

Committee Name: Sales & Development Meeting

Meeting Date & Time: 9/22/16 @ 7:00 AM

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

Next Meeting 10/20/16 @ 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,
- Fall sites going well.
- Addition to 1 ½ new coaches who just started. Would like at least one more part timer.
- New site RiverStar, starting next Friday

Production

- **PCC/Meyn-** We received 4,800 meters of orders earlier this month. Last week we received another 600 meters in orders.
- **Wincraft-** We have been getting a lot of daily clocks as well as inventory builds. We have around 100,000 press buttons left to complete.
- **Watkins-** We have 32 different P.O.'s as of now. We currently have 3-4 orders that we have the product for in house to work on.
- **Brian's toys-** We just received in 4 skids of product from Brian's toys. That we need to bubble wrap/package
- **WS Packaging-** We have about 7 skids of product to run through our tunnels. File folders.

Laundry

- On September 1st we started linen service for Saint Anne. To date things are going quite well considering the short startup time. Last week we had a follow up meeting with them on the first few weeks of service. They had a few concerns regarding wrinkles in table linen and chef coats which we have already started working on (we'll have to see what the results are). We had a few issues with the delivery process which they were willing to work with us on (extra linen handling for our driver). Within the plant the work for Saint Anne is really going well. Much of their work is easy hand folding, so we have added a coach and 6 DTH clients for a ½ day each

day of the week to help with the added volume. We have been able to keep them busy along with filling in some previous work gaps throughout the day with existing workers. It looks like the volume from Saint Anne's will be about 75,000-85,000 pounds annually.

- We met with Good Shepherd (Rushford) on Wednesday about linen service. They are struggling hiring staff for laundry so they would like us to fill in the gap. We are going to start service for them September 30. We will only be processing bath towels, hand towels, wash cloths, fitted sheets, and flat sheets delivering on Tuesday's and Friday's only. We estimate the total volume of linens for Good Shepherd to be about 80,000 pounds annually. We will only processing a portion of those linens so 20,000-30,000 pounds is a good estimate of the volume we will be taking on.
- With the two new jobs we will be pushing 80% capacity. Adding business beyond this point is unrealistic without adding equipment. Both Saint Anne and Good Shepherd have additional volume that we could obtain in the future. Unfortunately the most likely way I see us obtaining this work is when equipment fails or employees leave and cannot be replaced. In both cases the laundry services needed will have a short lead time in taking on this new business. To meet that potential need I do think we should explore the potential of purchasing the 4th 200 pound washer and 3rd folder. Delivery on most equipment (used or new) is at least 3 months out. Plan fully adding these pieces of equipment would give us the needed capacity to respond quickly when the opportunity arises to add this volume.
- Existing work is going well with all laundry customers

Mats

- Nothing new on mat sales

Laundry Statistics Comparison by Year

	2013	2014	2015	2016	2016 projected	2017 Projected	Total
Winona Laundry Total Clean Pounds	10,501	104,539	600,910	486,110	700,000	780,000	1,202,059
Winona Health	724	59,535	537,958	386,975			985,192
Winona Co Jail	4,135	33,661	34,131	24,325			96,252
Sport & Spine	5,642	5,262	2,534	2,729			16,167
Winona Area Hospice	0	880	963	1,233			3,076
Sauer Healthcare	0	1,457	15,596	55,912			72,965
WSU	0	4,109	9,715	7,400			21,224
Linen Sales	\$3,681.36	\$36,260.02	\$216,327.47	\$184,210.21	\$266,000.00	\$304,200.00	\$440,479.06
Floor Mat Sales	\$1,623.17	\$9,671.99	\$6,951.45	\$5,855.41	\$10,037.85	\$8,239.20	\$24,102.02
Total Sales	\$5,304.53	\$45,932.01	\$223,278.92	\$190,065.62	\$276,037.85	\$312,439.20	\$464,581.08
Total Clean Pounds	10,501	104,539	600,910	486,110			1,202,059
Clean Rejects	NA	NA	757	334			1091
Total labor \$	\$1,505.46	\$11,388.47	\$53,516.83	\$41,139.89			\$107,550.65
	2013	2014	2015	2016			Total
Winona Laundry Total Hours	778	5,607	20,389	13,365			40,139
Adjusted Hours	203	1,513	6,225	4,363			12,303
Maintenance Purchases	\$73.95	\$1,046.98	\$0.00	\$0.00			\$1,120.93
Chemical Utilization	\$2,395.75	\$4,614.35	\$19,896.45	\$16,643.19			\$43,549.74
Energy Costs	\$0.00	\$14,311.12	\$24,194.77	\$14,958.19			\$53,464.07
Delivery Costs	\$0.00	\$3,275.50	\$8,383.20	\$6,450.00			\$18,108.70
Adjusted lbs/Operator Hr	52	69	97	111			98
Actual lbs/Operator Hr	13	19	29	36			30
Clean Reject Percent	NA	NA	0.13%	0			0.09%
Direct Labor Cost/lb	\$0.143	\$0.109	\$0.089	\$0.093			\$0.089
Maintenance Cost/lb	\$0.007	\$0.010	\$0.000	\$0.000			\$0.001
Chemical Use/lb	\$0.228	\$0.044	\$0.033	\$0.034			\$0.036
Energy Cost/lb	\$0.000	\$0.137	\$0.040	\$0.031			\$0.044
Delivery Cost/lb	\$0.000	\$0.031	\$0.014	\$0.013			\$0.015
Total Cost/lb	\$0.379	\$0.331	\$0.176	\$0.171			\$0.186
Labor % of sales	39.82%	30.26%	24.74%	22.33%			24.85%

