



INTOUCH

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News, Ideas and Growing
Knowledge from Temple-Inland
Forest Products Corporation



The beauty of natural wood in an engineered long strip wood flooring made by Award Hardwood Floor is produced using Temple's high-density fiber (HDF) as its core.

Customer Profile:

Award Hardwood Floors

Enjoying the warm, natural look of a hardwood floor just got easier. Now with the union of North American hardwood provided by Award Hardwood Floors (AHF), and a high-density fiber (HDF) core supplied by Temple, homeowners can achieve this look in every room of the house.

Besides being used in new home construction and remodeling, the high-density fiber (HDF)/ wood veneer combination is also bringing a cozy ambiance to small restaurants and other low-traffic commercial spaces. The product is offered in eight different hardwood species and 36 stains.

Located in Wausau, WI, AHF has been a customer of Temple since December 2001 when it began work

on its launch in February 2002 of the company's engineered long strip wood flooring product. Now, AHF is receiving about 30 trucks each month of HDF produced at Temple's Clarion MDF Operations.

"As a vendor we are very happy with Temple and we are getting outstanding feedback from our customers about the new line," said AHF Vice President of Operations Susan Lang.

"In a new product start-up like this, the challenge for us is in forecasting our month-to-month material needs," she continued. "For their part, Temple has been flexible with our fluctuations, expediting when necessary to help us smooth out the peaks and valleys."

Temple's Specialty Product Manager Chad Ward said, "HDF is part of Temple's MDF line formulated with enhanced moisture resistance and physical properties that are excellent attributes for use in flooring applications."

AHF's products are shipped to distributors across North America that supply more than 6,000 retailers in locations from Mexico and north to Canada, including Home Depot and Menards home centers.

The combination will also be used in AHF customer Shaw Industries, Inc.'s private label flooring product marketed under the Esteem name. Headquartered in Dalton, GA, Shaw is a subsidiary of Berkshire Hathaway, Inc.

Beginning with a core of about 20 dislocated workers from a rubber products manufacturer that closed nearby, AHF was formed in 1997 with the opening of a state-of-the-art production facility. Since then, the company has grown rapidly to a workforce of 200. "Many of those original employees are still here and have grown right along with the company," said AHF Materials Specialist Sheila Kelley.

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Award Hardwood Floor's Materials Specialist Sheila Kelley (l) and Vice President of Operations Susan Lang.

AHF's new product is a dream for "do-it-yourself" markets. "One of the real advantages is our products' glueless "click system" that helps homeowners easily install this hardwearing product," Kelley said. The product comes with a wall-to-wall lifetime finish and structural warranty. "Also, because the surface is real wood, there are no repeating patterns in the plank to plank appearance," she said.

How are things going today? "Excellent," said Kelley. "I always get a prompt response to questions, and once I place an order, there are no worries. I only hear good things about how the product is running out in the plant," she said.

Enviro-Share Conference showcases peer-to-peer learning

Environmental Affairs is finding that peer collaboration, active dialogue and shared knowledge is a sure-fire approach to reaching competitive advantage.

This approach, used at the Group's annual training conference, Enviro-Share 2002, was a definite winner with West Memphis Wallboard HR Benefits/Administrative Clerk Cherie Harlow. Harlow, who recently broadened her responsibilities to include

environmental coordination at the plant, appreciated having all of the group's expertise in one room. "I was able to bring home new and practical ideas for recycling solid waste like old cell phones and printer cartridges and learned new statistical tools for trending environmental data to highlight opportunities for improving environmental performance," she said.

Environmental Affairs Waste & Remediation Director Linda Syler said, "In designing this year's training, we wanted to build on some of the key successes achieved at the plants. Sharing this knowledge resource from the front lines makes it a meaningful lesson and highlights the work actually being done at the locations."

The annual conference brings together the entire Environmental group and allows participants to share ideas, network and learn by studying the positive results their peers are achieving in ongoing CPI projects.

