantly, added thermal stability and a denser interior composition.

Because the wood flour in InteCel PW® is completely encapsulated by the PVC, this material won't swell, rot, or delaminate like wood, MDF, or MDO. It is lightweight, moisture resistant, resistant to many chemicals and insects, and less susceptible to warping. The edges are much smoother than traditional EPVC, making it easier to seal and finish.

InteCel PW® panels can be cut, machined, nailed, glued, and screwed just like wood but the denser composition provides greater "pull-out" strength when using fasteners. The panels can be finished with any good quality primer or paint, are fire resistant, and exhibit much better machining qualities than wood.

"InteCel PW® is the result of several years of research, testing, and adapting," says PVC Plant Manager, **Kevin Sung**. The process begins with the formulations and mixing; and then it is extruded through dies to create PVC sheet. From there it goes to a conversion process for cutting to the size desired by the customer, coating or painting, curing, and packaging. The results are products with smooth, matte or woodgrain finishes of various colors, and densities.

Those steps in the process created the need for additional equipment and material handling space. The result was an expansion of 34,000 square feet in the PVC warehouse completed in March. New jobs were created in the conversion area to operate the saws and coating equipment.

The driver behind the entire manufacturing process is the customers' needs. Sung said "We are constantly modifying our process according to the feedback we receive from our customers."

Working closely and coordinating on a daily basis, marketing and production of PVC meet the demands of customers with this exciting new product line, InteCel PW®.



*Johnny Lin and Gilbert Valenzuela working on trial runs for PVC customers.*

Contributors to this article are:  
**Kevin Sung**, PVC Plant Manager  
**Zac Chen**, Cost/Budget Analyst  
**H.L. Lee**, Production Manager  
**Peggy Kelly**, PVC Sales/Mkt Coord.

## JOB PROFILE: SLITTER & WINDER OPERATORS

*(THIS IS THE SECOND IN A SERIES PROFILING JOB CATEGORIES WITHIN INTEPLAST. WE CONTINUE TO EXPLORE THE JOBS, SKILLS, RESPONSIBILITIES AND PEOPLE WHO MAKE US THE SUCCESSFUL ORGANIZATION WE ARE TODAY.)*

Once plastic film is made, then what? For BOPP, CFP, XF, and Produce the film must be wound onto rolls suitable for the customer's future use. That is the job of Winder and Slitter Operators. Their role is maintaining the balance between extrusion of the film and packing, or shipping of the final product.

These employees set up and operate slitting and winding equipment that cuts the large "input roll" in the size ordered by the customer. They receive their instructions or work orders from the Scheduling Department of the plant, and then order the proper film type from either warehousing or extrusion in the case of BOPP and XF. Produce and CFP are in-line processes where the film is produced, sized, and wound all within the process.

When it is running smoothly the process looks deceptively simple. But there are numerous problems to be on guard against. First, the nature of the equipment requires diligence with regard to safety. Operators are charged with the responsibility of avoiding web breaks; aligning machinery; and maintaining tension. Factors that influence their jobs are moisture, temperature, thickness of the material, and chemical make-up of the film. Through experience they learn what adjustments to make and how to make them for each type of film produced. Calendaring, wrinkles, walk-outs, and creases in the film are quality problems that must be prevented. So to effectively do their job these Operators must know machinery, measurement techniques, and roll defect analysis as the film moves by at 800 to 2400 feet per minute. These operators perform a balancing act between the film from extrusion and the pace of packaging. Without proper balance, production would back-up and cause unnecessary downtime along the production line.

Inteplast News asked some veteran Slitter and Winder Operators to discuss their jobs and here is what we learned:

**Lorenzo Rodriguez**, Slitter Operator in BOPP, said his job involves "physical work, you must push yourself to keep production running smoothly. We solve problems on the spot, because things move fast and there is no room for error with our customers. To be successful we must focus!"

"Keeping things moving and constantly watching what's going on in your area" is how **Rudy Prado**, Senior Lead Slitter Operator in BOPP described his position. "We have to keep our area looking good, housekeeping is so important because we are making product that comes into contact with food."

In IBS, **Louise West**, Winder Operator, describes her job as "ten things at once." She works in the production of Produce bags. She assists the Operator, maintains the count for bags, orders and makes boxes, and is constantly monitoring quality. Precise measurements of sample bags keep her apprised of how the machine is running. West, with her 10 years of experience, is aware she is setting an example for other less experienced operators, particularly with safety.