2016 Client Capacity

	January	February	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
Waiting	475.50	513.33	600.75	566.83	558.00	623.42	526.25	639.67					4,503.75
Programming	747.25	796.91	789.00	846.92	956.42	744.42	773.75	941.25					6,595.92
Behavioral	97.42	141.75	109.58	140.50	139.92	172.67	167.33	208.25					1,177.42
Lack of Work	312.58	722.17	406.42	750.08	484.42	568.75	367.17	600.67					4,212.26
Total-Non Work Hrs	1,632.75	2,174.16	1,905.75	2,304.33	2,138.76	2,109.26	1,834.50	2,389.84					16,489.35
2015 total-non work hrs	1,959.33	1,578.75	1,935.33	2,117.42	1,838.50	1,939.42	1,884.01	2,116.50					15,389.26
Production Floor	1,917.83	1,674.92	2,294.33	1,730.33	2,437.00	2,531.92	2,164.75	2,225.83					16,976.91
Shredding	611.42	509.25	604.50	561.08	549.08	680.08	575.33	716.00					4,806.74
CBS	6,081.67	5,927.17	6,347.75	6,140.67	5,992.42	5,533.33	4,839.50	5,781.50					46,644.01
Laundry	1,693.42	1,625.25	1,606.92	1,576.85	1,596.00	1,829.83	1,587.67	1,849.00					13,364.94
ORC	314.75	328.25	454.50	412.33	426.58	412.00	376.75	436.58					3,161.74
Total-Work Hrs	10,619.09	10,064.84	11,308.00	10,421.26	11,001.08	10,987.16	9,544.00	11,008.91					84,954.34
2015 Total-Work Hrs	10,937.50	11,187.84	12,125.83	11,697.08	10,922.00	11,720.00	11,376.92	10,996.75					90,963.92
Total-All Hrs	12,251.84	12,239.00	13,213.75	12,725.59	13,139.84	13,096.42	11,378.50	13,398.75					101,443.69
2015 Total-All Hrs	12,896.83	12,766.59	14,061.16	13,814.50	12,760.50	13,659.42	13,260.93	13,113.25					106,333.18
Capacity	86.67%	82.24%	85.58%	81.89%	83.72%	83.89%	83.88%	82.16%					83.75%
2015 Capacity	84.81%	87.63%	86.24%	84.67%	85.59%	85.80%	85.79%	83.86%					85.55%

Daily Totals-Client Capacity

	January	February	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	2015 Avg
Waiting	23.78	25.67	27.31	25.77	25.36	29.69	25.06	27.81					16.69
Programming	37.36	39.85	35.86	38.50	43.47	35.45	36.85	40.92					42.08
Behavioral	4.87	7.09	4.98	6.39	6.36	8.22	7.97	9.05					4.29
Lack of Work	15.63	36.11	18.47	34.09	22.02	27.08	17.48	26.12					23.88
Total-Non Work Hrs	81.64	108.71	86.63	104.74	97.22	100.44	87.36	103.91					86.95
Production Floor	95.89	83.75	104.29	78.65	110.77	120.57	103.08	96.78					126.67
Shredding	30.57	25.46	27.48	25.50	24.96	32.38	27.40	31.13					24.84
CBS	304.08	296.36	288.53	279.12	272.38	263.49	230.45	251.37					298.53
Laundry	84.67	81.26	73.04	71.68	72.55	87.13	75.60	80.39					80.51
ORC	15.74	16.41	20.66	18.74	19.39	19.62	17.94	18.98					16.11
Total-Work Hrs	530.9545	503.242	514.00	473.69	500.05	523.20	454.48	478.65					546.67
Total-All Hrs	612.592	611.95	600.63	578.44	597.27	623.64	541.83	582.55					633.62

