

Committee Name: Sales & Development Meeting

Meeting Date & Time: 12/1/16 @ 7:00 AM

Attending: Michael Bellesbach, Randy Gotz, , Bob Peterson,
Heidi Smith, Lorin Thilmany, Kevin O'Reilly, Ron
Wenzel, Matt Semling, Todd Olson

Absent:

Next Meeting 1/26/16 @ 7:00 AM

Date :

Agenda Items	
• CBS Current Business	• Production Current Business
• CBS New Business	• Production New Business
• CBS On Time/Quality	• Production On Time/Quality
• CBS Cost Savings	• Laundry sales

CBS

- Overall CBS had a good month.
- 23 sites,
- Addition of the new coaches are going well.
- New site RiverStar going well.

Production

- **PCC/Meyn-** We received 14,700 meters of orders late last month. We currently have 12,400 meters left.
- **Wincraft-** We have been getting a lot of daily clocks as well for inventory builds. We also have around 300,000 press buttons to make
- **Watkins-** We have 15 different P.O.'s as of now. We currently have 2 orders that we have the product for in house to work on.
- **WS Packaging-** We have about 2 skids left to build.
- **Fastenal-** We are coming to the end of the Fastenal Christmas boxes. I think we will be done no later than Tuesday of next week.

Laundry

- We met with Saint Anne yesterday to review the process of current linen production. Overall they are happy with the overall results and at the end of the meeting wanted to discuss adding all of their bed linen. They have 109 beds in the nursing home so I am projecting that the potential volume would be between 100,000 & 110,000 pounds annually. At this point they are expecting to potentially make the move no sooner than 2 months.
- After a few months of doing business with 2 new customers we have a better estimate on volume. Saint Anne estimated volume should be in the 75,000-80,000 annual pound range based on the last few months and Good Shepherd in the 25,000-30,000 range. Business with both customers is going well. There were a few small hiccups that were worked through with each customer, but everyone is happy at this point and the additional work is being finished with no internal production issues.
- We ordered a small folder that should be in very soon and are still looking for the right 200 pound washer.
- With the two new jobs we will be pushing 80% capacity, we were able to hit 60,000 pounds for the month of November.
- Existing work is going well with all laundry customers

Mats

- Working on adding a new law office and Sport and Spine to our mat service.

2016 Laundry Statistics Summary

	January	February	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
Total Clean Pounds	52,013	51,901	56,435	54,167	53,908	57,785	55,177	60,958	65,085	58,853	60,321		626,603
Floor Mat Sales	\$605.57	\$776.89	\$854.57	\$426.07	\$958.07	\$457.89	\$727.14	\$633.89	\$729.39	\$501.07	\$1,674.87		\$8,345.42
Linen Sales	\$19,636.12	\$19,591.22	\$21,314.10	\$20,463.15	\$20,485.04	\$21,958.21	\$20,967.26	\$23,164.04	\$24,732.30	\$22,364.14	\$23,072.73		\$237,748.30
Total Sales	\$20,241.69	\$20,368.11	\$22,168.67	\$20,889.22	\$21,443.11	\$22,416.10	\$21,694.40	\$23,797.93	\$25,461.69	\$22,866.21	\$24,747.60		\$246,093.72
Total labor \$	5,348.97	5,097.05	5,230.85	5,056.20	5,004.19	5,319.41	4,676.22	5,407.00	5,601.75	5,403.75	0.00		\$52,145.39
Total Hours	1,693.42	1,625.25	1,606.91	1,576.85	1,596.00	1,829.83	1,587.66	1,849.33	1,972.00	1,986.00	0.00		17,323.25

% of Current Capacity 62.42% 62.28% 67.72% 65.00% 64.69% 69.34% 66.21% 73.15% 78.10% 70.62% 72.39% 62.66%

