

# MONA NEWSLETTER

January 17, 1992

## LACING QUALITY TOGETHER

By Robert L. Wilson, Chief Financial Officer

In discussions with a number of general contractors, a similar theme was echoed: to survive and be successful in the next few years you must be able to do more for less. At Mona, we have accepted the challenge and are seeking ways to become a major force in the industry over the next few years.

We are striving to streamline our office operations and procedures, in addition to reduction in some personnel. This has included a number of concrete measures to reduce our costs of operations including: bidding out our insurance coverage to obtain the lowest prices; changing our independent auditors and achieving substantial cost reductions; paying off equipment loans to eliminate the interest expenses; instituting a recycling program to reduce office supply expense; requiring that office personnel be on the job "ready to work" at the beginning of office hours; seeking the best return on investments for our excess cash.

In the field, we think we have the most productive group of electricians that we have had in a long time. We know that most appreciate that they have work in these times and are looking for ways to ensure that continued opportunity by being among the best and most productive. This has included a marked return to being ready to work at 6:30 and not packing it in for the day until 3:30, reduced wasted time at lunch and breaks, avoiding unsafe conditions on the job, caring for our tools, and caring about the quality of the installation. Those that haven't already made these changes in their work habits shouldn't be surprised if they find themselves like the dinosaurs.

We aren't just interested in surviving the current economic times - we're looking for ways to thrive and beat our competition. This is the best way to ensure the continued success of the Company and the continued employment for our valued personnel.

## EMPLOYEE OF THE MONTH PROCEDURE

Starting 1992 we will have a new procedure for selecting field employees. This selection will be by the foremen. Each foreman will select three employees at the beginning of the quarter. Those names will be forwarded to the office and four field employees a month will be elected. Mona Electric wants to recognize those employees who are dedicated, hardworkers, come to work every day, etc. and we feel this is one way we are able to do that. If you have any questions on how this works please ask your foreman.

## MONA MAGIC

We would like to recognize "Tom Fiori" who works in our Mona Service Accounting Department. Tom is involved with the "Make a Wish" foundation where he helps out by visiting and interviewing terminally ill children to see what their greatest wish in life would be. He then submits it to the foundation and helps in coordinating the wish.

Way to go Tom for being one of the many points of light in the world!

## WAY TO GO SCOTT!

On Monday, 1/6/92, parts of Washington, DC experienced a power outage that lasted approximately 2 hours.

On Tuesday, 1/7/92, technical dispatcher "Scott Zweifel" started calling selected buildings in the affected area. His opening question was, "Did your generator work properly during the outage?" If the answer was no, he told them about our preventive main-

tenance program and initiated a service call. If the answer was yes, he asked if the generator had been enough. By 10:30 a.m. he had 6 service calls and several new customers. Carpe Diem - The Latin phrase for "Seize the Day" - Scott did!

## MONA'S SLOGAN FOR 1992

Let's show that we can do in '92!

## FOR RENT

Spacious 2 bedroom basement apartment for rent. Large living room with fireplace, bathroom, large dining room and kitchen. Private entrance. Renters will have access to laundry equipment. \$580.00 a month, includes cable and utilities. Located in Suitland, Maryland near Lorraine High School. If interested call Toni at (301) 736-3255.



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