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	43,766				486,110
Floor Mat Sales	\$605.57	\$776.89	\$854.57	\$426.07	\$958.07	\$457.89	\$727.14	\$633.89	\$415.32				\$5,855.41
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	\$16,631.08				\$184,210.21
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	\$17,046.40				\$190,065.62
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	0.00				\$41,139.89
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	0.00				13,365.25

% of Current Capacity 62.42% 62.28% 67.72% 65.00% 64.69% 69.34% 66.21% 73.15% 52.52% 48.61%

	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					486,110
Winona Health	42,469	42,923	46,341	44,396	44,066	46,510	43,514	44,038					386,975
Winona Co Jail	2,506	2,069	3,100	2,374	2,523	2,394	3,523	4,372					24,325
Sport & Spine	426	195	325	371	368	340	350	354					2,729
Winona Area Hospice	171	0	109	116	102	251	221	178					1,233
Sauer Healthcare	6,441	6,558	6,560	6,017	6,437	6,492	6,005	6,948					55,912
WSU	0	156	0	893	412	1,798	1,564	2,238					7,400

2016 Laundry Statistics Summary

YTD 2015
Totals

%
Change
12%
-2%
-5%
74%
48%
-15%
18%
6%
18%

	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Total Clean Pounds	52,013	51,901	56,435	54,167	53,908	57,785	55,177	60,958	43,766				486,110
Winona Health	42,469	42,923	46,341	44,396	44,066	46,510	43,514	44,038	32,718				386,975
Winona Co Jail	2,506	2,069	3,100	2,374	2,523	2,394	3,523	4,372	1,464				24,325
Sport & Spine	426	195	325	371	368	340	350	354	0				2,729
Winona Area Hospice	171	0	109	116	102	251	221	178	85				1,569
Sauer Healthcare	6,441	6,558	6,560	6,017	6,437	6,492	6,005	6,948	4,454				831
Saint Anne								1,085	4,607				0
Wards Cabins								45	99				
WSU	0	156	0	893	412	1,798	1,564	2,238	339				7,400
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	\$16,631.08				\$184,210.21
Floor Mat Sales	\$605.57	\$776.89	\$854.57	\$426.07	\$958.07	\$457.89	\$727.14	\$633.89	\$415.32				\$5,855.41
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	\$17,046.40				\$190,065.62
Total Clean Pounds	52,013	51,901	56,435	54,167	53,908	57,785	55,177	60,958	43,766				486,110
Clean Rejects	48	67	56	32	39	12	51	29					334
Soiled side labor \$			\$0.00	\$0.00									\$0.00
Clean side labor \$			\$0.00	\$0.00									\$0.00
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					\$41,139.89
Total Hours	1693	1625	1607	1577	1596	1830	1588	1849					13365
Adjusted Hours	567	541	555	536	531	564	496	573					4363
Maintenance Purchases	\$0.00	\$0.00	\$0.00	\$0.00									\$0.00
Chemical Utilization	\$1,647.33	\$2,486.22	\$1,909.32	\$2,259.17	\$2,751.32	\$1,411.86	\$2,205.65	\$1,972.32					\$16,643.19
Energy Costs	\$1,801.68	\$3,034.45	\$2,072.42	\$1,797.48	\$1,707.92	\$1,347.05	\$1,542.75	\$1,654.43					\$14,958.19
Delivery Costs	\$750.00	\$787.50	\$825.00	\$787.50	\$787.50	\$825.00	\$825.00	\$862.50					\$6,450.00
Adjusted lbs/Operator Hr	92	96	102	101	102	102	111		September	October	November	December	111
Actual lbs/Operator Hr	31	32	35	34	34	32	35						36
Clean Reject Percent	0.09%	0.13%	0.10%	0.06%	0.07%	0.02%	0.09%	0.05%					0.07%
Direct Labor Cost/lb	\$0.1028	\$0.0982	\$0.0927	\$0.0933	\$0.0928	\$0.0921	\$0.0847	\$0.0887	September	October	November	December	\$0.0932
Maintenance Cost/lb	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000					\$0.0000
Chemical Use/lb	\$0.0317	\$0.0479	\$0.0338	\$0.0417	\$0.0510	\$0.0244	\$0.0400	\$0.0324					\$0.0342
Energy Cost/lb	\$0.0346	\$0.0585	\$0.0367	\$0.0332	\$0.0317	\$0.0233	\$0.0280	\$0.0271					\$0.0308
Delivery Cost/lb	\$0.0144	\$0.0152	\$0.0146	\$0.0145	\$0.0146	\$0.0143	\$0.0150	\$0.0141					\$0.0133
Total Cost/lb	\$0.1836	\$0.2197	\$0.1779	\$0.1828	\$0.1902	\$0.1541	\$0.1676	\$0.1623					\$0.1715
Percent Capacity	62.416%	62.281%	67.722%	65.000%	64.690%	69.342%	66.212%	73.150%					

