

Dynamic

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SOURCEONE
Your One Source Manufacturing Partner

Second Quarter | 2010



SourceOne's Tim Temme performs final assembly work on the StarTran bus shelters installed in Lincoln, Nebraska. SourceOne fabricated four shelters that were installed on the corners of 12th and Q, 14th and O, and 14th and M streets.

Tackling the unique projects

With the completion of each new and unique project, SourceOne proves it has the experience and capabilities to handle it all.

The latest testament to its abilities can be found on downtown street corners in Lincoln, Nebraska. SourceOne fabricated four StarTran bus shelters, installed on the corners of 12th and Q, 14th and O, and 14th and M streets.

Before fabrication of the 32-foot long structures began Dec. 28, SourceOne employees worked with the project's architects to convert the drawings into a manufacturable design.

The shelters, completed in March, feature digital schedule readouts, two of which are powered by solar panels. All four structures were mounted in April.

SourceOne Division Manager Ivan Reed believes the project

has been a great learning opportunity for employees.

"This project highlights our ability to go out and find work in this challenging economic environment," he said. "We aggressively went after this project and it is turning out to be a very nice job, which may lead to new work of this type in the future."

An enormous amount of teamwork went into making the project a success. SourceOne partnered with several local companies to see the project through to fruition, including receiving help with the solar panels, digital schedules and transportation of the end-product to its final location.

"I can't emphasize enough the effort that everybody put into the project," Reed said. "It says that SourceOne is very capable of taking on work we've never done before and making it successful."



SourceOne best serves those customers who seek to maximize the benefit of outsourcing by engaging SourceOne at the earliest possible time in the planning, design and implementation of automation, tooling and production projects that require the widest range of competencies. These competencies include, but are not limited to, product and tooling design and construction, ma-

chining, fabrication, powder coating, assembly, packaging, warehousing and order fulfillment.

While SourceOne is prepared to provide services and products that take advantage of single or limited numbers of manufacturing capabilities, we encourage customers to think of SourceOne as Your One Source Manufacturing Partner.



SourceOne's collaboration with the University of Nebraska-Lincoln on its four-row flamer earned one student the prestigious Peter Kiewit Student Entrepreneurial Award. Prototype, left, and second generation pictured on right.

It's a winning combination

When SourceOne teamed with a group of University of Nebraska-Lincoln researchers, the results were award winning.

Chris Reed, SourceOne Process and Project Development Manager, worked with UNL student Chris Bruening on a four-row flamer, which will be used in place of chemicals for weed control in organic farming. The project helped launch a new organic farming support company, Agricultural Flaming Innovation.

Bruening's innovative design, prototyped by SourceOne, earned him the prestigious Peter Kiewit Student Entrepreneurial Award at an April 2 award ceremony in Omaha.

"It's exciting for us to be involved in a project like that," Reed said. "A start-up of any new product or business is exciting, but to have one of the inventors get recognized for it adds to the excitement."

Bruening enjoyed the good working relationship he built with SourceOne employees, whom he said were very helpful in

bringing his project to completion.

"One of the criteria for winning the award was collaboration with a local business, and SourceOne was a big part of that collaboration," he said. "Thank you for working with us."

SourceOne is currently working on modifications for the four-row flamer, and UNL Professor of Mechanical Engineering George Gogos looks forward to continuing his working relationship with the company.

The project was a team effort, with contributions not only from SourceOne and Gogos' team, but also with a group under the supervision of UNL Professor of Agronomy Steve Knezevic.

"It has been great to work with SourceOne; they have the right personnel to allow for collaboration," Gogos said. "It was a great surprise to find them in our backyard. We can easily arrange meetings, make quick decisions and meet deadlines quickly, and it has been working very, very well."



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Customer service is top priority

One of SourceOne's most valuable assets is its dedicated team of customer service representatives. You might not be able to see it, but each time Dee Murray, Kathy Casburn and Kristi Scaggs answer the phone, you can hear them smiling.