**Mary Samora**, Slitter/Laminator Technician in XF, sees her job as "only for someone who can multitask. I set up, maintain, troubleshoot, sample, QC and prepare documents for our product." Samora has experience in electrical maintenance and she believes that, along with her math skills, prepared her for her responsibilities. The importance of these job positions is underscored by a comment made by Mary Samora. She said, "It goes straight from here to the customer, so we must get it right."

**Brenda Wilson**  
Human Resource Manager

## Touring Taiwan

By Joseph Wang  
Vice President of Administration

In April, I had the opportunity to join other Inteplast employees and customers attending the Formosa Group Olympics in Taiwan. The last time I participated in this event was back in 1994. In the 12 intervening years Inteplast has enjoyed outstanding growth.

As we toured different facilities in Taiwan, I came to realize that the growth of the whole Formosa group is even more impressive. Most of us have seen the brochures and video presentations introducing the No. 6 Naphtha Cracking Project in Mailiao. However, when personally visiting the site, I was impressed beyond words. We were all awed by the scope of the project, the work involved and the final result. The other plant visits demonstrated the benefits of the 5S program and landscaping improvements. Those old production plants still play a very important role in the group. It is evident that everyone is doing their job and is important to the growth of our group. After this visit, I could only appreciate the vision of Chairman **Y.C. Wang** more. I am also thankful for the chance he has given Inteplast to improve over the years, and I will definitely continue to do my part to grow with Inteplast.

Other Inteplast employees that joined me on the Taiwan trip shared some of their experiences with Inteplast News:

**Richie Fojtik**, Sr. Lead Extruder Tech in BOPPI, said that the flight was "smooth and enjoyable, the attendants were extremely attentive and accommodating." To help pass the time of the 22 hour flight, he "tried to sleep most of the way, although each seat was equipped with its own electronic screen to enjoy newly released movies, music, and games."

"Wet, wet, wet" is how Produce Manager, **Andy Lu**, described the Olympic events. "With all the rain that fell, we were soaking wet from head-to-toe, but the games went on...."

When asked about his most memorable experience in Taiwan, **Tony Smith**, Sr. Lead Extruder Tech in CFP, said he enjoyed touring the Mailiao plant. "I was amazed with its size and how it was built on the water." He also mentioned that he "will always treasure the friendships that were made during the trip."

"Different," is how **Max Herrera III**, Sr. Lead Extruder Tech in BOPPI I, described the food in Taiwan. "I expected it to be similar to the Chinese food we eat here, only a little spicier. It's much better than our Americanized version." This was Max's first time to ever fly, and he says "I'm ready to do it again."

"The landscaping was awesome," said **Jerry Chavarria**, PVC Shift Supervisor. "I do some landscaping myself and can really appreciate the tedious planning and hard-work that obviously went into it. It was really something to see." It should be noted that this was also Jerry's first time to fly. He told us he was a little nervous at first, but "the trip

*(continued on page 4)*



*Lorenzo Rodriguez, monitoring the film on his line in BOPP.*



*Louise West setting the controls on a line in the Produce Department of IBS.*

*(Touring Taiwan, continued from page 3)*

was well worth it, and I wouldn't think twice about going again."

The group spent about 80% of the time touring different plants in Taiwan, so AmTopp Marketing Staff Manager, **Daniel Wang**, wishes that he would have had the opportunity to "sit down with some of the sales and marketing members behind those impressive facilities to see how their strategies compare to ours here at Inteplast."

**Ariel Shen**, IBS Marketing Coordinator, thought "it was an honor to join the group on such a wonderful and informative tour. I am very impressed that the Formosa Plastic Group has diversified into so many businesses that serve an important role in Taiwan's economic development; and to also make a great contribution to the education and medical care of the people in Taiwan. This visit made me very proud to be a member of the FPG family."

"I was more than impressed by the total professionalism and approach to detail of all the personnel in every facility we visited," said **Terry Hudson**, IBS Western Sales Manager. "The whole trip was excellent and most educational. It is impossible to isolate any division over another — suffice to say that if one has the opportunity in the future to attend this extravaganza they should grab it with both hands."

We were also enlightened with a little advice from **Melissa Fojtik**, Profile Parts Coordinator. She says that "in order to truly experience the trip to the fullest, go with an open mind to embrace the culture and capture the educational information offered by the Formosa delegates and all of the people of Taiwan."