Giving participants the chance to deliberate together over solutions to the challenges they face every day, peer presentations and round table discussions emphasized improvements to the process, cost savings, source reduction by substitution, waste minimization, water conservation, and air emissions control.



Peer presentations included sessions on environmental facility self assessments by (from left), Dan Goldsmith, environmental coordinator at the Mount Jewett Complex; waste tracking by Ralph Swanson, environmental assistant at Mount Jewett; environmental trending and data management by Bob Pennington, CPI and environmental engineer at Diboll Lumber; and waste reduction by Tracy Boros, environmental coordinator at Clarion MDF Operations. Not pictured is Oscar Rodriguez, safety, health and environmental manager at McQueeneey Wallboard, whose presentation covered materials recycling.

Syler said, "All of this is about finding opportunities to improve our processes and environmental performance while saving the company money."

For an expanded version of this story, visit InTouch Online through its link on the front page of Temple's Intranet.



West Memphis Gypsum celebrates 30-year anniversary

Celebrating its 30-year anniversary on May 16, 2002, West Memphis Gypsum entertained more than 200 guests including the facility's 98 employees, retirees and their families, the plant's major supply partners and several local government representatives.

The office of Mayor William Johnson of West Memphis presented a plaque honoring the plant for its 30 years of continuous operation and support of the local community.

The plant first opened on May 15, 1972 as a greenfield operation. In kicking off the event, Plant Manager Bruce Shrader shared some of the historical and technological details of 30 years ago: The Dow Jones had closed above 1,000 for the first time; the sixth and final moon landing was completed with Apollo 17; digital watches had

just been introduced and a new car cost \$3,800.

“Just as the world has moved on at an incredible pace since then so has West Memphis Gypsum,” said Shrader.



Opened in 1972, West Memphis Gypsum recently celebrated its 30th anniversary.

Since 1972 the plant has grown its production capacity from 90 FPM 1/2” basis to 235 FPM. The plant has also changed its basic manufacturing materials from quarried, natural rock to synthetically produced, environmentally friendly gypsum and 100 percent recycled papers.

Shrader continued, “Obviously, we have not stood still but we have focused on process improvement and customer demands. Our people make the difference. They remain the most committed group of individuals that I have ever been associated with and work hard to maintain and improve our processes.

To continue our success” he said, “we need to focus on providing a high quality product that satisfies the customer’s needs while producing the product in the most efficient manner possible. The product we make each year must be better than the product made in the previous year.”

Responsible for organizing the event were Plant Accountant Michelle Warner, CPI Manager Brock Cline, Gypsum Financial Analyst Pam Henson, Senior Accounting Clerk Susan Marconi, and Accounting Clerk Peggi Newsom.

Essays get to the "heart" of safety

The Southwest Louisiana Lumber Operation announced in May the winners of its annual essay contest for children of the plant’s team members on the topic: “I want my dad or mom to work safely because...”

Contestants competed in three age groups: seven and under, eight to 12, and 13-16. The top three in each category were awarded gift certificates and the overall winner received an additional \$100 U.S. Savings Bond.

The top essay winner was Nicole Ray, daughter of A. J. Ray, Kiln Control Operator.

Excerpts from some of the winning essays:

From Lakin Farris’ (age 7) top 10 reasons why she wants her parents to work safely:

6. I don't want my mom to get hurt because we can't play ball.
7. I don't want my dad to get hurt because we can't go swimming.
8. And because they are my parents.
10. And because I love them very much.

Hali Jeans, 11

“I want my dad to work safely because the world would be a very sad place without him ... He would not be able to clean the yard and feed the squirrels. We would not be able to go fishing or hunting like we do now. That would leave a hole in my heart.”

Van VanTassel, Jr., 12

“It's not just up to (my dad) to be safe, it's a team effort. Safety is everyone's responsibility.”

