

Windsor Sales Managers Honored With Annual Sales Awards

The following individuals were recognized recently for their sales achievements during 1999. Congratulations to them and all the members of our Sales Team for helping Windsor achieve a successful year in 1999.

Top Performer Award - For the Largest Percentage Sales Increase

Patty Marek - Nashville, TN

Top Performer Award - For the Largest Dollar Sales Increase

Patty Marek - Nashville, TN

Million Dollar Club - For Achieving a One Million Dollar Territory Sales Increase

Dan Bean - Kansas City, MO

Tim Love - Monroe, NC

Excellence Awards - For Exceeding Territory Sales Goals

Patty Marek - Nashville, TN

Dan Bean - Kansas City, MO

Tim Love - Monroe, NC

Bruce Deppa - Atlanta, GA

Mike Jensen Steps In As New Eastern Division Sales Manager

Mike Jensen started as the new Eastern Division Sales Manager in February. He is based out of the North Carolina Plant.

Mike comes to Windsor with almost thirty years of progressive sales experience. His previous experience includes such companies as Bend Door, JELD-WEN, and his most recent position with Yale Residential Security Products Inc. Please welcome Mike to the Windsor team!

New Sales Manager to Cover Southern California

Niki Depew is the newest Regional Sales Manager to join the Windsor team. Niki is responsible for the southern California area.

Niki has a solid background in the building industry including positions as district sales manager with Caradco, as a project management consultant and as a partner in her own millwork company. Welcome Niki!

A "New Voice" As Iowa Customer Assurance Manager

Windsor is pleased to welcome Kathy Barnhizer as the New Customer Assurance Manager for the Iowa Plant. (Meg Husen has stepped into a new role as Customer Relations Manager. Please see her article on page 3.)

"I am glad to be here at Windsor as the Customer Assurance Manager," said Kathy. "Windsor is a great company with solid leadership and a strong focus on quality and customer excellence. I am excited to be a part of the team."

Kathy's career path to Windsor consists of 10 years of Customer Service Management with 5 years of "call center" experience. The industries Kathy has worked in include Telecommunications, Staffing, Medical and Retail.

"I have enjoyed meeting and talking with those I have had the opportunity to," said Kathy. "I am looking forward to meeting all of you either by phone or in person this year."



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Windsor's Vision for the Future: An Exciting Journey Ahead

John Smit,
President Windsor Windows and Doors

Over the past 10 years, Windsor has grown from a very small regional wood window company, to a national window company providing windows and doors of many different styles and utilizing many different materials. During this same time period, our markets, our customers, our competitors, and our builders have evolved as well. What is obvious to me is that Windsor can't continue to do business as a small window company. As a customer, Windsor can't service your needs in the future if we don't change and improve as a partner. Windsor must meet a higher level of expectation and performance in order to grow and be successful in today's environment.

The real key is to keep those traits which have made us successful while identifying and addressing areas of opportunity. Windsor must remain flexible; demonstrate to our customers that our people do care; and we must continue to provide superior value. At the same time, we must be more consistent in manufacturing, improve our product planning abilities, and introduce products that are a value both before and after installation. All of these are components of what I wrote about in our last Windsor World - it is our goal to make it easier to do business with Windsor!

Please be aware that Windsor's evolution to this "new, easy to do business with company" is not like turning a light on, but rather it is a JOURNEY. It is a journey that we must make together, and our customers must be as committed to this as Windsor is. We have exciting product introductions planned; we have strategically added staff at both plants to address areas of opportunity; and we are becoming very active in exploiting technology to do our jobs better. Please turn the page and read Greg Galloway's article on our entire restructuring of our product development and quality functions here at Windsor.

This journey will not be without pitfalls and small detours along the way and some items will show slow and steady improvement over the next few years. However, I believe you will be able to recognize more immediate improvements in such areas as a reduction of backorders, product consistency, improved accuracy, improved shipping, and just an overall better level of service and communication.

The moral of the story is -- Windsor recognizes that to be successful in today's business environment we must change and improve as a company. As we look forward to the future, we find the prospects to be both exciting and concerning. Each of you must navigate your own companies through these changing and challenging times. I want to assure you that Windsor is prepared to be the partner you need as we undertake this journey. Please continue to help us to identify issues and communicate with us on how we can be a better partner.