## Topics From Texas

The first phase of the site landscape enhancement program is now complete. The second phase is about to begin, including additional feature areas, another 70 trees, and irrigation systems will be added as efforts continue to enhance the entire site appearance.



**Helen Zhang**, Concentrates; **Greg Carman**, Profile; and **Matthew Sanchez**, XF; check out the new landscaping on site.

Recent site audits by Texas Commission on Environmental Quality (TCEQ) and property insurance risk engineers have generally produced very positive reviews and reports. Major improvements across the site were noted. They singled out record-keeping, new alarm systems and waste management (hazardous and non-hazardous) as specific strengths.

Of course it should be noted that over 1400 employees and family members enjoyed Inteplast Day at Fiesta Texas in San Antonio, on June 17<sup>th</sup>.

**Robert Coen**  
Site Manager

## "I wish I could make them see what I see"

It is an accepted business axiom that the success of an organization is dependent upon its people and they are dependent upon their leaders. Given the success of Inteplast Group Ltd., it follows that *Inteplast News* should examine more closely those leaders who have been instrumental in the company's success. To begin this process we identified one of the original managers of IBS, **John Boutieller**. He is representative of a group of managers that began Inteplast Group, Ltd. in the early 90s. In fact he joined IBS in June of 1992 and was present at the first shipment of produce bags in September of that same year.



**Jeff Teng, J.W. Chen, and John Boutieller** analyzing film quality with **Dr. Young** during his visit in January.

Boutieller describes his first sight of IBS and Inteplast as "covered in mud." He said it rained everyday that June, and since there was no pavement anywhere, everyone slogged through the sticky black gumbo of South Texas. They were housed in trailers as temporary quarters. Recalling his first peek in the doorway of the IBS building, as it was constructed, he said "I was in awe of all those produce bag machines...30 of them all lined up ready to run. I thought, this is what I've been training for, a chance to work in a place like this. It took a lot of vision to build this place." Boutieller came to IBS with 28 years of plastics manufacturing experience.

His first job assignment with IBS was as a shift supervisor in the Produce section of IBS. But before he could supervise anyone he had to train the operators. The first class of 26 operator trainees "had never seen him, and they'd never seen a bag machine." With that first class he demonstrated hands-on operation of the extruders and winders. Anyone who has had the opportunity to work with Boutieller knows he is a hands-on manager and teacher. In addition to the mud there were other obstacles to overcome in the early days, such as power supply. The start-up used a gasoline generator to power the first 3 machines.....operators had to continually monitor the fuel levels to prevent running out of gas in the middle of the night, an experience Boutieller said you would not do more than once.

After he moved further into the management ranks he noticed all the managers had a computer on their desk. He did not have much experience in computing so he stuck to his philosophy of "80 to 90% of your time on the floor because plastic bags aren't made in an office." Eventually that philosophy led him to Manager of the Produce Department, T-Shirt Extrusion, Co-Extrusion, and now as Technical Department Senior Project Manager.

**Dr. John Young**, Group President, recalls that his decision to promote Boutieller to department manager came about when Boutieller had some controversy with his manager at the time. Dr. Young said "I got involved and knew right on the spot that John's opinions were right. He had the expertise we needed and I made him the head of Produce, much to our benefit. Over the years whenever we had problems in the IBS Division, John was singled out to help. He always delivered." Dr. Young went on to say, "John is representative of the hard worker who is completely loyal to the company and who serves by example."

Everyone that knows John Boutieller, knows his wife, **Rita**. She also came to IBS in 1992, as a Quality Control Technician and continues in that role today. At one point Rita Boutieller had 10 consecutive years of perfect attendance. In fact Boutieller says he once told his wife "hey, you need to miss a day... you're making me look bad!" John and Rita enjoy their home on the waterfront in Jackson County, fishing, and their family when they are not busy working at IBS.

Asked if he had any regrets about his career thus far at IBS, Boutieller surprisingly said "yes." "I regret that early on I wasn't able to make all those trainees see the vision I saw when I looked at this place. I saw a good place to work, where you make a good living, provide for your family, have security....I wish I could have made them better understand that and see what I see."

As for the future Boutieller says he's having fun, working with a great staff, and experimenting with formulas and machinery. He said IBS is his family and he knew that for certain when attending his Mother's funeral in 1997, in New Jersey. **Joe Chen**, Division President of IBS, took the time to attend and John Boutieller said "I knew then I had more than just a job, that I had a family here."

