NEWS/PIC

JOHNS MANVILLE JM PRODUCTS

NOV./DEC. 1963

...or the 21,852 Johns-Manville employees, retirees and their families

A Personal Greeting to You

Years ago, men in nearby plants used to tell of how their firm's President would come around to wish each one a Merry Christmas and a Happy New Year. The warmth and friendliness of the occasion gave everyone a sense of kinship. I wish I could do this today.

But Johns-Manville has grown so large that I cannot stop by your machine, hail you on your route or visit you in your office. Nevertheless, I extend to you my most sincere good wishes for a very Merry Christmas and a New Year filled with health and happiness.

With this greeting, I want to tell you that I deeply appreciate the loyalty and co-operation I have received from all of you during the past year. It is through the efforts of the dedicated men and women of Johns-Manville that our company is forging ahead in so many fields.

May the joy of your holidays be a forerunner of your well-being throughout 1964.

C. B. Burns

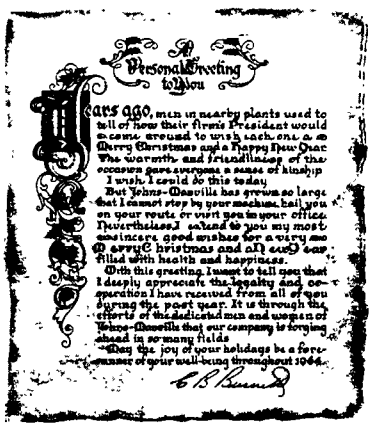
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NEWS/PIC

Published for all 21,852 J-M employees, retirees and their families by Johns-Manville Corporation, 22 East 40th Street, New York 16, N. Y.


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C B Burnett

The staff of News/Pic wishes to join Mr. Burnett in extending to you our special season's greetings.

C. B. Burnett: President

Publications Editor: Joseph L. Barrington

Associate Editors:
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Designer: David E. Krieger

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"Out with the old, and in with the new!" That's a New Year's slogan often heard these days. This year in J-M, the more than 20,000 J-Mers around the country have two very important "newcomers" to welcome into the family. These newcomers are new plants.

The first, the Penbryn Plant in New Jersey, is a recently-built addition to the Fiber Glass Division. The seventh fiber glass plant in J-M, Penbryn employs about 95 hourly and salaried personnel, a figure expected to expand to about 200 with the addition of new production units. Plant Manager is R. W. (Bob) Dobson. Their new home is a 200,000 square foot building on a 98-acre tract.

Our second newcomer is a plant at Marshville, North Carolina, purchased recently from Unarco Industries. Its asbestos textile facilities are part of J-M's Packing and Friction Materials Division. The plant employs about 100 salaried and hourly personnel and will officially be known as the Marshville Plant.

To all of you new members of the family we extend, on behalf of all our J-M readers, a hearty New Year Welcome.

And from the staff of News/Pic, we offer to you our newest readers an invitation to read our pages in hopes that through them you will meet many of your fellow-J-Mers.

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TO FLATTER YOUR LIGHTS

DECRA-GLO for Christmas



Having trouble with Christmas tree lights again? Don't know how many to use to get enough light and variety of colors? ☐ J-M has a product that will not only brighten your tree with color, but also will add fire safety in your home. It's Decra-Glo bulb covers, sculptured fiber glass balls in white, pink, green, blue and yellow, that fit over tree bulbs. ☐ Decra-Glo comes in many other sculptured forms, adaptable to almost any lighting situation. There are snowmen, angels, bells and trees for Christmas, pumpkins, cats and jack-o-lanterns for Thanksgiving and Halloween; rabbits and chickens for Easter, or figures for display throughout the snow season. ☐ At the March Toy Fair in New York a display of Decra-Glo attracted jobbers and dealers from around the country. Feng, Inc., of Indiana manufactures these unusual products from fiber glass from our Defiance Plants. ☐ Johns-Manville is now marketing them to the public. Plans are now being made for the sale of Decra-Glo at J-M plant and mine locations. Right now, ask for Decra-Glo items at your local gift, variety and department stores.

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LINKS IN A GOLDEN CHAIN





[illegible] Pittsburg, Calif. plant. Although he says [illegible] was [illegible] for the job, [illegible] achievements in getting out [illegible] of shipmates on time spon[illegible]earned him another nickname—"Carload" Bates. [illegible] Vice President Lewis H. Brown initiated the first Quarter Century Clubs. When Doc was inducted into the Pacific Coast Chapter (to become President), the late S. A. Williams offered to buy him a chain for the watch if he made the half-century mark with J-M. Doc then had only 25 years to go. In 1940 he received the promised gold chain. This and other mementos he recently presented to the Pittsburg Chapter of the Quarter Century Club. He retired in 1943 and became active in the [illegible]. He now lives with Eva, his wife of 63 years. He's our candidate now for the 75-M [illegible]

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LINKS IN A GOLDEN CHAIN





92 [illegible] Bank Mgr. [illegible] Dec. remembers [illegible] active man on the time of [illegible] B. Burnett [illegible] Pittsburg, Calif. plant. Although [illegible] job achievements [illegible] getting out carloads of shipments [illegible] another [illegible] name "Cardboard Bates." At this time [illegible] President [illegible] the first Quarter Century Clubs. When Doc was inducted into the Pacific Coast Chapter (now come President) the late S. A. Williams offered to buy him a chain to the watch [illegible] the half-century mark with J-M. Doc then had only 10 years to go. [illegible] promised gold chain. This and other mementos [illegible] recently presented to the Pittsburg Chapter of the Quarter Century Club. He retired in 1943 and became active in the [illegible] now lives with Eva, his wife of 63 years. He's our candidate now [illegible]

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Reporting in Our 'unretiring retirees'



MIKE MAZUR (above right) confronted Manville's Ed Legge (left) recently with a good joke. Mike, retired since 1946 and just turned 85, took the occasion to approach Ed about going back to work. Ed, as Super. of Training and Employee Benefits for B/P, enjoyed his humor.

WALTER WENDLAND, formerly with Milwaukee B/P, lives in Pompano Beach, Florida. Since 1951 retirement, he's a world traveler. His trips included five months around the world, nearly a year traveling by freighter to Southern Hemisphere countries. His last trip, he says, he took "merely to rediscover America." He advises anyone who wants to travel economically to write for the publication "Travel Routes around the World" Hirian Publications, Greenlawn, N. Y.

G. LESTER FORBES, retired six years from Atlanta B/P Sales, lives with his wife in St. Petersburg, Fla. in the winter, and summers in a cottage in the north Georgia woods, in 55 acres of woodland. They often travel to visit 12 grandchildren, and to celebrate Les's "special birthday" which falls on July 4th!

STANLEY H. SEARS, retired in 1962 from Jeffrey Mine, is involved in many activities, as Service Bureau Officer for the Royal Canadian Legion, and as Commissioner of Affadavits for the Ontario Courts.

WILLIAM L. RUTT, formerly with Waukegan, has spent his last two winters in Tuscon, Arizona, where he enjoys sports, scenery and dry climate. He invites Waukegan J-Mers out.

JOHN A. O'BRIEN, former Vice President for Sales at GHQ, has been visiting his children in Alabama, Florida and New York. He just finished building an art studio for his wife where she paints seascapes of the Pacific seen from their Pebble Beach, Calif., home. Their secret to successful retirement? "Each evening we have never accomplished what we planned that day, whether it was golf, gardening or just being together."



EARL R. WILLIAMS, (above) an ex-Research man, lives with his wife in Plainfield, N. J. He writes, "After 5 years of this changed atmosphere, we're still enjoying it, still doing as we please, when we please."

They summer in the New York Adirondack mountains.

Yes, we sell it Celite for drinking water filtration



The most significant improvement in water filtration in the last half century is the use of Celite diatomite. It requires a smaller plant than the old-fashioned sand filter used by most municipalities or privately owned water works. Consequently, less capital investment is needed.

The coarsest Celite diatomite produced at the Lompoc mine and plant is so fine that it traps bacteria which pass through the finest sand.

