



Inland News



Inland Tarp & Liner, Inc.

**Volume 1, Issue 5
December 2009**

Product Spotlight

Hay Tarp Accessories and Tie Down Kits

Winter snow and ice make tying and untying knots on your stack an impossible job. Frozen fingers and frozen knots sometimes require cutting ropes just to get at the hay.

Inland Tarp & Liner's patented Super Cinch tie-down eliminates that frustration. With a quick pull of the rope you can access your hay and have your tarp secured back down in no time at all.

Our tie down system makes your job easier, but if you prefer to design your own tie down system, we have all the accessories available to assist you.



Black Max UV resistant rope is available in spools of 1200', 2300', or for smaller jobs you can also purchase it by the foot.



Super Cinch are sold individually or in bags of 40, the amount generally required for one hay tarp. Visit www.inlandtarp.com.

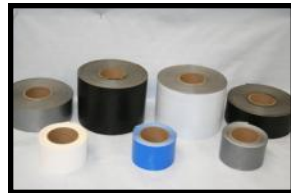


For square bale stacks, J-hooks are available to secure your ropes to the bottom bale twine.

If you aren't sure exactly what you need, boxed tie-down kits are



available for both round or square bale stacks. These kits include everything you need to secure one hay tarp.



Don't forget that you can extend the life of an older tarp by using our industrial quality tarp repair tape. Specially designed for Inland Tarp & Liner, our medium duty tarp tape comes in 3"x 60' rolls, perfect for patching mouse holes or small tears.

We also have Heavy Duty Tarp Repair Tape in 3" or 6" wide rolls, 100' in length. This heavy duty tape has 20 mil of adhesive for those larger repair jobs.



It's not just the top of your stack that's important, but the sides and bottom too. Inland tarp provides side curtains and underlayment in a variety of convenient sizes to protect your entire stack. The use of side curtains generally requires underlayment straps to secure the top tarp.

Inland Tarp's tie down system is a unique system, developed over 30 years to become the best on the market. Inland Tarp & Liner, a name in which you can put your trust.

Little Known Christmas Facts

- * A Christmas wreath hanging on your front door symbolizes a sign of welcome and long life to all who enter.
- * Oregon is the state that produces the most Christmas trees, followed by California, Washington, Michigan, Wisconsin, Pennsylvania and North Carolina.
- * The traditional Christmas dinner in early England was the head of a pig.
- * The first state to celebrate and recognize the Christmas holiday was Alabama in 1836.
- * The average household will mail 28 Christmas cards each year.
- * Visa Cards alone are used 5,340 times each minute during the holiday shopping season.
- * Ralph E. Morris came up with the idea of Christmas lights in 1895.
- * The idea of the "Christmas Club" savings account came into effect in 1905.
- * Candy canes began as straight white sticks of sugar candy. It wasn't until the 20th century that they acquired their red stripes.
- * Christmas trees are edible. Many parts of pine, spruce and firs can be eaten. The needles are a good source of Vitamin C. Pine nuts and pinecones are also a good source of nutrition.
- * For every real Christmas tree harvested, 2 to 3 seedlings are planted in its place.
- * It is estimated that 400,000 people become sick each year from eating tainted Christmas leftovers.
- * Jesus was born in a cave, not a wooden stable. Caves were used to keep animals in because of the intense heat. A large church is now built over the cave and people can go down inside the cave. The carpenters of Jesus' day were really stone cutters.
- * Right behind Christmas and Thanksgiving, Superbowl Sunday is the 3rd largest occasion for Americans to consume food.
- * Toys for Tots Christmas toy drive for needy children began in 1947.

Happy Holidays!

Production News

Understanding Lean Manufacturing

Lean Manufacturing involves:

1. Quick Changeover: Changing over a process to produce a different product in the most efficient manner. Benefits of a quick changeover are:

- Shorter Lead Time
- Less Material Waste
- Fewer Defects
- Less Inventory
- Lower Space Requirement
- Higher Productivity
- Greater Flexibility

2. Quality at the Source:

- Operators must be certain that the product they are passing to the next workstation is of acceptable quality.

- They must be given the means to perform inspection at the source before they pass it along.
- Samples or established standards are visible tools that can be used for such purposes.

3. The Push System vs. the Pull System:

- The Push System involves resources that are provided to the consumer based on forecasts and schedules.
- The Pull System is a method of controlling the flow of resources by replacing only what has been consumed.