	January	February	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
Total Clean Pounds	52,013	51,901	56,435	54,167	53,908	57,785	55,177	60,958	65,085	58,853	60,321		626,603
Winona Health	42,469	42,923	46,341	44,396	44,066	46,510	43,514	44,038	48,502	41,811	43,222		487,792
Winona Co Jail	2,506	2,069	3,100	2,374	2,523	2,394	3,523	4,372	2,242	2,278	2,010		29,391
Sport & Spine	426	195	325	371	368	340	350	354	323	255	237		3,544
Winona Area Hospice	171	0	109	116	102	251	221	178	333	40	102		1,623
Sauer Healthcare	6,441	6,558	6,560	6,017	6,437	6,492	6,005	6,948	6,242	6,388	5,465		69,553
WSU	0	156	0	893	412	1,798	1,564	2,238	339	554	305		8,259

Center Based Services Strategic Plan

1. Existing Business

Goal: To maintain current throughput & expand services with current customers

#	ACTION	OBJECTIVE	MEASUREMENT	TIMELINE	WHO
1.1	Actual Deliveries	Create new on time and quality performance	98% or above	On-going (Monthly)	Director Center Based/Production Supervisors
1.2	Customer Contacts	Communicate with customers in regards to their wants, needs, and concerns	Contact Each Customer within 1 week intervals	On-going (Bi-monthly)	Director Center Based
1.3	Upper Management Contacts	Communicate with our customers upper management team in regards to their wants, needs, and concerns, and whether or not they are satisfied	Contact monthly	On-going (Annually)	Director Center Based
1.4	Pricing	Analyze potential customer price increases on an annual basis and implement where appropriate	Job Analysis & Contracts	On-going (Annually)	Director Center Based/Finance Director
1.5	Cost Savings Initiatives	Implement Continuous Improvement processes to facilitate long term cost savings	\$5,000 in annual savings	On-going (Annually)	Director Center Based/ED

2. Expand Customer Base

Goal: Explore potential candidates to expand on our current customer base

#	ACTION	OBJECTIVE	MEASUREMENT	TIMELINE	WHO
2.1	Develop and Maintain a list of Potential & existing Customers	Maintain & expand list of potential customers	List Maintenance/Upkeep	On-going	Director of Center Based

3. Maintenance & Safety

Goal: Maintain workplace safety & OSHA regulations

#	ACTION	OBJECTIVE	MEASUREMENT	TIMELINE	WHO
4.1	Maintain & improve system to keep up with needs related to the safety list	To fix potential safety issues before an incident occurs by updating "safety list" & document fixes.	As needed	Monthly	Safety Coordinator/ Director of Center Based

Laundry Operations Management Committee Strategic Plan

1. Laundry Operations Performance

#	ACTION	OBJECTIVE	MEASUREMENT	TIMELINE	WHO
1.1	Actual Deliveries	Measure On-Time performance by delivery day.	100% on Time	On-going (Monthly)	Dir of Laundry Operations
1.2	Delivery management/Customer Contacts	Have management member ride along with route drivers 1 route/month to ensure proper delivery and maintain lower level customer contacts.	Monthly	On-going (Monthly)	Dir of Laundry Operations
1.3	Upper Management Contacts	Communicate with our customers upper management team in regards to their wants, needs, and concerns, and whether or not they are satisfied	Contact Annually	On-going (Annually)	Dir of Laundry Operations
1.4	Pricing	Analyze potential customer price increases on an annual basis and implement where appropriate	Job Analysis & Contracts	On-going (Annually)	Dir of Laundry Operations
1.5	Cost Savings Initiatives	Implement Continuous Improvement processes to facilitate long term cost savings	2% of total sales in annual savings	On-going (Annually)	Dir of Laundry Operations
1.6	Develop & Maintain Standard Laundry Measurables	Adjusted pounds per operator hour Actual pounds per operator hour Clean Reject Percentage Total cost/lb Chemical cost/lb Maintenance cost/lb Direct labor cost/lb Delivery cost/lb Energy cost/lb	80 lbs/operator hr 30 lbs/operator hr .3% or less \$0.215/lb \$0.025/lb \$0.02/lb \$0.10/lb \$0.03/lb \$0.04/lb	On-going	Dir of Laundry Operations
1.7	Develop and maintain detailed Standard Operating Procedures for equipment and operations			Ongoing	Dir of Laundry Operations
1.8	Develop and maintain Preventive Maintenance procedure and follow using Traverse software			Ongoing	Dir of Facility & Maintenance
1.9	ORC staff training	Maintain at least 1 staff with CLLM/ CWT/CLT at all times.		Ongoing	Dir of Laundry Operations