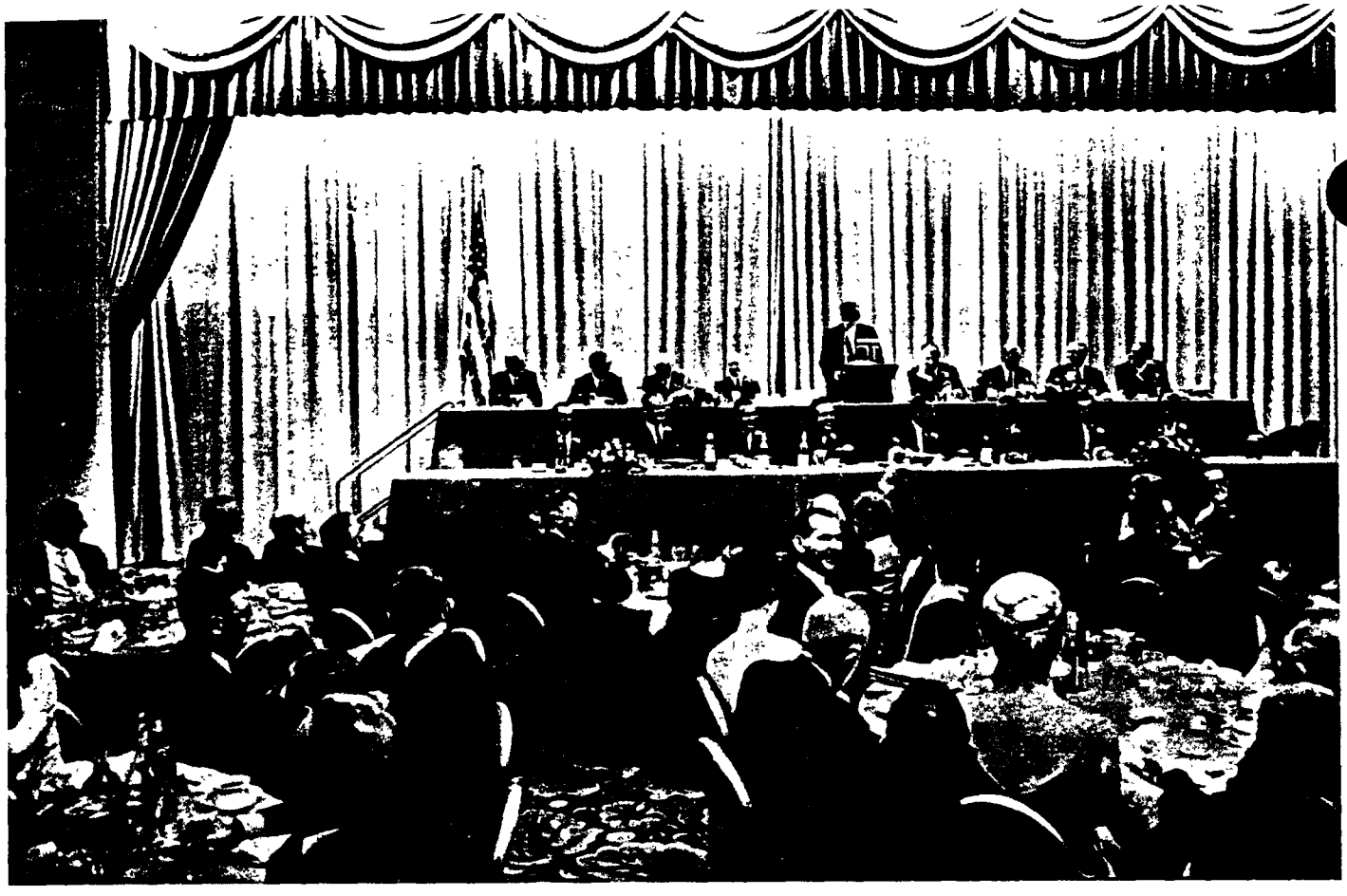
Diatomite filtration of water was first used by the U. S. Army in the Phillipines, where portable units made the water safe and palatable.

One noteworthy use of Celite diatomite filtration is in Hudson, N. Y. where it was first installed while the sand filter was being cleaned. The Celite-filtered water was so superior in taste that the sand filter was relegated to a secondary role.

If your municipality is considering improving or enlarging its water works, tell Celite, 8th floor, 270 Madison Ave., New York 16, N. Y.

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A HAND CLAPPING AFFAIR



C. B. Burnett

Ever throw a party for 500 people? Party-planners like the late Elsa Maxwell do it all the time. But how many "Elsas" do we have in J-M?

Not very many, you say? Well, every year when Quarter Century Club inductions roll around in plants and sales offices, we find the answer to that question. The planners appear as if by miracle to plan dozens of J-M occasions.

Some of them have the tastes of master chefs and plan dinners with great care. Others are master speechmakers and know how to be brief and watch the clock. We salute them—wizards, one and all!

The 34th Annual Inductions in New York Sept. 19, were handled with great care, under the guidance of Carroll F. Lockwood, Senior Methods Engineer, and a committee of eleven. The ceremony's stars were eight inductees:

Ralph Hartwig, Mgr. for Management Training, Industrial Relations, sponsored by C. W. Hite, V. P. for Ind. Rel.; Edwin Hoffman, Product Mgr., Insulating Board Products, B/P, sponsored by F. E. Dutcher, V. P. for B/P; Donald Johnson, Special Representative, North Atlantic Dist., Pkgs. and Friction Matls., sponsored by C. C. Simoni, former Genrl. Mgr., Pkgs. & Friction (now retired); Thomas Kennedy, Development Engineer, B/P, sponsored by Mr. Dutcher; Perry Martinson, General Manager for Celite, sponsored by Roger Hackney, Vice President for International and Mining; Dudley G. Porter, Sales Engineer, Ind. Insul., sponsored by J. B. Jobe, Genrl. Mgr., Ind. Insul.; Emil Thies, Senior Methods Engineer, Pipe, sponsored by R. F. Orth, Vice President for Sales; and Harry Washburn, Traffic Mgr., Genrl. Traffic, sponsored by H. N. Bates, Director Administrative Services.



Wrapt in thought, listening to brief speeches given by other sponsors, is Vice President Roger Hackney.

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QUARTER CENTURY CLUB

INDUCTIONS

New York Chapter



Thomas F. Kennedy

Donald E. Johnson





Emil L. Thies

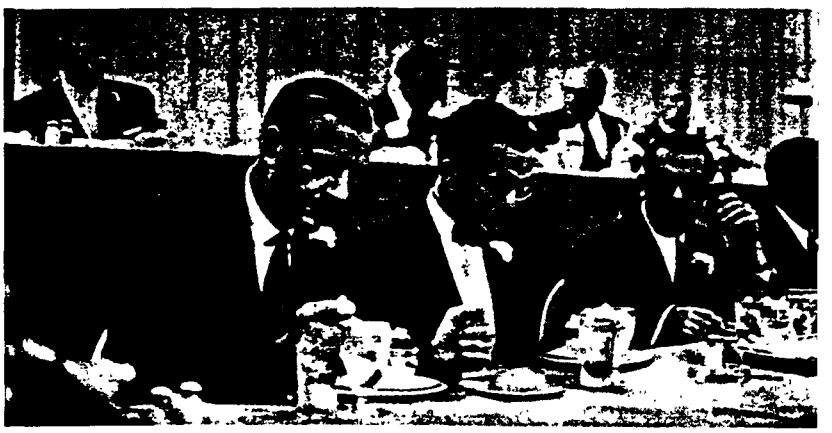
Dudley G. Porter



Harry W. Washburn







Enjoying the dinner and table conversation before the ceremonies are three new inductees, (l. to r.) Edwin Hoffman, Perry Martinson, and Ralph Hartwig.

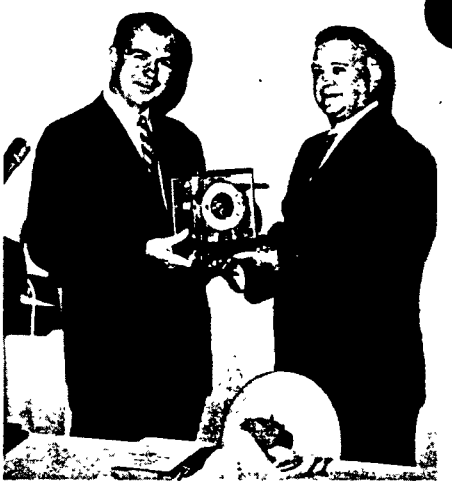
1963 President William Gibbons (second left) chats with 1964 officers Marian Cross (Sec.), Don Lyons (Pres.), John Burke (Treas.) and Ray Clinchy (Vice Pres.).

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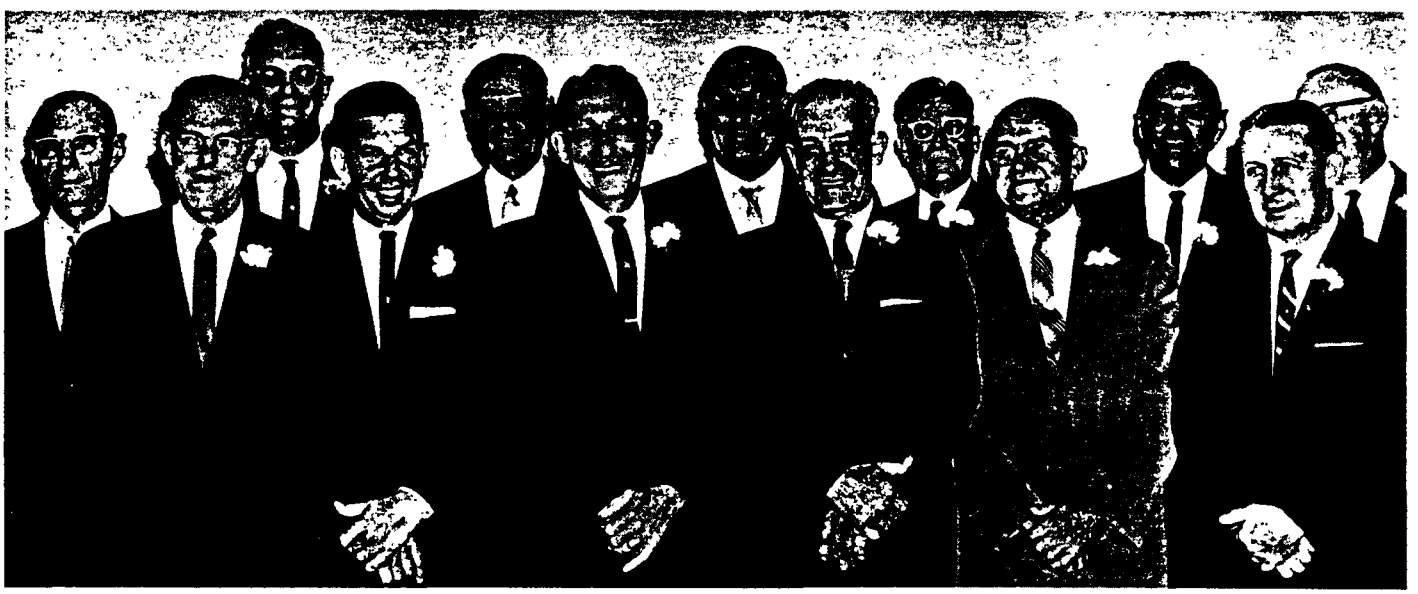
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QUARTER CENTURY CLUB

Inductions around the country



New Orleans: F. E. Dutcher (1) V. P. for B/P, inductee R. H. Eckert.