4. Work is standardized and operations are safely carried out with all tasks organized in the best known sequence and using the most effective

combination of these resources:

- People
- Materials
- Methods
- Machines

5. Success Factors include:

- Unyielding leadership
- Strategic vision based on Lean principals as a part of company strategy
- Observing outside successes and failures
- The ability to question EVERYTHING
- A deep commitment to EXCELLENCE

*“If you always do
What you always did,
You’ll always get
What you always got.”*

Safety



Travel safely this winter holiday season. Stock your car with the following items:

A first-aid kit, a small waterproof tarp from www.inalndtarp.com, blankets, coveralls, a flashlight with spare batteries, flares, a shovel, a broom, quick energy foods such as nutrition bars, nuts and dried fruit or jerky; bottled water; and sand, salt or kitty litter for traction. Check your wiper blades, jack, spare tire; and top off motor oil, transmission fluid, and antifreeze before you hit the road!

Shipping

Due to the Christmas and New Year Holidays, the shipping department will be closed at 1pm Thursday Dec..24th and all day Friday, Dec. 25th, and again at 1pm Thursday Dec. 31st and all day Friday Jan. 1st. Shipments leaving our facility during those holiday weeks can expect delays in delivery times due to holiday closures.

Be sure to place your orders EARLY this month to ensure timely delivery!!

Quality

“On Saturday, I installed and field seamed the four panels you fabricated. The packaging, seaming and cross seam details were excellent. I was very impressed, and so was the customer.” CP—Richmond BC



Meet Brad Clouter

Brad grew up in Coulee City, WA; but has also lived in Florida, New Jersey, Arizona, Idaho, and Germany.

He played football in high school and was 1st team WIAA All-Opponent quarterback his senior year.

Brad attended Spokane Community College and Arizona Automotive Institute after high school.

Brad began his career with Inland Tarp & Liner in the Shipping and Receiving Department 15 years ago.

Brad is now the Pacific Northwest Outside Sales

Rep assisting customers in Washington, Oregon and Idaho; and the Lead Inside Sales Rep.

Brad’s wife Michelle is an LPN working on her RN degree. Between the two of them they have eight children ages 23 to 8. One is in the Navy and two are attending the University of Idaho.

In his spare time Brad enjoys sports and camping.

“When I started working here in 1994 there were only a dozen employees. Look at how we’ve grown!”



Brad Clouter
Pacific Northwest
Outside Sales Representative

Excellence in Customer Service: Are you Ready to Close the Sale?

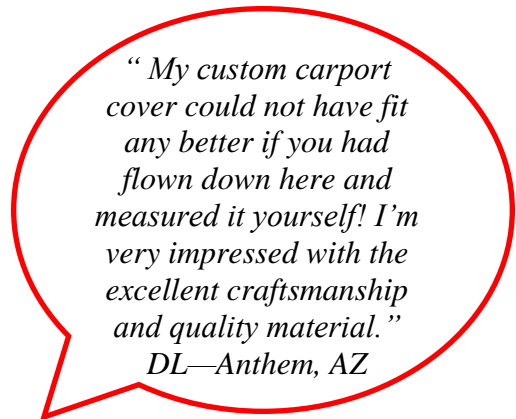
Before asking for the business, ask yourself these six quick questions. (YES or NO)

1. Have you already helped the customer in some way?
2. Does the customer think your offering is unique?
3. Does the customer consider you a trusted authority?
4. Would buying support the customer's needs?
5. Does the customer know peers who have bought from you?
6. Does the customer like you personally?

For each YES answer give yourself 1 point., except for #6, where the YES is worth 2 points.

- **You scored 6-7.** You are ready to close. Ask for the business.
- **You scored 4-5.** You are not done selling yet. You need to work harder to position yourself and your offering.
- **You scored 0-3.** Don't even think of trying to close. Hopefully you are at the beginning of the sales cycle. If you are at the end of the sales cycle you probably aren't going to get the business. Move on.

Keep a check list in your notes for each customer. As you achieve a yes to each question check it off. When you have at least 5, you are ready to close.



Office Space: How to improve your decision making

• **Investigate the problem**

When a problem is presented to you, take the first step by spending time to identify its root cause and make sure it's not just the symptom of another underlying problem.

• **Prioritize it**

You need to determine if this problem needs your urgent attention. Does this problem have a high or low impact on quality or customer service?

• **Identify Solutions**

With a clear understanding of the problem and its priority, you need to identify solutions to address it. Then review each alternative to determine whether it actually:

1. Solves the root cause of the problem
2. Is easy and practical to implement.
3. Will prevent the problem from re-occurring.

• **Make Your Decision**

Don't make your decision too hastily. Carefully consider all the pros and cons.

Go for a walk, or if it's really important, sleep on it. Make non-important decisions quickly, but take a little more time with decisions that are critical to quality or customer service.

• **Act On It**

Once you have thought it through and made your decision, you need to be fully committed to implementing it. Act on it immediately by telling your team about it and scheduling the tasks needed to make it happen.