**Brenda Wilson**  
Human Resource Manager

## Dr. Young Answers Our Questions

Recently **Alisha Koehl**, Editor of *Inteplast News*, had an opportunity to ask **Dr. John Young**, Group President, some questions about the financial prospects of our company.

**Q** **Dr. Young, we know Inteplast has had tremendous success in the last couple of years, what do you think contributed most to that success?**

I would say cumulative experience and perseverance has led us this far. The whole team has come together. I speak of both Production and Marketing. We experienced serious difficulties in the beginning because of the large number of lines that were put into operation. As each line's production sold out, our financial burden decreased. Also, we have become increasingly visible in the marketplace to the point that we easily rank among the top three in each of the market segments in which we participate. It is much easier to sell our branded products today, than, 10 years ago. We are accepted as a quality company today. This is no small feat for a start-up company seeking to participate in so many different market segments, all at the same time!

**Q** **What were some of the biggest obstacles we had to overcome to achieve this success?**

The human factor, for one. We started with over 2,000 relatively inexperienced associates that needed to be trained, all at the same time. The human factor was a challenge for Marketing as well. Selling our products is much more difficult than, selling resin; many of our products are customized, requiring successful trials and good-will with the customer.

Secondly, the sheer size of our projects. We would have had enough problems with, say, just the BOPP project, putting together 6 large production lines, something never attempted in the past. Instead, we had to weather through with 10 different product lines of comparable size! Because there were no previous sales leading into the start-up, there was no cushion to absorb all of our expenses.

**Q** **Would you please explain how our financial strategies have changed over the last few years?**

Gladly. In all the various segments that we participated in, our initial concern was to fill out the lines. Given the sheer size of our production volume, we elected to participate first in the commodity or lower end markets. Thus, in the case of BOPP, as an example, this meant concentrating first and foremost in producing tape films, and doing it well. For T-shirt bags, I was told that at one point we supplied almost 85% of all the generic "Thank-you" bags in the U.S. As we climbed the learning curve, we increasingly participated in higher-end markets, which in the case of BOPP meant food packaging and metallized films; in the case of T-shirt bags,

we are talking about large supermarket chains like Kroger, Albertson's, and HEB. Today, we are in an enviable position of further divesting our opportunities, through both development of new customers with even more specialized needs; and also additional applications that require much higher quality. This strategy should obviate the pressure exerted by imports, which has become a major factor to contend with by all North American manufacturers.

Financially, our initial priorities were to return all the outside loans in a timely fashion to reduce our liabilities. We have largely accomplished this. Today we are a sound company financially. Right now, our focus is how to best utilize the hard-won cash on hand, by looking at areas that may yield the highest return for the Group.

**Q** **We see signs all over the Lolita Site of expansion and growth in products we manufacture. Would you summarize for us what's happening and what we can look forward to happening?**

As I said, area by area, our immediate focus is to fill in the plant site with existing product lines, an initiative that I have called "targeted expansion." This will further enhance our strengths through larger economies of scale. For example, in the area of stretch wrap at CFP, we are adding lines that will double our capacity in a two year time span. PVC Sheet is also adding lines that will help us service the marketplace which we already dominate. The same goes for trash can liners. In other areas, existing lines are being channeled towards different applications. I speak of the industrial film sector, that required re-designing some existing lines. In this case, the drive was to create a new market segment rather than expand existing ones. The greatest challenge for all of us is to grow the business volume while minimizing cost. In other words, we must continuously seek to decrease our unit costs, which should make us even more competitive.

**Q** **What are the biggest challenges facing us as we undertake these plans?**

Resin fluctuations and imports. As consumers, we have all seen gas prices skyrocket in the last two years. This scenario impacts our own resin prices directly. Today such fluctuations must be taken into account under the perspective of the global economy. If our resin prices are competitive against Asian markets, then it is clear that we can off-set imports. However, this may not be true at all times and we are impacted negatively with a surge of imports. I would say that today, imports pose the largest threat to any North American manufacturer.

**Q** **Where do you see Inteplast headed in the global economy? New markets?**

It is true that the whole world has come together. In our own areas of business, this is no exception. To survive today, we have to be

competitive against the rest of the world, not just our domestic competitors. Our managers have repeatedly heard about the need for benchmarking against all other manufacturers. If there are fundamental deficiencies in our production cost structure, we must correct them, or we will not be able to survive for the long term.