Photos from around the country only begin to show the faces of the newest members welcomed this Fall into J-M Quarter Century Clubs and their traditions of long service and loyalty.

No matter what local Chapter conducts the induction, the ceremony remains the same. Each group sees the occasion as a personal "thank you" for years of faithful J-M service. It is also an added incentive for the pleasurable years in J-M to come.

We could not begin to print all the photos we received, so we hope, through these few faces, to welcome all of you to QCC!

Richmond Plant inductees pose for a formal portrait after ceremonies for thirteen men. Shown here (l. to r.)—W. C. Bennett, R. R. Ingram, B. P. Weaver, D. Bane, W. J. Thompson, H. S. Snyder; (back row) K. Steele, N. H. Petry, C. W. Hite (Vice President Industrial Relations, inducting officer), F. H. Dingewerth, C. G. Oler, A. N. Moore, E. J. Holaday. Not shown here is inductee L. A. Theobald. Inductions were conducted by Mr. Hite at a dinner September 23.



North Brunswick: Sept. 24, Inductee Duilio Grassis, Pres. Jack Georgianna, C. C. Simoni, Plant Mgr. W. C. Seeds.

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Chicago Chapter: H. N. Bates, Director Admin. Services (l), Inductee Mary B. Seger, and Ch. Pres. M. B. Roth.



Toronto Chapter: Charles H. Dore (l) Manager, Office Service, and A. G. Sinclair, President, Canadian J-M.



Manville: Edward Wasitowski, '62 inductee, with Mrs. Wasitowski, '63; W. F. Fischer, B/P Mgr.; Mrs. Helen



Myskoski, '63; Chester Myskoski, '59. Photo above rt., (l to r) Mary Belinski, Joseph Posda, F. E. Dutcher.



Waukegan: Ch. Pres. Tony Vider, Mrs. Lawrence Blanchard, Mr. Blanchard ('47), C. W. Hite, V. P. Ind. Rel.



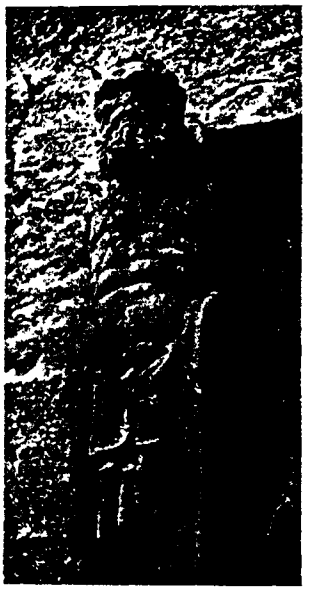
Chicago, Dutch Brand: F. H. May, Jr., V. P. for Finance (l) and inductee John Swart, at October 16th ceremonies.

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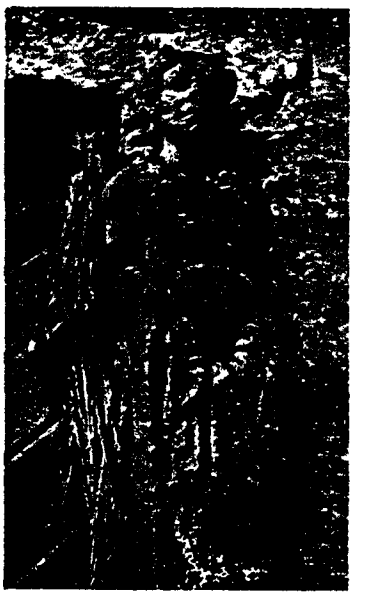
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J-M de FRANCE

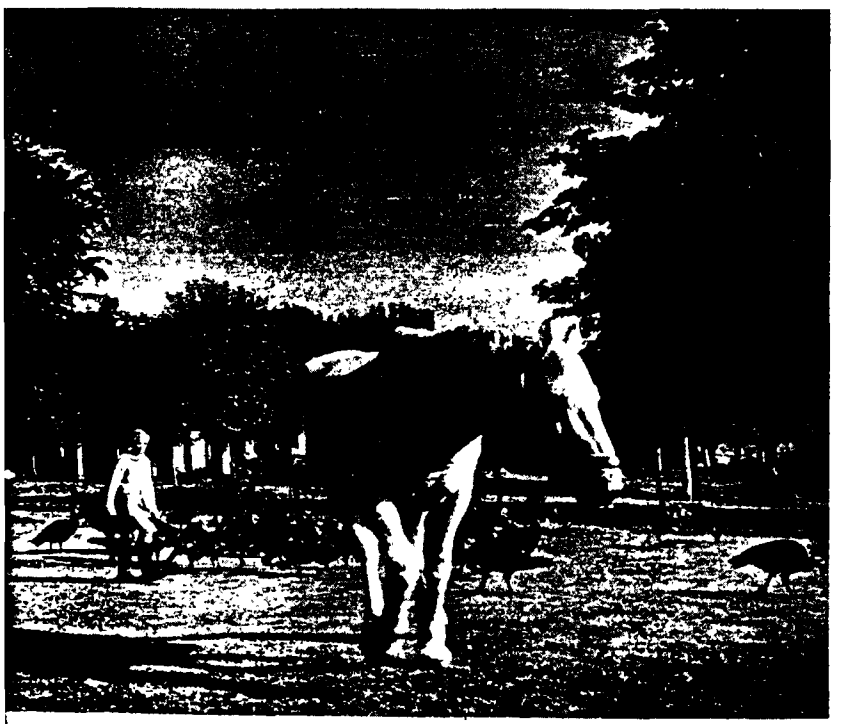
blend of ANCIENT AND MODERN







Cutting across the once-magnificent lawn of ruined chateau, above center, French farmer goes to tend chores on fields rented from J-M de France's St. Marcellin Plant. On left and right, figures decorating medieval chapel are dubbed by wags as "Mr. Johns" and "Venus de Manville." Below, turkeys, un cheval blanc and pretty peasant roam field.



Nearby, the remains of a medieval castle persist in a slow struggle with time. A bridge built by the Romans still arches gracefully across a quiet stream. This is the French village of St. Marcellin-en-Forez, its links with the past unbroken.

But even in this placid setting, France's new industrial vitality is evident. On the grounds of the ruined castle itself, factories are busy now, turning out bricks and tile to build the Europe of the present and future. There is no clash; old and new blend comfortably into the village's 1000-year old history.

J-M's John Rademaker recounts that in 984, long after the Romans had gone, the Comte de Forez founded the village, naming it after a priest who was martyred in Rome in 303 during the reign of the Emperor Diocletian.

The inhabitants soon learned that the land east of the village was suitable for growing grapes. When St. Louis, King of France, returned from the Crusades in 1254, Artad, one of his chevaliers, settled on a heigh overlooking the village. His son, Humbert, won renown as a fighter, and so became known as Humbert le Ba-

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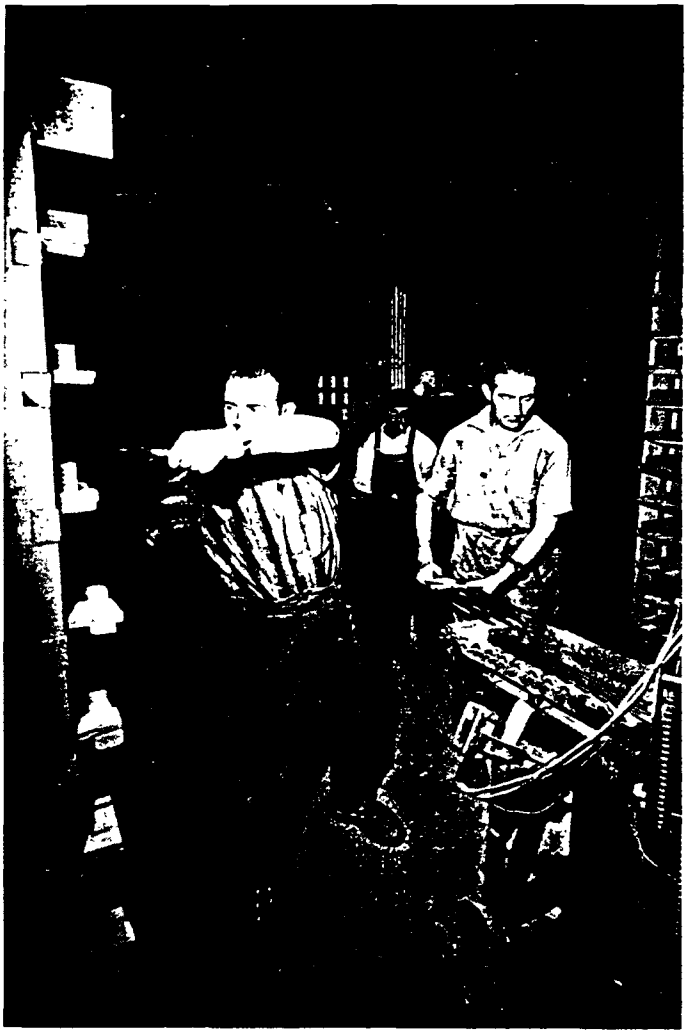
taillou (Bataille means battle). In the following century, a Jean de Batailloux is recorded, indicating that the nickname had turned into a family name and, finally, a location name.