2015

comparison

% labor cost of price	27.240%	26.017%	24.542%	24.709%	24.429%	24.225%	22.302%	23.342%					22.333%
% maint cost of price	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%					0.000%
%chemical cost of price	8.389%	12.690%	8.958%	11.040%	13.431%	6.430%	10.519%	8.515%					9.035%
% energy cost of price	9.175%	15.489%	9.723%	8.784%	8.337%	6.135%	7.358%	7.142%					8.120%
% delivery cost of price	3.819%	4.020%	3.871%	3.848%	3.844%	3.757%	3.935%	3.723%					3.501%
% total cost of price	48.308%	57.829%	46.806%	48.099%	50.041%	40.547%	44.115%	42.722%					45.119%



SALES BY CUSTOMER

FOR ONE MONTH ENDING:

AUGUST 31, 2016

Operation Services

Month	2016 YTD	2015 YTD	2014 YTD	2013 YTD	2012 YTD
Brian's Toys	\$642	\$1,750	\$5,391	\$5,254	\$3,861
Fastenal Company	\$0	\$7,147	\$5,746	\$20,159	\$50,656
Hal Leonard Corp.	\$0	\$18,050	\$6,951	\$7,647	\$13,758
Peerless Chain Company	\$7,147	\$89,779	\$63,399	\$35,275	\$25,237
Watkins Inc.	\$9,586	\$44,441	\$47,886	\$43,073	\$21,404
Wincraft	\$7,706	\$49,468	\$72,764	\$89,849	\$103,137
Winona Lighting	\$308	\$1,367	\$2,122	\$8,155	\$1,841
Winona Knits & Mitts	\$0	\$439	\$1,427	\$11,142	\$2,376
Winona Shredding	\$1,095	\$14,443	\$14,423	\$9,416	\$8,171
Other	\$2,368	\$6,018	\$9,631	\$10,978	\$10,627
Total	\$28,852	\$232,902	\$229,739	\$240,949	\$241,068

of Customers

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Community Services

Month	2016 YTD	2015 YTD	2014 YTD	2013 YTD	2012 YTD
Behrens	\$3,033	\$22,009	\$26,331	\$29,714	\$30,734
Benchmark	\$545	\$8,020	\$8,890	\$8,896	\$5,891
Bluff City Properties	\$553	\$3,869	\$3,538	\$3,304	\$3,508
Bluffview Montessori School	\$0	\$10,530	\$10,322	\$8,844	\$8,714
Bub's Brewing Co.	\$1,305	\$9,649	\$9,634	\$9,043	\$8,755
Chartwell	\$2,752	\$15,089	\$12,055	\$6,475	\$10,192
Cotter Schools	\$95	\$1,458	\$2,284	\$2,221	\$2,243
Cotter/Steak Shop Catering	\$952	\$14,299	\$13,811	\$13,088	\$12,411
Fastenal Company	\$850	\$5,780	\$8,473	\$8,084	\$55,943
Peerless Chain Company	\$9,250	\$55,149	\$55,440	\$57,588	\$58,010
Riverside Electronics	\$8,818	\$66,896	\$66,224	\$46,615	\$47,609
Riverstar	\$0	\$0	\$176	\$5,453	\$480
RTP Company	\$4,879	\$35,491	\$35,195	\$30,124	\$29,418
Watkins Inc.	\$5,656	\$52,644	\$4,508	\$0	\$1,017
Watlow Controls	\$10,902	\$77,570	\$71,587	\$67,209	\$62,084
Winona County	\$11,840	\$87,960	\$87,168	\$120,768	\$82,131
Winona Health	\$825	\$4,835	\$57,767	\$24,463	\$0
Other	\$1,754	\$15,547	\$21,924	\$29,572	\$32,841
Total	\$64,009	\$486,795	\$495,327	\$471,461	\$451,981

#of Customers

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Laundry Department

Month	2016 YTD	2015 YTD	2014 YTD	2013 YTD	2012 YTD
Winona Health	\$18,145	\$136,175	\$127,319	\$14,254	\$0
Sauer Health Care	\$2,644	\$19,043	\$0	\$0	\$0
Other Laundry	\$3,167	\$17,902	\$16,018	\$16,156	\$0
Total	\$23,956	\$173,120	\$143,337	\$30,410	\$0

of Customers

20

Total Sales **\$116,817** **\$892,817** **\$866,017** **\$742,820** **\$693,049** **\$600,228**