2. Expand Customer Base

#	ACTION	OBJECTIVE	MEASUREMENT	TIMELINE	WHO
2.1	Develop and Maintain a list of Potential & existing Customers for Linens and Mats	Maintain & expand list of potential customers	List Maintenance/Upkeep	On-going	Dir of Laundry Operations
2.2	Add New Production Sales	1. Develop customer relations a. Telephone calls b. E-mail c. Personal Letters d. Newsletters e. WORC Event Involvement f. Mass Media i. Radio Ads ii. Radio Spots	Follow Laundry Cost Center Projections for the 1st 3.5 years of operation.	On-going	Dir of Laundry Operations
2.3	Develop and maintain a capacity measurement for physical laundry facility	Understand how much sales volume can be added	Measure % of capacity	On-going	Dir of Laundry Operations
2.4	Develop and maintain a capacity measurement for client workers at ORC	Understand how much sales volume can be added	Measure % of capacity	On-going	All Directors
2.5	Develop and maintain a workforce flexibility plan for staff and clients	To planfully handle variations in the business cycle and new business		On-going	All Directors

Community and Center Based Services Strategic Plan

1. Existing Business

Goal: To maintain current contacts & expand services with current customers

#	ACTION	OBJECTIVE	MEASUREMENT	TIMELINE	WHO
1.1	On time Services	Create on time and quality performance Create Vertex Report	98% or above	On-going (Monthly)	Dir of Community Operations Team Leader Job Coach
1.2	Customer Contacts	Communicate with customers in regards to their wants, needs, and concerns	Contact Each Customer within 1 week intervals Through team leaders	On-going (Bi-monthly)	Dir of Community Operations Team Leader Job Coach
1.3	Upper Management Contacts	Communicate with our customers upper management team in regards to their wants, needs, and concerns, and whether or not they are satisfied	Contact bi-monthly	On-going (Annually)	Dir of Community Operations
1.4	Pricing	Analyze potential customer price increases on an annual basis and implement where appropriate	Job Analysis & Contracts	On-going (Annually)	Dir of Community Operations
1.5	Cost Savings Initiatives	Implement Continuous Improvement processes to facilitate long term cost savings	Lower Overtime More economical chemicals Annual saving To Be Determined	On-going	Dir of Community Operations Team Leader Job Coach

2. Expand Customer Base

Goal: Explore potential candidates to expand on our current customer base

#	ACTION	OBJECTIVE	MEASUREMENT	TIMELINE	WHO
2.1	Develop and Maintain a list of Potential & existing Customers	Maintain & expand list of potential customers	List Maintenance/Upkeep	On-going	Dir of Community Operations Team Leader Job Coach
2.2	Develop and maintain a workforce flexibility plan for staff and clients	To painfully handle variations in the business cycle and new business		On-going	All Directors
2.3	Maintain and update as needed a capacity measurement for client workers at ORC	Understand how much sales volume can be added	Measure % of capacity	On-going	All Directors

Community and Center Based Services Strategic Plan

3. Maintenance & Safety

Goal: Maintain workplace safety & OSHA regulations

#	ACTION	OBJECTIVE	MEASUREMENT	TIMELINE	WHO
4.1	Maintain & improve system to keep up with needs related to the safety list	To fix potential safety issues before an incident occurs by updating site books, and to relay new MSDS sheets to Safety Coordinator.	As needed	Monthly	Director of Community Operations Team Leader Job Coach
4.2	Review site books for evacuation procedures	To be sure all clients and staff are aware of evacuation procedures	Completed by March 2017	On-going	Director of Community Operations Team Leader Job Coach



SALES BY CUSTOMER

FOR ONE MONTH ENDING:

OCTOBER 31, 2016

Operation Services

	Month	2016 YTD	2015 YTD	2014 YTD	2013 YTD	2012 YTD
Brian's Toys	\$1,337	\$3,087	\$7,330	\$7,486	\$5,438	\$9,857
Fastenal Company	\$1,234	\$8,381	\$9,662	\$31,959	\$62,497	\$12,431
Hal Leonard Corp.	\$0	\$18,050	\$6,951	\$8,419	\$18,660	\$17,783
Peerless Chain Company	\$12,335	\$111,989	\$83,310	\$45,747	\$33,867	\$51,565
Watkins Inc.	\$5,178	\$57,167	\$61,175	\$50,937	\$34,153	\$85,127
Wincraft	\$8,684	\$65,985	\$86,333	\$114,661	\$126,628	\$150,764
Winona Lighting	\$308	\$1,956	\$2,122	\$8,983	\$3,687	\$0
Winona Knits & Mitts	\$1,159	\$1,598	\$2,237	\$12,284	\$14,756	\$12,692
Winona Shredding	\$1,373	\$17,693	\$17,435	\$11,713	\$12,938	\$0
Other	\$1,385	\$7,403	\$11,868	\$13,923	\$9,907	\$23,771
Total	\$32,993	\$293,309	\$288,422	\$306,113	\$322,531	\$363,990
# of Customers	40					

Community Services

	Month	2016 YTD	2015 YTD	2014 YTD	2013 YTD	2012 YTD
Behrens	\$2,616	\$27,240	\$33,868	\$36,517	\$36,735	\$24,069
Benchmark	\$3,248	\$12,075	\$11,153	\$11,322	\$8,815	\$14,222
Bluff City Properties	\$442	\$4,753	\$4,533	\$4,299	\$4,435	\$4,532
Bluffview Montessori School	\$1,981	\$14,596	\$14,492	\$13,222	\$12,435	\$13,250
Bub's Brewing Co.	\$1,192	\$12,033	\$12,074	\$11,540	\$10,970	\$10,973
Chartwell	\$3,463	\$24,700	\$23,853	\$10,824	\$14,595	\$13,534
Cotter Schools	\$238	\$1,886	\$2,664	\$2,601	\$2,632	\$2,917
Cotter/Steak Shop Catering	\$2,606	\$20,007	\$19,382	\$19,445	\$17,164	\$16,524
Fastenal Company	\$765	\$7,395	\$9,833	\$10,209	\$68,583	\$41,473
Peerless Chain Company	\$9,250	\$73,649	\$68,554	\$71,764	\$72,512	\$72,836
Riverside Electronics	\$8,252	\$83,173	\$83,766	\$66,215	\$59,866	\$0
Riverstar	\$385	\$481	\$176	\$7,037	\$1,500	\$7,154
RTP Company	\$7,632	\$47,496	\$44,150	\$39,287	\$36,859	\$36,859
Watkins Inc.	\$9,858	\$69,902	\$4,508	\$6,400	\$1,737	\$26,084
Watlow Controls	\$9,711	\$97,917	\$89,934	\$87,946	\$79,074	\$80,588
Winona County	\$11,320	\$110,340	\$108,960	\$150,960	\$107,954	\$23,843
Winona Health	\$825	\$6,320	\$70,382	\$35,706	\$0	\$0
Other	\$2,795	\$20,131	\$28,857	\$35,441	\$43,806	\$46,156
Total	\$76,579	\$634,094	\$631,139	\$620,735	\$579,672	\$435,014
# of Customers	26					

Laundry Department

	Month	2016 YTD	2015 YTD	2014 YTD	2013 YTD	2012 YTD
Winona Health	\$15,887	\$170,453	\$160,740	\$18,046	\$0	\$0
Sauer Health Care	\$2,427	\$23,842	\$0	\$0	\$0	\$0
Winona County Jail	\$866	\$9,479	\$9,508	\$9,153	\$0	\$0
Saint Anne Healthcare	\$2,217	\$4,859	\$0	\$0	\$0	\$0
Other Laundry	\$1,712	\$13,192	\$10,995	\$11,021	\$0	\$0
Total	\$23,109	\$221,825	\$181,243	\$38,220	\$0	\$0
# of Customers	21					

Total Sales **\$132,681 \$1,149,228 \$1,100,803 \$965,068 \$902,203 \$799,004**