

# MONA ELECTRICAL SERVICE, INC.

September 10, 1992

## KEEPING CUSTOMERS FOR LIFE

True or False?

- Eighty percent of customer problems are caused by management policies that are cost-driven, rather than customer-driven.
- When companies differentiate themselves from their competitors with customer-driven service, customers will gladly pay a premium for their products or services.
- Most companies that have initiated a customer-driven service have found that the return on investment averages 10 to 1.

All the above are true.

## JOB WELL DONE

Mona remains on the leading edge of technology with the installation of a fiber optic network at the Taylor Building for the Naval Sea Command. Under the direction of the technical department, Marty Lang is installing approximately 1 1/4 miles of 12 strand fiber cable. Cable is installed in 1" rigid pipe, 6" below the ceiling. Each coupling and connector must be epoxied to prevent tampering. Where the conduit is not visible for inspecting, the 1" pipe is installed within a 1 1/2" rigid pipe.

Three cheers go out to Project Manager, Darin Pasquale and Electrician Joe Patrick on a job well done for Lehrer McGovern Bovis on the "Washington Institute of Dermatological Laser Surgery". Randy Kuser exclaimed, "We would like to extend a big thank-you for your efforts in completing the Laser Surgery Expansion project on schedule and with quality workmanship".

## TRIVIA TID BIT

What number do you have to count to before you come to a letter "A"? (For example; one, two, three . . .)

## WALK-A-THON

Our company is going to have a team in the American Heart Walk. To make our team the best, we need YOU! The American Heart Walk is a great opportunity to get some exercise, win prizes, serve the community and represent the company. Even more importantly, though, it's a chance to raise money to support the American Heart Association's fight against heart disease - the nation's No. 1 killer.

The American 10K Heart Walk will take place on Saturday, October 3rd at Linson Pool/Wells Ice Rink in College Park off of Calvert Road. Registration begins at 7:00 a.m. and the walk begins at 8:30 a.m. Call Mary Kucharski at (301) 868-8400 for registration or more information.

## FASCINATING FACT

About 42% (more than 10,000) of the runners who finished the 1989 New York Marathon were over the age of 40. Of these, 56 runners were over 70. The oldest finisher of the 26 mile race - in 6 hours and 43 minutes - was 91 years old.

## NEW PROJECTS

- 2500 N. Van Dorn Street, VA for Lerch Bates
- Circuit City, Waldorf, MD for Turner Construction
- Irving Burton, Arlington, VA for C. E. Smith
- Addworks Expansion, Washington for Barber Construction
- BG&E, Washington for Clevenger Corporation
- Pea In The Pod for Herman Stewart
- APA for Barber Construction
- Booze Allen for C.E. Smith
- General Accounting Office for Barber Construction
- Smithsonian Chiller Plant for Landis & Gyr
- Dominion Physical Therapy for C. E. Smith Management

## HOPE EVERYONE ENJOYED



## THEIR LABOR DAY HOLIDAY to wear your safety glasses.

## SAFETY NOTE

When drilling or sawing, don't forget

## CLEVER HINTS

Hot coffee burned your tongue? A few grains of sugar sprinkled on the sore spot will sweetly undo the misery.

## BACK BRACES AVAILABLE

We have safety lifting back braces. Foreman, if your job has a lot of fixtures, please talk to your project coordinator to get what you need.

## CHARLES COUNTY CHRISTMAS IN APRIL

Charles County Christmas In April is looking for 1993 house captains. Please contact Paul Warren if you are interested.

EOE