Announcements

Happy December Birthdays to:

Sales

Calvin Stapleton

Manufacturing

John DeLange

Shipping & Receiving

Joe Wiberg

Administration

Darrel Copeland

Heath Malone

The two greatest gifts you can give your children this holiday season are roots, and wings!

ITL Sales, Office Staff, and Manufacturing employees will celebrate Christmas together from 2-5:30pm at the Lake Bowl on December 11th. Includes bowling & Mexican Buffet.

As you may have noticed, our newsletter has changed in format. We are interested in your feedback. If you have suggestions for articles, or if you'd like to submit an article about your company or how your company uses any of our products you may email your request to Kim at kimp@inlandtarp.com and it will be reviewed.

If you have comments or suggestions regarding the newsletter format, or would like to be removed from our mailing list you can email Kim at the address above or call **1-800-346-7744**.

Our Core Values

Our Team will build a unique environment using exceptional products and service through continual improvement and sharing of resources.

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Premium Quality Built to Last

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Our Team

It takes the teamwork of great customers, employees, vendors and industry allies to make a successful business. We will work together to continuously improve efficiency, quality, customer service, the work environment, skills, and recognition for superior individual and team effort. We will strive to build strong healthy families. We will encourage positive free flowing and open lines of communication between team members. We will be loyal and provide opportunity for professional and personal growth offering advancement opportunities to those who are part of the team before hiring people from outside to fill a position. We will not be satisfied until every slot is filled with the right employee, vendor or industry ally. We will hire the right people to place on the team, sometimes even before having a position available.

Building a Unique Environment

We strive to encourage enthusiasm, energy and mutual respect in a positive work environment, building a family team that has outstanding communications skills and is honest, ethical and moral in all we do. We will deliver a consistent and positive message that honestly portrays the exceptional products and opportunities offered. Our work place will be kept clean in order to improve overall safety, efficiency and image of the company. Our production systems will be built for maximum flexibility in order to quickly and efficiently switch from one product to another.

Exceptional Products and Service

We will study and become knowledgeable of customer and vendor's businesses to provide them with exceptional, timely and individual assistance with solutions to satisfy their needs. We will deliver a better combination of product and service than expected. It is our goal to willingly tackle the toughest jobs with a "can do" attitude and to remember customer satisfaction helps to secure our jobs. We will develop niche markets and products, supplementing standard ones, to consistently provide bottom line profit. We will source products from the USA unless there is a significant advantage to source them elsewhere.

Continual Improvement

We will continually research and develop superior solutions using carefully chosen materials, design, processes and packaging to offer them to our customers. We will develop and follow the most efficient manufacturing, sales and service processes and implement them to consistently deliver a superior product competitively. We will constantly strive to improve the working environment, communication, relationships and ethics of all team members.

Sharing of Resources

We will strive to generate bottom line profits above their target levels to benefit team members. We will volunteer time and/or financial support to improve our local and global communities

December 2009

Schedule of Events

- Men's Bible Study Every Tuesday morning at 5:45 a.m. in the Moses Lake office conference room — Coffee and fellowship provided.
- FREE Family Saturdays at the Moses Lake Museum & Art Center (MAC) 228 W. Third Ave. 12-2pm
- For events at the Dunes visit www.sandscorpion.net
- Leavenworth Christmas Tree Lighting Festival on Saturdays.
- Christmas Reader's Theater— Masquer's Theater Soap Lake 7pm
- Colt Ford w/ Larry the Cable Guy Dec. 5 @ 8pm Toyota Center Kennewick. Music & Comedy.
- Inland Tarp & Liner Employee Christmas Party. Dec 11th from 2-5:30pm @ Lake Bowl in Moses Lake. Bowling and dinner provided.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 Lean Champion Training In MFG Bible Study	2 Lean Champion Training In MFG	3 Lean Champion Training In MFG	4 Lean Champion Training In MFG Moses Lake Agricultural Lighted Parade	5 Make you own Holiday Ornament @ MAC Leavenworth Christmas Tree Lighting Festival Colt Ford & Larry the Cable Guy 8pm
6	7	8 Bible Study	9	10	11 Christmas Reader's Theater Soap Lake ITL Sales and Manufacturing Employee Christmas Party 2-5:30 Lake Bowl, Moses Lake	12 Charlie Brown Christmas Tree Run @ Dunes Soap Lake Winter Fest Leavenworth Christmas Tree Lighting Festival
13	14	15 Bible Study	16	17	18 Christmas Reader's Theater Soap Lake	19 Leavenworth Christmas Tree Lighting Festival
20	21	22 Bible Study	23	24	25 Office Closed	26
27	28	29 Bible Study	30	31 		