The early Batailloux were energetic men. They built a castle, private chapel, stables and quarters for their serfs. In 1691, they bought the tax collection rights for the area and, by so doing, set up a feudal tenure, rendering homage to King and titled as "seigneurie."

But the family met reverses. Michel de Batailloux died, ruined in 1711. The property was sold to Marie-Anne de la Roue, who exchanged visits with the mother of the Marquis de Lafayette in the vicinity. In 1830, the Roue family (now Rony) abandoned the castle for a new and magnificent chateau built nearby.

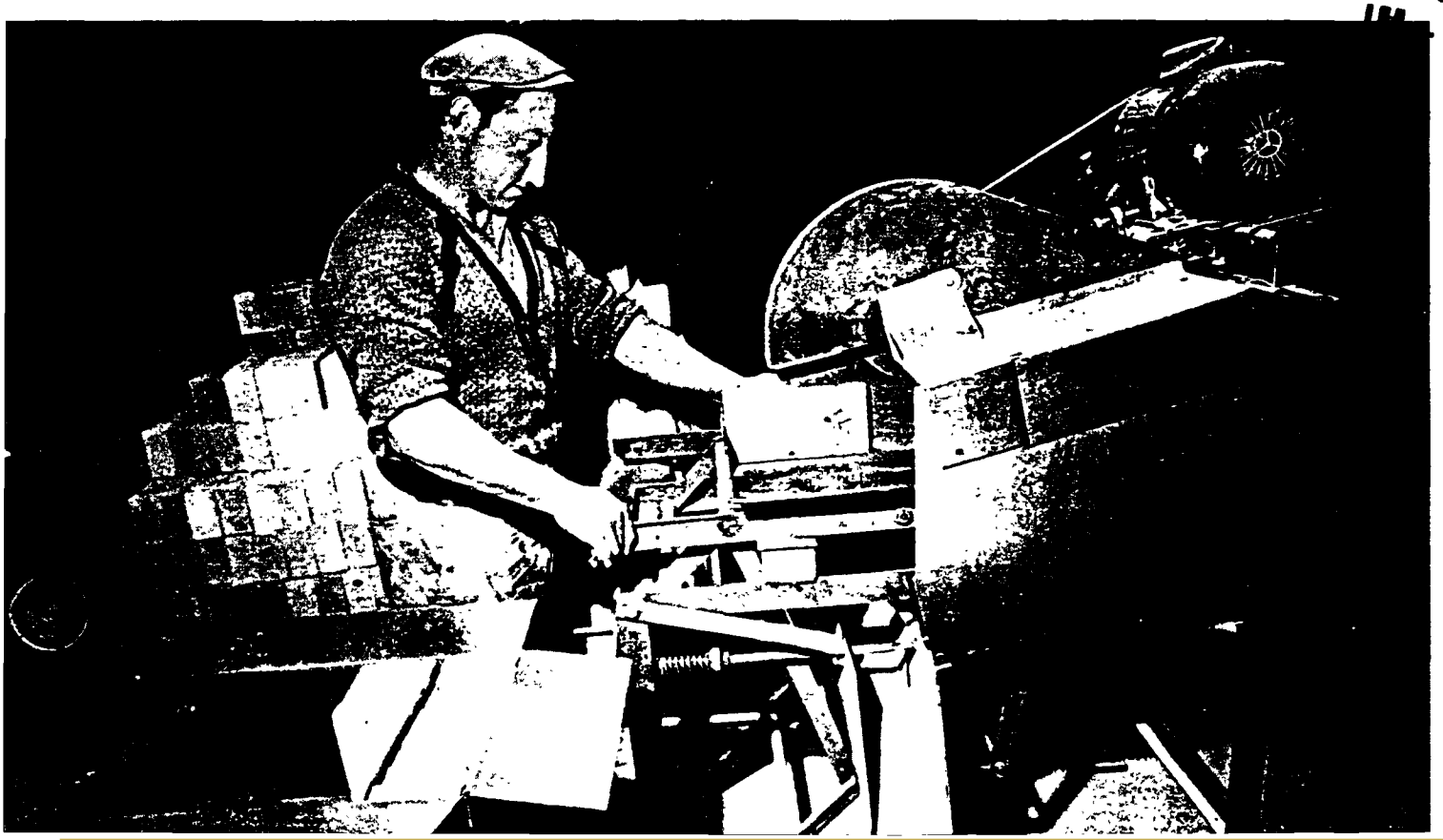
A red clay suitable for building brick and tile was discovered there. Several small factories were built.

In 1943, the Rony chateau was destroyed by fire. The gutted shell and castle remains were included in a package of industrial properties bought by J-M in 1961. The facilities were modernized to produce insulating fire brick and building tiles. A plant for Cerafelt products is planned. The grounds, though, are rented to farmers and the remaining castle tower, chapel and serfs' quarters are used for storage . . . and as links with the past.



Above, Jean-Batiste Damon (left), J-Mer 3-months, Marcel Faverjon, a J-Mer 13 years, display the skill and teamwork it takes to quickly transfer the just-extruded soft red clay tile to racks for proper drying. Below, Jean Brossat cuts bricks to half-sizes for customers requiring special sizes. Plant also makes J-M's only red clay building

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MEET YOUR FRENCH COUNTERPART

M. ROGER RAMEL.....AT WORK, AT HOME

Roger Ramel came to work for J-M de France shortly after the St. Marcellin plants were acquired. He participated in their conversion and expansion and is known as a "specialist," meaning in these parts that he is qualified to perform any job at the plant.

His outlook is quite different from that of his American counterpart. He is, after all, French—"Bien Sur!" —with all that entails, and almost snobbishly proud of it. Perhaps it is the ancient land that has worn away all that appeared to the Frenchman superfluous, and rooted the remainder in firm and unquestioned traditions. Perhaps it is the famed logical quality of the French mind. In any case, here is Roger, a representative Frenchman in the area of St. Marcellin-en-Forez. His values differing markedly from those of his American counterpart, he nevertheless shares with him and J-Mers around the world, pride in the production of quality products and in the benefits of that production.

A foot-loose American would find Roger's attitude toward his village strange. It is home in a much stricter sense then the American would recognize. Roger's ancestors lived there, he and his entire family live there. Also, as head of this family he looks after all his relatives, extending down to third cousins twice removed. They and St. Marcellin are the center of his life, in terms of family and of work.

Except for a few years during the last war when he served in the merchant marine—three ships torpedoed out from under him—and a period of employment in Algeria during the Occupation, he and his family have always lived there.

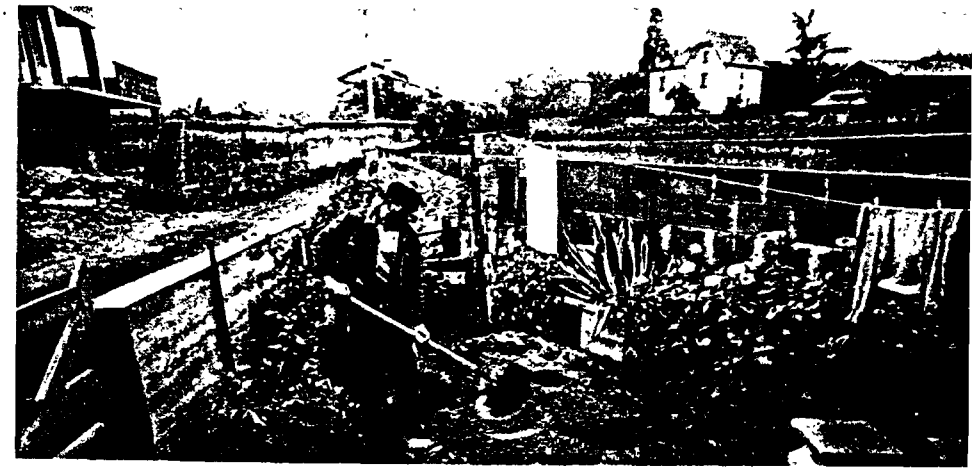
He has no telephone or TV, and belongs to no clubs, but he probably lives better than many Americans. Two of his daily meals, for instance, start with a soup or pate, followed by a slice of ham or a piece of fish. This is the warm-up. The main course is "bifstek" or veal with salad and potatoes in some form. The fourth, fifth and sixth courses consist of a choice of cheese, a fruit such as grapes or apples in season, and finally, a sweet. All accompanied, of course, by a fine local red wine



Roger Ramel, J-M de France employee, wears distinguishing beret even at work, right. Here he is trimming insulating fire bricks to the special sizes often required by European customers. Roger and his family are representative of French families from the interior of the country. His values offer sharp contrast to those of his American counterpart.