Dee Murray, Customer Service Specialist, has been with SourceOne more than 16 years. She not only processes quotes, orders and billing, she is on a first-name basis with all of her customers.

"I love providing customer service here," she said. "When you've been here as long as I have, you know their history and know who to contact in the shop to get answers. It's become a friendship with a lot of our customers and employees."

Murray uses her product and company knowledge and cheerful disposition to create a strong working relationship with each person she assists.

During a 2008 open house she helped set up, she enjoyed getting a chance to put a face to those first names.

"It was fun to actually meet customers face to face," she said. "You always wonder what they look like."

Kathy Casburn, a two-year SourceOne Powder Coating Customer Service Representative, is an expert in her field. She not only possesses strong organization skills, she also has a positive attitude and is willing to help each customer that comes her way.

"I enjoy being social," she said. "Whether I'm working with SourceOne customers or

UNL fans at sports events, I recognize that everyone has different personalities and needs."

At work, Casburn enjoys teaching customers about powder coating and helping them find the best solution for their particular product. During a particularly memorable customer service experience, she recalls helping a couple choose colors for patio furniture that was being redone.

"When they picked it up, the wife was so excited and enthused with it she gave me a hug," she said. "That kind of made my day."

Kristi Scaggs, Administrative Assistant, is a self-described people person. Since December 2008, she has applied her social predisposition to her work at SourceOne, where she greets customers and assists Outdoor Power Equipment customers on the phone.

When customers call, Scaggs believes it's important for them to feel they have someone to rely on.

"It takes your kindness and understanding to help the customers realize they feel important to you," she said. "I enjoy listening to their needs and helping them find a solution they can feel happy about."

Scaggs enjoys creating friendships with the people on the other end of the line. So, it was a special treat for her when she had the opportunity to meet many of them during an Outdoor Power Equipment conference last October.

"At the GIE-Expo I was able to see a lot of the people I talk to every day, and I enjoyed that," she said.



From left, Dee Murray, Kathy Casburn and Kristi Scaggs take great pride in providing excellent customer service to SourceOne customers.



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Published especially for:

Turf aerators highlight SourceOne's diverse capabilities

SourceOne's multi-process capabilities are designed to make the manufacturing process easy for their customers. The PLUGR® brand of Outdoor Power Equipment depends on SourceOne for all-around service to get its product to the market.

Recently, the PL855 PLUGR Pro HD was redesigned to allow for a more efficient manufacturing process as well as cost reductions.

After analysis of the existing product, the SourceOne team looked to improve its processes. Elmer Wessel, SourceOne President, and Chad Essink, Design Engineer, developed a concept to reduce material use on the product and streamline the manufacturing process.

"They continually review and examine cost-effective design shortcut innovations," said Nathan Antons, National Sales Manager for the PLUGR line of turf aerators. "SourceOne is great at taking our product and implementing cost reductions while improving quality and performance of our existing products."

Chris Reed, Project and Process Development Manager, said customers benefit from having SourceOne involved in several different facets of the completion of their product.



SourceOne Leadman Terry Carmicheal assembles a PL855 PLUGR Pro HD.



CAPABILITIES & CORE COMPETENCIES

- **Engineering Services**
 - Design & Prototyping
 - Process Engineering
 - In-Plant Consultation
 - Rebuilding of Machines
 - Specialty Machine Build
 - Plant Automation
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 - Bending & Tube Bending
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 - Maintenance Machine Work & Repair

VISION STATEMENT

SourceOne is an innovative industry leader who responds rapidly to customer needs with partnership, loyalty, technology, and a focus on excellence.

Employees of the month

To nominate a SourceOne employee, please contact Ivan Reed at 474-6603 ext. 3195 or ireed@sourceonex.com.



March

Dale Jones

Production Leadman



April

Tim Kinney

Machine Operator



May

Matt Gudge

CorpCell Manager

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