Nicole Ray, 15

“My dad is my inspiration ... My dad is my hero as well as my best friend. I want my dad to stay safe so he will always be in my life...I know he does his best to stay safe at work because he carries pictures of his family with him to remind him there are people who care for him.”



SWLA Lumber Operations Plant Manager Paul Williams (l) with the winners of the plant's safety essay contest and their parents (l to r), Keith and Regina Farris and daughter, Lakin; Ronnie Jeans and daughter, Hali; Tina VanTassell, wife of Van Vantassell, and son, Van Vantassell, Jr.; Syrina Silas and daughters, Desiree and Deuwan; A.J. Ray and daughter, Nicole. Not pictured are Bobby Nero and sons, Robert Nero, and Jacoby Greene.

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Running to win

By *Rahul D. Agarwal*
CPI Manager, Mount Jewett Particleboard

“Gentlemen, Start Your Engines” has become the monthly call for a five-day CPI event called “Pit Crew” that is bringing stellar results to the Mount Jewett Particleboard Operation.

The plant has adopted a NASCAR theme to bring Kaizen philosophies to its employees. A Japanese term, Kaizen means *change for the good* and is linked to a creative approach that relies on the talent and ingenuity of team members in problem solving.

The plant’s CPI Steering Committee decided that eight elements they identi-



Pit Crew members at Mount Jewett Particleboard Operations include (l to r), Front Row: Press Operator Randy McCaslin; Boardline Operator Don Morehead; Production Supervisor George Schuster; PB CPI Manager Rahul Agarwal; Back Row: MDF CPI Manager Dale Garges; Electrical Superintendent Mark Brendel; Maintenance Technician Edward Miller; and CPI Technician Brian Baker.

fied as essential to continuously improving operations are like the eight cylinders of a high performance engine. All must work together to permit the race car to reach peak efficiency.

The first event, held in April, eliminated by 95-100 percent belt tracking issues

that had been a problem for the facility since its inception. Using Six Sigma methods, the team realized a 607 percent ROI with a payback period of less than two months, which exceeded the project’s initial scope of reducing these issues by 50 percent.

Other events have verified the readings of wood and additives scales, and have reduced dust spots that were producing downgraded panel.

These results have brought high expectations about what this process can achieve. Another exciting outgrowth of the Pit Crew events is the impact that it has on the participants. Each walks away energized and feeling empowered and recognized for the difference they have made.

PEOPLE ON THE MOVE

Promotions

Temple:

Corporate: Terri A. Anderson, forest accountant III, forest accounting; Veronica R. Hernandez, catalog administrator, procurement

Mktg., Credit & Transportation: Rebecca A. Radke, secretary II, transportation

Diboll: Jenny L. Cochran, manager, total compensation, HR; Dana L. Davis, compensation analyst I, HR; Stephanie D. Martinez, HRIS analyst I, HR

Temple-Inland Forest:

Bryan L. Jackson, woodyard manager, chip & woodyard operations, Southern Area – Silsbee

New Hires

Temple-Inland Investment:

Kelli R. Campbell, IT senior auditor, Internal audit

Temple:

Executive: Bob Drago, vice president strategic planning and operating systems

Corporate: Cesar E. Croussett, part-time staff assistant, Free Press; Terry G. Kassabaum, environmental engineer, Environmental Affairs

Clarion: James M. MacAulay, plant engineer

Diboll: Joseph H. Heard Jr., special projects manager, Particleboard Operations

Diboll Fiberboard: Robert E. Jewell, Jr., electrical engineer

Standard Gypsum L.L.P.:

Cumberland: Hart T. Vaughn, quality assurance supervisor

Temple-Inland Forest:

Brenden J. Gill, forester, harvest, wood supply, Southern area-Silsbee

Retirees

Temple:

Fiberboard: Joe A. Capps, lead-maintenance, maintenance; Aaron W. Windham, finishing superintendent, paint line

Fletcher: Billy F. Townsend, lead-electrician, maintenance

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