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Coming home after work at the St. Marcellin plant, Roger meets daughter, Annie, on steps of their attractive home, in photo at far left. She is returning from the market with fresh bread, wine and bananas. Above, Roger mixes cement in the back garden for a basement floor he is laying. He built his own home. Marie Ramel, his wife, left, prepares salad for the evening meal. A soup is simmering on the stove behind her and she will soon start cooking the meat, a nice "bifstek."

of rich bouquet and lots of appetizing French bread.

Roger's 21-year old daughter, Yvette, rides a bicycle two miles each morning to the station where she takes a commuter train to the metropolis of St. Etienne to work as a pharmacist.

Jean-Michel, his 16-year old son, prefers mechanics, and so he is apprenticed to an auto repair man in nearby Sury-le Comtal.

Annie, 12, attends the local girls public school where she will finish at the age of 16. All children in France must go to school—tuition is free—until they are 16. They can attend either the regular school—first to tenth grades—or the Lycee—first to twelfth grades. In the beginning, the courses in both schools are the same, but along about the fourth grade, the Lycee begins including Latin, a foreign language, and other subjects pointing to either an engineering college or a liberal arts college. Theoretically, any child can attend the Lycee. There is one in St. Etienne, 10 miles away. There are also Catholic schools at which tuition is charged; but although France is a Catholic country, these are not as popular as in the United States. The nearest one is 12 miles away. Roger's children have attended the regular public school only, and none will go on to college.

Roger built the attractive home the Ramel's live in and he is now laying a cement floor in the basement. He also built the wall around his yard, simply because in this part of France, all yards and properties traditionally have walls. His neighbors are similarly industrious, at home and work.

Roger doesn't have a car, although many Frenchmen do have the popular Citroen now, but he doesn't miss not having one. He likes to hunt, and with Jean-Michel, he usually spends Sunday mornings roaming the rolling hills surrounding the village. There are no vast open spaces there, so he must be careful to avoid the many small villages that dot the countryside. His favorite places are near the ruined castles and monasteries which crown many of the hills.

This is his home, as it was for generations of his ancestors before him.

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CUSTOMER SERVICE

How Manville speeds it up...



Sebastian Bonet, rt., Plan. & Sched. Super., Manville's Industrial Insulations Plant, compares American and European forms of customer service. Applying the Metal-On jacket, below, are operators Richard Stenebaugh (rt.), and Frank Gustites.







Order Handler Bea Kazarda, knows importance of good relations over the phone with customers. She is assigned to customers in the Philadelphia District only. Below, sales co-ordinator Jim Leslie checks all orders leaving the office

The story behind any one customer's order after it reaches the plant often seems a very impersonal one. Forms are filled out, parts made to specification. But the job of order handling at Manville's Industrial Insulations Div. Plant is anything but impersonal these days. A good customer like Reid Hayden knows he can count on getting good service.

"We've got a personal big helper there in Bea Kazarda," says James Rinehart, Manager of Reid Hayden's Richmond Branch. "There have been some big changes made at Manville and now we really get good service!"

When Rinehart writes complimentary letters on good jobs, it's really something special. Considering the changes made, the Order Handling Department deserves them.

Actually, the department itself is only three years old. Previously, orders were routed through the district sales offices to the plant. Now the customer sends or phones them in directly to Manville.

"If I get an order on the phone I figure the customer needs something special," says Mrs. Kazarda. "I'll check right away with Planning and Scheduling to see when the order can be shipped, and then call the customer back."

This kind of special service is getting to be the rule rather than the exception among the 13 members of the department. Each girl handles a separate district, with a certain number of customers. When they call up they ask for that girl and she in turn feels responsible to them.

Who's behind this idea of personalizing J-M customer service? Planning and Scheduling Supervisor Sebastian Bonet, Spanish-born and American-educated, who's had a chance to compare our American business practices with those of Europe.

"The American way of doing business is very impersonal," he says. "The contact with the customer is usually far too formal. I believe that if you personalize a contact you achieve a better relationship."

Another "architect" responsible for the change is Keith

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Slater, Manville Plant Manager for Industrial Insulations. "We're trying to treat Reid Hayden as an individual, not merely as a company," he says.

On every Reid Hayden order leaving the plant, expediters attach a self-addressed postcard which will be returned by Frank Duda at Reid Hayden, with comments on the delivery and condition. There are also extra inspections.

"Many customers don't require all this special attention," says Slater. "Each customer has to be treated differently. The only similarity may be they want the same product."

In the daily routine, this "personalizing" is apparent in many ways. "Such as a friendly voice over the phone," continues Bonet. "Then, each of the girls is assigned to one district with its particular set of customers. We ask them to identify themselves with customers' problems. To our customers this means a personal contact in the company."

Says Bea, "Anything that makes a customer happy we'll do, even if it means working late." Anything is a big word and often does mean extra work.

The department processes some 350-400 orders a week, shipping about 2½ million pounds a month. Bea handles about 70 orders a week herself.

"Getting a new customer or a big order still gives me a thrill," she continues. "Sometimes a regular customer will call up and he's got an order for a new customer he has never had before. Then we want to give him extra service."

At times Bea will get an order from a customer who wants to order products in another division. They know her and feel she can help. Most of the time she knows about the product, advises them and directs them to the proper people.

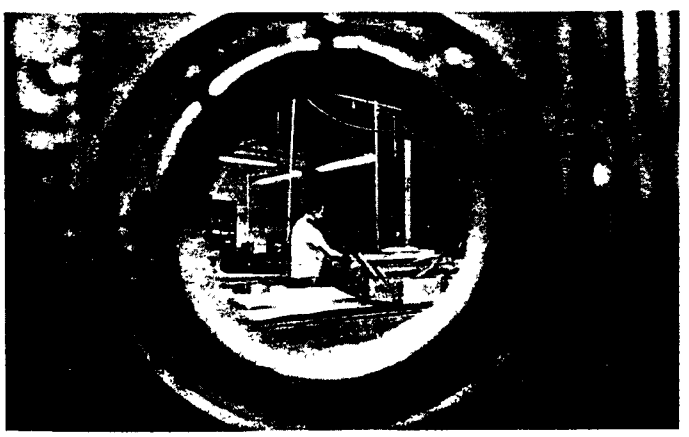
An order handler like Bea has a language all her own, a language of abbreviations and mathematical calculations, constantly changing with the addition of new products. Where does she get a wide knowledge of J-M products?

"From years of reading and talking products, and viewing product films," she declares.

If she can't answer a question or decipher an order, she calls on the Philadelphia District Sales Office for assistance. "It's always good to know they're there to count on if I need further details," she says.

This personalized service seems to be having quite an effect on relations with customers like Reid Hayden. Bonet's file of complimentary letters from them is growing. But the story doesn't end there, in that department. It's also a customer's story, and the men at Reid Hayden have many comments to make about "good customer service."

The first direct connection between plant and the Richmond Reid Hayden office is between Bea and Frank Duda, Purchasing Agent. The R-H man who sees the whole picture is Jim Rinehart . . . . . *(turn page for Part II)*



In the circle of plant production each man depends upon the other, just as the Order Dept. depends upon men in the shop to do work on time.



Products totaling about 2½ million pds. a month go into the waiting trucks and railroad cars under guidance of such men as Mike Roskos (1.) and John Gall (r.)

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CUSTOMER SERVICE

How Reid Hayden links it up...



Jim Prim, R-H Construction Super. checks a recent Metal-On installation with salesman John Dorsey (rt.) at the Richmond workyards of the Richmond, Fredericksburg and Potomac Railroad.

Sitting back in his chair in his comfortably-busy Richmond office, James Rinehart didn't exactly know how to answer the question. As Manager of the Richmond, Va. office of Reid Hayden, J-M contractors, what did he think about J-M customer service?

Their main contact on orders has been with Manville Industrial Insulations Division, although they handle products from five other J-M plants.

"Actually you might say I was weaned at J-M," he began, "and I've seen a lot of changes. My father, Evan Rinehart, was head of the J-M Marine Department at the time that Reid Hayden was formed in 1929. Since I've been here, one of the big changes I've seen in J-M has been with order handling."

"We used to have trouble getting orders shipped on time and according to our exact specifications. Now we place our orders directly with Manville, with the new Order Handling Department there. They've also increased their 'in process' stock and have a much better internal company organization."

With all their J-M contacts, one name comes to his mind first. "If anyone has been a big help to us its been Bea Kazarda. Oh we've had all sorts of foul-ups on deliveries, that's only natural. But Bea has really worked hard on deliveries when there's been a break-down on a job and we needed an order fast."

The personal contact, "a friend at J-M," helps even the most routine orders. "We use speed notes, no formal letters," says Purchasing Agent Frank Duda. "This also saves time in dictating and typing. Also the J-M office here gives us good service with the teletype if we have to expedite an order faster than usual. Our customers are pleased with that service."

Frank and Bea are the main contacts for expediting orders. They had never met except over the telephone until a recent Washington meeting between Reid Hayden personnel and J-Mers from the Philadelphia Sales District and Manville Plant.

"After seventeen years I finally met people I had been dealing with," recalls Frank, "and I was really pleased to find they were just the same friendly voices I'd known over the phone."