As for new markets, yes, for the first time in a long, long time, I believe Inteplast is positioned to capture new markets. We have an enviable sales force second to none, and increasingly, we are discussing utilizing more fully our sales channels to deliver more products to the same customers. In the case of IBS, for instance, we are carrying out the vision of a "world of bags." This basically calls for IBS to be a one-stop supplier for all the bags needed by our customers. To achieve this, we have restructured IBS Sales to become customer-based rather than product-based.

**For the employees reading your comments do you have a special message for them?**

**Q** Gratitude, mainly. Together, we have gone through some rough times. For everyone's perseverance, faith, and loyalty, all I can say is *thank you*, coming from the heart. If we are to prosper in the years ahead, it is clear to me that we will have done it *together*. It is everybody's effort that has made and will make it possible.

For me, Inteplast will always remain a bigger family. It has been a great joy and privilege to see the team come together in such a unique fashion and for all of us to share so many positive values about hard-work and life in general. I must say that there is a special bond between all of us, that will survive the test of time, no matter what.

## Improvement Awards

Inteplast Group, Ltd. recently initiated an awards program designed to recognize employees efforts to improve production yield, output and quality; reduction in cost and/or value creation through improved methods / processes and new product development.

Awards will be evaluated on profitability, technological breakthrough, innovation/creativity, root cause analysis, and safety or efficiency. Employees may submit their ideas or initiatives to their plant or division management team. The division offices will then review submissions and determine eligibility for monetary rewards. Those ideas or initiatives selected at the division level will be reviewed for consideration for the Presidential Award. This selection will be made by **Dr. John Young** and Division Presidents and will be an annual event.

Employees interested in participating should contact their plant or department manager for more information on criteria and the manner in which to submit their ideas. This is one more way that Inteplast is seeking to encourage all members to be a part of our continued success!

**Robert Coen**  
Site Manager

We're on the web!  
www.inteplast.com

## Inteplast News

AmTopp • IBS • World-Pak

### Corporate Address:

9 Peach Tree Hill Road  
Livingston, New Jersey 07039

### Plant Location:

101 Inteplast Blvd.  
Lolita, Texas 77971

**Editor:** Alisha Koehl

**Photographers:** Alisha Koehl, Jean Waricka, Brenda Wilson, Dan Martino

**Contributing Writers:** Homer Hsieh, William Philhower, Kevin Sung, Zac Chen, H.L. Lee, Peggy Kelly, Brenda Wilson, Joseph Wang, Robert Coen, Dr. John Young, Vinod Ghumwala

**Printed By:** Martin Printing Co.

## IBS Distributors Advisory Council

The IBS Division recently held their 7<sup>th</sup> Council Meeting in Miami Beach, Florida. The Council was formed in 2002 to assist the IBS Division in maintaining and upgrading its market position, service requirements, product development trends, and knowledge of current market dynamics. They also help with developing new tools to become a more effective supplier for our customer base.

The members consist of 9~12 key principals from our major distributors in the industry, as well as IBS Division President, **Joe Chen** and the Directors from each IBS Unit, **Ronnie Chang** ~ Janitorial/ Sanitary; **Tony Myers** ~ Retail/Grocery; **Paul Ulrich** ~ Broadline/Food Service; and **Charlie Rufo** ~ Industrial. Our guest members serve on the Council for a minimum term of 2 years. Thereafter, 1/3 of the Council will rotate to add new members. Our next meeting is scheduled for late October 2006 in California.

**Vinod Ghumwala**  
Assistant Product Manager



*Pictured above are council members:*  
Front Row (L-R): **Joe Chen** – IBS, **Tony Myers** – IBS, **Bill Hirsch** – Fulton Paper. 2<sup>nd</sup> Row: **VJ Moore** – Matera Paper, **Dave Donnelly** – Perkins Paper, **Ben Tremblay**- Service Paper, **Paul Ulrich** – IBS, **David Siegal** – Restaurant Depot, **Ronnie Chang** – IBS. 3<sup>rd</sup> Row: **Mario Parisi** – I Supply, **Vinod Ghumwala** – IBS, **Rob Weschler** – Janitor's Whse, **JT Bailey** - RDA



## Inteplast Group, Ltd.

AmTopp • IBS • World-Pak  
101 Inteplast Blvd., P.O. Box 405  
Lolita, TX 77971

**ESTABLISHING NEW STANDARDS OF EXCELLENCE  
...THROUGH QUALITY, INNOVATION AND SERVICE**