Jim Rinehart often consults J-M salesman John Dorsey on upcoming sales. The two men started their jobs in Richmond about the same time. Since then they've become good friends at work and at home.

"J-M needs more salesmen like John," says Jim.

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Purchasing Agent Frank Duda is the main R-H contact with Bea Kazarda at Manville, and they're on phones often. Below, Charley Reuger, R H Industrial Representative, and J-M salesman John Dorsey discuss products with potential customer. Such teamwork boosted early sales of Metal-On in Richmond area.



Says John, "We have confidence in each other and are always exchanging ideas. Both companies are quick to accept suggestions that will improve our product position in the market. The fact that we started together means that we learn to rely on each other's judgment. We know it takes both companies to make sales really grow."

A new Norfolk Office of Reid Hayden now open a year has been highly successful. They will soon install the first job for Metal-Lok, a companion product to Metal-On.

New products like this have stimulated Reid Hayden interest. "J-M's biggest asset as far as we're concerned is that they produce a more complete line of insulations than any other company," says Rinehart. "In the last five years alone they've come out with Cerafelt, Metal-on and numerous fiber glass products."

The new Metal-On system he calls "the Cadillac of the insulations industry."

This past year they introduced Metal-On to the National Aniline Division of Allied Chemical Corporation at a large expansion of their Textile and Chemical Plant near Hopewell, Virginia.

"This job was really tremendous," recalls Jim Rinehart. "We ran a 1500-foot test line for them and they liked it so much that we rewrote their specifications to include Metal-On."

Other recent sales of J-M products by this Richmond team include 11,500 feet of Aerotube at Berkshire Apartments in Richmond; more than a million board feet of insulations at the Morton Frozen Foods Plant; and a long-running job that resulted in the sale of 240 carloads of products over a two-year period to the Virginia Electric and Power Company.

"We are both careful to avoid overlapping efforts," says John Dorsey, "and prevent repetition of sales effort." The Reid Hayden people call on John only for important items or sales, or problems they cannot dispense with quickly themselves, by letter or by telephone.

In all their work they've relied on some "terrific help" from Philadelphia District personnel, they both agree. "For facts on product engineering and for contacts with other plants, the Philadelphia Office is indispensible," says John Dorsey.

"With Reid Hayden, as with any customer, if any one J-Mer lets them down on a job they naturally feel J-M as a whole has let them down. So we all try as individuals to act as representatives of the whole company."

Everyone in the Richmond office is aware of the increased speed and efficiency at Manville. "Keith Slater, Manville Plant Manager, has taken terrific interest in customer service," says John. "In a few short months, many old persistent errors were taken care of. Keith wants to get involved with everything and he's made a big difference."

In recent years, J-M and Reid Hayden have become more closely linked by the vast growth in the industrial insulations field.

"With men like Don Hinmon (Vice President Industrial Divisions) Burt Jobe (Division Mgr.), and M. W. Burleson (General Sales Manager, Industrial Insulations) who have gotten out into the field and explored the markets for J-M products, J-M is really moving ahead," says Jim Rinehart.

Jim Rinehart and his staff are still considering the question of J-M customer service. It can't be answered simply, and it is a constantly changing relationship. But they all agree, "It's the personal contacts in a company that make a sale, expedite it and keep customers coming back."

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J-M 'NEWS-MAKERS'





A favorite "Santa" in Defiance is Charles Baker, a material handler in Warehouse Dept., Plant G-30. He dons the Santa costume, along with Lloyd B. Spoor, Jr., of the Insulations Dept., to visit every home in Defiance. The candy comes from their funds.

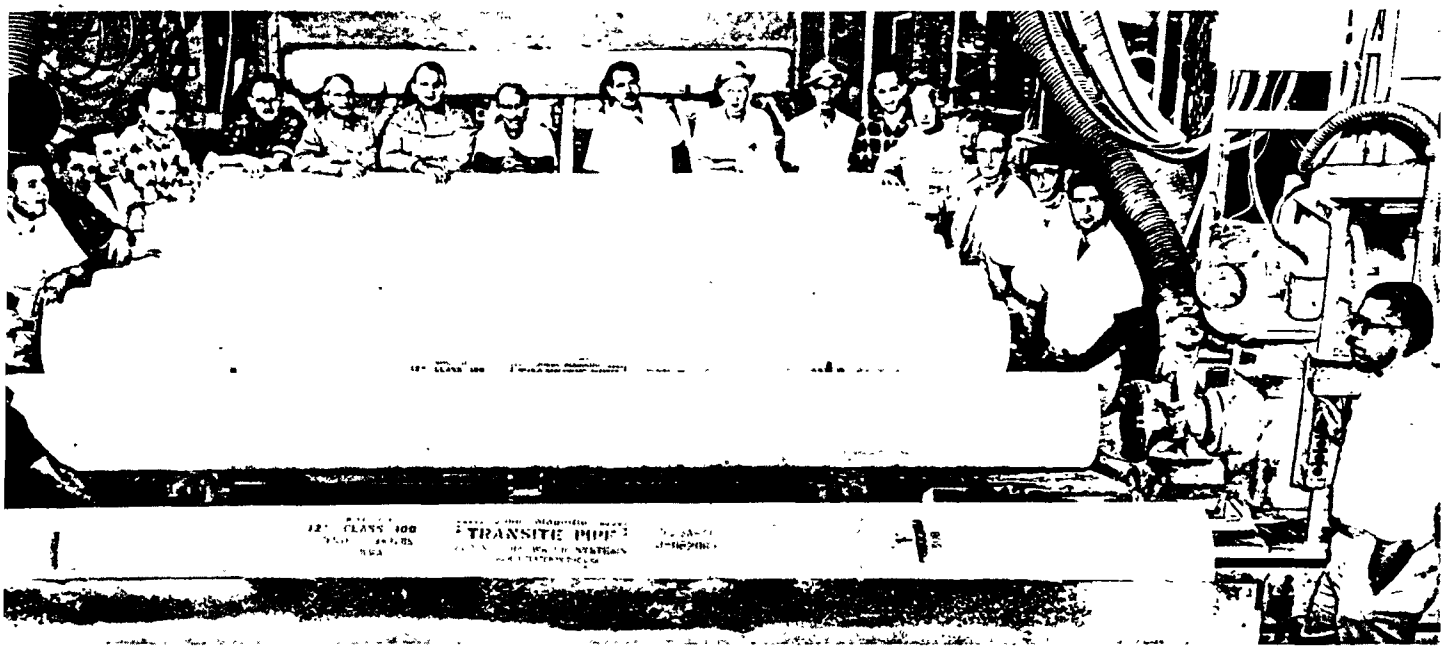


Thomas E. Sunderland, President, United Fruit Co., Boston, has been elected a Director of J-M. Active in law and business circles, Mr. Sunderland is a former Director and Vice President of the Standard Oil Co. of Indiana. His native state is Michigan.

J-Mer Alex Taylor, Edmonton, (Canada) Genrl. Salesman, is "walking on air" as Campaign Chairman of the local Kiwanis Club's apple sales campaign which raised some $30,000 to support a Teenage Boys' Home.

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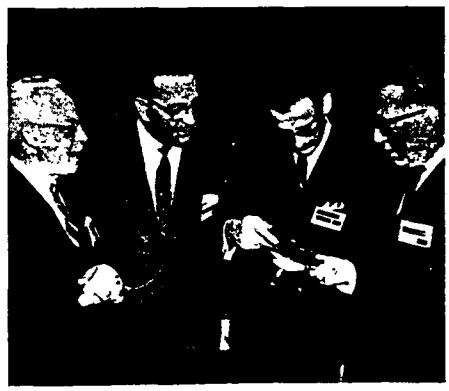


Above: Third Shift at Long Beach Pipe Plant set record last Spring with two perfect runs in three days without rejects. The crew, (l. to r.), R. Gonzales, A. Grausbein, L. Allison, R. Moore, G. Carroll, J. Morrell, J. Hagee, R. Baker, G. Bear, S. Salas, F. Peterson, K. Wheeler, G. Dugas, D. Waelder, W. Varnick, M. Meteer, F. Hocking, A. Rungo, E. Reeger. Right: Harry Weeks, Manville Research Electrician, was recently elected President of the J-M Club.









Above: Asbestos Jaycees celebrated 25 anniversary in April. Shown are J. M. Beauchesne, Mayor; Antonin Boisclair, J-M sales representative, N. Y.; Yvon Goudreault, Pres. Asbestos Jaycees; A. Poisson, Editor, Plant Publications. Left: James Daniel (r.) top 1962 J-M driver with F. C. McLaughlin, Ind. Rel. Mgr., Ft. Worth.

Above: P. R. Pulver (l.) and L. W. Gellenbeck (rt.) winners of Chicago B/P Distinguished Salesman's awards with wives; G. H. Martens, V. P. Genrl. Sales Mgr. B/P; A. W. Bergman, Region, Mgr., B/P. Below: D. T. Colton, Gen. Mgr. Internat'l, Pres. C. B. Burnett, Beirut B/P Distributor Sami Abu Fadil, Regional Mgr. C. H. Holman present J-M scholarship to Edward Ayoub, 18, for year at Beirut's International College.

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RECENT J-M ASSIGNMENTS





ADMINISTRATIVE SERVICES
General Headquarters

WAYMAN W. STEED to Office Analysis Engineer, General Industrial Engnrg., GHQ, from Industrial Engineer, Stockton Plant.



FINANCE DEPARTMENT
General Headquarters

JOHN L. DURKIN to Director, Data Processing Department from General Division Controller.



RESEARCH & ENGINEERING CENTER
Manville

ELMER B. HURLEY to Research Technologist, from Section Chief, Fiber Glass Division, Waterville Plant.



CREDIT SERVICE
Houston District

WILLIAM L. GRACEY to Credit Manager of Houston-Atlanta Credit Unit from Credit Supervisor, Chicago Credit Unit.



FINANCE DEPARTMENT
General Headquarters

CHARLES I. KEELAN to Manager for Data Processing Development, from Manager of Office Systems.



RESEARCH & ENGINEERING CENTER
Manville

DR. ERNEST G. LONG to Research Technologist from Senior Research Engineer, Research & Engineering Center, Manville.



CUSTOMER RELATIONS
General Headquarters

RICHARD J. AMBERG to the new position of Assistant Manager, Trade Relations, in the Customer Relations Department, from Sales Manager, Concrete Specialties Dept., Celite Div.



FINANCE DEPARTMENT
General Headquarters

HAROLD J. WHITE to Manager for Office Methods from Fiscal Assistant in Finance Department.



ASBESTOS FIBRE DIVISION
Advocate Mine

JAMES HUTCHESON to Acting Manager, Advocate Mine, in addition to duties as Production Engineer, Asbestos Fibre Division.



FINANCE DEPARTMENT
General Headquarters

NORMAN T. OLSEN to Controller, International Div. from Senior Technician in Mining & International Divisions Controller's Office.



FINANCE DEPARTMENT
General Headquarters

ROBERT A. GOLDTHWAITE to Fiscal Assistant from Chief of Compensation Department.



ASBESTOS FIBRE DIVISION
Jeffrey Mine

LEO R. DELANEY to Traffic Manager from Supervisor, Export Traffic, Jeffrey Mine.



FINANCE DEPARTMENT
General Headquarters

WILLIAM M. FALION to Controller, Celite Division, from Manager, Analytical Section and a special post as Assistant Controller, Government Business Dept.



RESEARCH & ENGINEERING CENTER
Manville

PETER M. HERBST to Project Manager, ACE Products, New Business Dept. from Senior Methods Engineer, Bldg. Prods. Div., Division Headquarters.



ASBESTOS FIBRE DIVISION
Jeffrey Mine

BRENDON J. CASSIN to Foreman, Mill Operating, from Fibre Technician, at the Jeffrey Mine.

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FINANCE DEPARTMENT
General Headquarters

STANLEY GREEN to Assistant Controller for Management Analysis from Controller for Celite Division.



RESEARCH & ENGINEERING CENTER
Manville

JAMES H. STANLEY to Project Manager, Chemtite Products, NBD, for missile parts & products other than ACE, from Industrial Engineer, Pipe.



ASBESTOS FIBRE DIVISION
Jeffrey Mine

JEAN L. BELANGER to Fibre Technician from Packaging Foreman, at the Jeffrey Mine.

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ASBESTOS FIBRE DIVISION
Jeffrey Mine

JOSEPH GAUTHIER to Assistant Superintendent, Open Pit Mine, from General Foreman at the Open Pit Mine.



ASBESTOS FIBRE DIVISION
Jeffrey Mine

GERARD LAMBERT to Pilot Mill Technician from Pilot Mill Technician in Training.



ASBESTOS FIBRE DIVISION
Jeffrey Mine

RICHARD CHAMPAGNE to Pilot Mill Technician in Training from Cleaner Foreman at Jeffrey Mine.



ASBESTOS FIBRE DIVISION
Jeffrey Mine

KENNETH H. NICHOLSON to Industrial Engineer from Junior Industrial Engineer, Jeffrey Mine.



BUILDING PRODUCTS DIVISION
Division Headquarters

C. STANLEY DIBBLE to Senior Methods Engineer from Industrial Engineering Supervisor, Manville Plant.



BUILDING PRODUCTS DIVISION
Division Headquarters

DUDLEY T. COLTON, JR. to Product Manager for Mobile Home Insulation and Blowing Wool, from Assistant District Manager in the Chicago District.



BUILDING PRODUCTS DIVISION
Division Headquarters

WILLARD H. GRAHAM to Manager, Quality Control, from Plant Manager of the Jarratt Plant.



BUILDING PRODUCTS DIVISION
Division Headquarters

PHILIP B. SHEPHERD to Staff Manager for Built-Up Roofing Materials, from Senior Research Chemist, Research and Engineering Center, Manville.



BUILDING PRODUCTS DIVISION
Manville District

RICHARD F. DETO to Junior Sales Clerk from Manville Finance Office, Packings & Friction Materials Division, Manville.



CANADIAN PRODUCTS DIVISION
Division HQ—Toronto

RON. F. MacDOWALL to Product Manager, Product Promotion & Exploitation, Bldg. Matls., except Colorbestos sidings, from Salesman, Celite Division.



CANADIAN PRODUCTS DIVISION
North Bay Plant

KENNETH H. REEVE to Plant Engineer, from Plant Engineer at the Toronto Plant, Canadian Products Division.



CANADIAN PRODUCTS DIVISION
Toronto Plant

SIDNEY C. GOUGH to Plant Engineer from Plant Engineer at the North Bay Plant, Canadian Products Division.



CELITE DIVISION
Joliet Plant

ROBERT E. DOWSE to National Sales Manager for Perlite Ore from Salesman headquartered at Joliet.



FIBER GLASS DIV.
—INSULATIONS
Division HQ—Toledo

FRANK S. KUBOVICH to Senior Staff Industrial Engineer from Junior Industrial Engineer at Toledo HQ.



FIBER GLASS DIV.
—INSULATIONS
Corona Plant

JOHN E. REEVE to Plant Engineer from Junior Construction Engineer, Research & Engineering Center, Manville.



FIBER GLASS DIV.
—INSULATIONS
Defiance G-26

PAUL D. BURNUM to Industrial Relations Manager, Defiance Plants G-26, G-28, G-30, from Safety & Training Supervisor, Defiance.



FIBER GLASS DIV.
—INSULATIONS
Defiance G-26

EDMUND R. DIERKS to Superintendent, Insulations Department, from Shift Foreman, Insulations Dept.



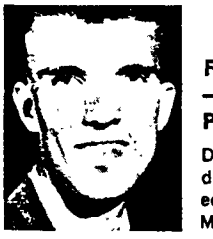
FIBER GLASS DIV.
—INSULATIONS
Defiance G-30 Plant

ROMAIN E. LOEFFLER to Plant Manager from Plant & Industrial Engineering Supervisor, Corona, California Plant.



FIBER GLASS DIV.
—INSULATIONS
Defiance G-30 Plant

GEORGE A. MEINEN, JR. to Insulation & Molded Parts Superintendent from Superintendent of Insulations, Defiance G-26 Plant.



FIBER GLASS DIV.
—INSULATIONS
Parkersburg Plant

DEAN W. SPENCER to Industrial Engineer from Project Coordinator, Repairs & Maintenance Department.



FIBER GLASS DIV.
—INSULATIONS
Parkersburg Plant

MARVIN O. BLAIR to Shift Foreman, Receiving, Shipping & Warehouse, from Receiving & Disbursement Clerk, Parkersburg.

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FIBER GLASS DIV. —INSULATIONS Parkersburg Plant

RICHARD F. JENNINGS to Shift Foreman, Utility & Special Products, from Shift Foreman, Receiving, Shipping and Warehouse Department.



FIBER GLASS DIV. —INSULATIONS Parkersburg Plant

ROBERT D. WEBSTER to Plant Training Engineer from Shift Foreman, Insulations, Parkersburg.



FIBER GLASS DIV. —INSULATIONS Penbryn Plant

ROBERT W. DOBSON to Plant Manager from Plant Manager of the Defiance G-30 Plant.



FIBER GLASS DIV. —INSULATIONS Penbryn Plant

RAYMOND E. HAYNES to Administrative Services Supervisor from Finance Supervisor, Waterville Technical Center.



FIBER GLASS DIV. —INSULATIONS Penbryn Plant

DAVID C. STORM to Production Superintendent from Insulations & Molded Parts Superintendent at the Defiance G-30 Plant.



FIBER GLASS DIV. —INSULATIONS Penbryn Plant

FORREST A. FRITZ to Plant Engineer from Maintenance Foreman, Defiance G-28.



FIBER GLASS DIV. —INSULATIONS Penbryn Plant

MARTIN J. McCAULEY to Planning, Scheduling, Purchasing and Traffic Supervisor from Planning & Scheduling Supervisor, Defiance G-30 Plant.



FIBER GLASS DIV. —INSULATIONS Penbryn Plant

THEODORE W. BAILEY, JR. to Industrial Engineering and Quality Control Supervisor from Senior Industrial Engineer at Parkersburg.



FIBER GLASS DIV. —INSULATIONS Penbryn Plant

E. SAMUEL BECK to Plant Training Engineer from Plant Training Engineer, Parkersburg Plant.



FIBER GLASS DIV. —TEXTILES Chicago District

NORMAN R. TICE to District Manager from Salesman in the New York Sales District, Fiber Glass Div.



FIBER GLASS DIV. —TEXTILES Waterville Plant

ALFRED J. TREPANIER to Plant Manager from Operations Superintendent — Textiles at Waterville Plant.



FIBER GLASS DIV. —TEXTILES Waterville Plant

JOHN A. COOPER to Quality Control Engineer from Quality Control Assistant.



FIBER GLASS DIV. —TEXTILES Waterville Plant

CHARLES M. WHITE to Foreman, Shipping, Receiving and Warehousing Department from Group Leader.



FLOORING DIVISION Waukegan Plant

CONSTANTINE J. STEMAS to Senior Standards Engineer from Industrial Engineering Section Leader, Building Products.



FLOORING DIVISION Manville District

RUSSELL P. BALUNIS to Senior Sales Clerk from Order Clerk in the Manville District, Building Products Division.



FLOORING DIVISION Marrero Plant

HERBERT GUIDRY to Scheduler and Materials Handling Foreman from Scheduler and Order Interpreter, Marrero Plant.



INDUSTRIAL INSULATIONS Division Headquarters

"RENNY" K. MARTIN to Staff Manager for Construction & Distributor Relations from Administrative Asst. to N. Y. District Mgr.



INDUSTRIAL INSULATIONS Division Headquarters

BERT K. BARTON to Acting Product Manager, Aviation Insulations, Aerospace Products Group, from Salesman in Training, Aerospace Products Group.



INDUSTRIAL INSULATIONS Billerica Plant

M. RAYMOND KAVANAUGH to Engineering Services Supervisor from Assistant Plant Engineer.



INDUSTRIAL INSULATIONS Los Angeles District

WILLIAM H. FACE, JR. to Salesman, Aerospace Products Group, from extensive outside experience in Aerospace Plastics.



INTERNATIONAL DIVISION Gothenburg Office

HARRY E. WOOD to Managing Director of the new Skandinaviska Johns-Manville Aktiebolag, retaining his duties as Regional Manager for Scandinavia.

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INTERNATIONAL DIVISION
Gothenburg Office

SVEN OLSSON to Insulation Manager of the new Skandinaviska J-M Aktiebolag, from Sales Engineer, Insulations.



INTERNATIONAL DIVISION
Gothenburg Office

LEN ERICSON to Manager for Celite Sales and Administration of the new Skandinaviska J-M, from Celite Sales Engineer.



INTERNATIONAL DIVISION
Gothenburg Office

GUNNAR LINDQVIST to Sales Engineer, Insulations, from Sales Trainee.



PACKINGS & FRICTION MATERIALS DIVISION
Cleveland District

RICHARD C. HALL to District Manager from the post of Assistant District Mgr.



PACKINGS & FRICTION MATERIALS DIVISION
North Brunswick Plant

WILLIAM C. SEEDS to Plant Manager from Assistant Plant Manager at North Brunswick Plant.



PIPE DIVISION
Division Headquarters

GERALD F. CRUMLISH to Staff Manager for Plumbing, Heating and Cooling Products, Distributor Sales Department, from Salesman in the Philadelphia District.



PIPE DIVISION
Division Headquarters

FRED T. PETERSEN returning to his former position as Manager of Quality Control, Division HQ, from Step-Up Training as Assistant Plant Manager of the Manville Plant.



PIPE DIVISION
Division Headquarters

FRANK HARDENSTEIN to Quality Control Engineer from Quality Control Supervisor at the Manville Plant.



PIPE DIVISION
Franklin Plant

RALPH M. HUTCHISON to Technical Supervisor from Building Superintendent, New Business Plant, Research & Engineering Center at Manville.



PIPE DIVISION
Long Beach Plant

MARSHALL C. SANDERS to Plant Office Manager from Finance Manager at the Long Beach Plant.



PIPE DIVISION
Manville Plant

CARL G. BRYANT to Quality Control Supervisor from Quality Control Engineer, Division Headquarters.



PIPE DIVISION
Waukegan Plant

RICHARD F. COHRS to Acting Finance Manager from Senior Cost Accountant, Pipe Finance Office, Waukegan Plant.

Announcements

RETIRING—NOV. 1

OSCAR AALUND, Waukegan
FERDINAND CHVALA, Zelienople
NORMAN DEVALOIS, Jeffrey
ADOLPH DUDECK, Manville
EUGENE GUIMOND, Jeffrey
MARGUERITE M. SHEAHAN, St. Louis
CLARENCE C. SIMONI, DHQ
JOHN TIMKO, Manville
WAYNE WATSON, Richmond Plant

RETIRING—DEC. 1

FRANK ALELLO, Marrero
HAZEL S. ANDREW, GHQ
CHARLES B. BRADLEY, Research
J. MORGAN HARDING, Manville
FOSTER V. HULSIZER, Research
JAMES LONGWORTH, Waukegan
A. LYLE McCLURG, New Orleans
LOVERIA NEWELL, Manville
ALICE POCH, Manville
ORAN E. ROBERTS, Richmond Plant
CHARLES OLLERENSHAW, Waukegan
ANDREW SABOL, Manville
KATHRYN T. SHEEHAN, Dutch Brand
JOHN P. STIERNA, Waukegan
LESTER THURSTON, Pittsburg Plant
HAROLD WILSON, Asbestos

RETIRING—JAN. 1

OTIS DELINGER, Alexandria
WILLIAM D. HANDVILLE, Manville
JOHN F. KASCHAK, Manville
STANLEY KNAPIK, Manville
JACKSON STEWART, Madison Plant
JEROME SULLIVAN, Nashua
OSCAR B. WESTMONT, Lompoc

QCC INDUCTIONS

CLEVELAND PLANT CHAPTER,
Coach House, Strongville, Oct. 24
E. W. SHEPARD

CLEVELAND OFFICE CHAPTER, Luccioni's Restaurant, Oct. 28
WALTER F. OHLER

DENISON CHAPTER, Denison Rod & Gun Club, Dec. 8, 1963
JACK E. HESSE

IN MEMORIAM

JOHN A. ASHMORE, Asbestos, May 7
LOUIS LEFEBVRE, Asbestos, May 8
GIUSEPPE VIECELI, Joliet, May 9
VINCENZO PATERO, Manville, May 10
ROBERT L. SIERING, GHQ, June 4
GROVER C. GARMAN, Waukegan, June 12
JOHN FABISZEWSKI, Manville, June 16
JOSEPH L. BARBER, Billerica, June 18
HARRY M. THOMAS, Waukegan, June 18
JOSEPH A. FREILAND, Pittsburgh, Penna., June 22
FRANK KYRPCZAK, Manville, June 29
WILLIAM WAWRENCHUK, Manville, July 14
ALBINE B. MASSON, Nashua, July 17
JAMES MARSICANO, Manville, July 19
HENRY H. PROSEUS, Los Angeles District, July 20
JOSEPH I. FECTEAU, Asbestos, July 21
THOMAS RAYMOND, Asbestos, July 22
ANTONIO DESROCHERS, Jeffrey, July 24
JOHN BUONO, Manville, July 28
LUCIEN MARCHAND, Jeffrey, July 31
WALTER BEIGHEY, Zelienople, Aug. 4
CLIFTON DESLATTES, Marrero, Aug. 6
JOSEPH P. GALLAGHER, New York, Aug. 7
GEORGE ROHAN, Zelienople, Aug. 16
KAURIN KAROLIUS, Waukegan, Aug. 21
PAUL S. McATEE, Parkersburg, Sept. 1
FRANK WALL, Manville, Sept. 11
FRANK KOSCHALK, Waukegan, Sept. 12
FERNAND BELCOURT, Manville, Sept. 19
ENOCH KALEDA, JR., Manville, Sept. 20
WALTER LOTZ, SR., Marrero, Sept. 21
DANIEL VICTORENKO, Manville, Oct. 6
A. DOUGLAS GEORGE, Asbestos, Oct. 7
HAROLD R. WALTERS, Long Beach Plant, Oct. 8
EDWARD B. CHILDS, GHQ, Oct. 9

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Who's restricted here?

In the St. Louis Office, Jean Hoefl has quite a reputation —as a sports enthusiast, that is. Her boss, C. B. Hann, Dist. Sales Mgr., Industrial Insulations, Distributor Dept., kids her about the all-star pictures on her desk.

"I grew up in a sports-minded high school," she explains. "And then my big love became swimming." She started that sport at 16, swimming at the National Guard Armory.

"I took my life-saving test there with 25 guys and only 15 of them passed," she laughs. "The sergeant was really mad when ten of them didn't pass and a girl did. But they just didn't have the enthusiasm I did."

Enthusiasm is an all-important word to Jean. She's become a member of a swim ballet team, judged AAU meets and taught swimming at the Armory, Fontbonne College and Christ Church Cathedral.

It's a word that applies to her work, also, agrees her boss who calls her "my good right hand."

"She's good at reminding me about appointments," says Hann. "Matter of fact, too good. She won't let me forget! She keeps two calendars, a small one on the desk and a larger one that nobody sees in her drawer."

A J-Mer since 1956, she's long been the only girl in the office cleared to handle papers on government sales. "Actually I'm supposed to put a 'Restricted Off Limits' sign on my desk (above photo). But I'm a single girl. Do you think I'd like that sign in front of me?"

Vacations take her to Mexico, Nassau, Michigan, Sun Valley and to see her parents in Palm Beach, Fla.

But the St. Louis office couldn't get along without her very long. Adds her boss, "She's one of the few persons who can tell my mood by the tone of my voice or by how often I look at my watch."

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