Thank you for your business and your partnership

New Plans for Product Planning

Greg Galloway, Director of Product Development

As you all know, Windsor has transformed from a small company into one that is poised to achieve national prominence. Growing pains nearly always accompany rapid growth. In a small company, a few people can personally make sure that each area of the business is attended to correctly. At some point, it becomes necessary to build an infrastructure to spread this responsibility over a much larger group of people to assure consistency of purpose and quality of products and services.

My role at Windsor is to help build that infrastructure in every aspect of the Product Development Cycle.



Our goal is to improve the interaction between each of these functions. Product should flow seamlessly through each stage. I bring to Windsor experience in all of these areas and a passionate desire to help Windsor progress to the next level of professionalism and consistency. One of the common threads throughout my career has been managing major change.

Windsor has made a significant commitment to improving the consistency of products. Both plants have new Quality Managers, Brian Broughton and Rick McMillen. They will play key roles validating production processes for product introductions. Greg Schiebout's team is renovating the Structural / Water / Air test wall in West Des Moines so that product certification can be done in-house. With the addition of a full time technician, we will be able to run the wall every day until all product lines are completely tested and certified.

My background includes over 14 years in the window & door industry. I was involved with the total product development cycle at Pella for over 10 years, from validating new production processes to defining the product offering to accountability for all product launch functions.

The highest priority will be product launches already announced. As we move forward, one superordinate goal will be to design products to minimize callbacks. In the last issue, John Smit made a commitment to making it easier to do business with Windsor. The areas discussed above are some of the specifics in carrying out that commitment. I look forward to working with all of you.

New Customers

Welcome to the new customers who have joined the Windsor team since January 2000.

Trimco - Dunlap, IL
Doors Plus- Elkhart, IN
Sun Mountain - Johnstown, CO
Window Specialties - Las Cruces, NM

Sunbelt Windows - Las Vegas, NV
Design Supply - Westlake Village, CA
The Hill Companies - Marysville, CA

North Carolina "Fine Tuning for 2000"

Richard Stephens
NC Plant General Manager

Several changes have been made at the Windsor North Carolina Plant to focus on "Customer Satisfaction." Recent staffing changes and additions will help us to better focus on servicing the needs of our customers.

James McQuade started with Windsor NC in March as Production Manager, bringing with him a vast knowledge of high-speed assembly practices. James has an Industrial Technology degree from Western Carolina University. James will dedicate 100% of his time and energies to improving the quality and efficiency of our manufacturing areas/processes.

Rick McMillen, a 12+ year Windsor Manager, has assumed the position of Manufacturing Support Manager, directing the Quality Assurance, Drafting, and Field Service departments. Rick's primary focus will be to "Raise the Quality Bar" in our manufacturing processes. Rick has just added another QA Inspector who is spending all of his time in our Work-in-Process areas. We believe this area, which contains all assembly stations, is key to improving our overall base quality expectations and delivery of those expectations to our customers.

These two positions are key to Windsor's future success and represent our commitment to continuous improvement! Please join me in congratulating and welcoming these two accomplished professionals into their new roles.

These new positions truly represent "A Win - Win For All!"

North Carolina Installs New Bar Coding System

Jeff Dettman

The North Carolina Plant has installed and is in the process of testing a new bar code system in the shipping department. (*The Iowa Plant shipping department is currently using this system.*) Full implementation of this system will occur very soon. This system offers many benefits to our customers. A quick summary of those benefits include:

- Faster system speed for reviewing orders in the computer system.
- Ability to check the status of a particular window unit within our facility.
- Reduced loading errors.
- Everything labeled with a PO# and Job Name! As a general rule, one label for each order line.
- Improved documentation with each shipment. Each shipment will include an Order Summary and printed Packing Slips.

For additional information on this new system, NC plant customers should refer to the recent bulletin.

NC Maintenance Projects Mean Product Improvements

Chris Walden, NC Plant Engineer

This year has been busy for the Windsor North Carolina's Maintenance Department. As of March 1, all NC orders taken for perimeter grilles are being constructed in-house. Maintenance constructed several items to give us the capability of grille construction. This eliminated all outside purchases for grilles, giving us improved flexibility and quality.

On April 3, all NC orders for Sequential Locking Casements will be manufactured in-house. NC will also begin construction of a large training room and several new offices. The training room will be a multi-purpose room for Windsor University, office meetings, sample displays, etc. This will be completed within the next few months.

Patio Door Changes Improve Installation and Operation

Significant improvements have been made to Windsor's Swinging Patio Door systems. The first such improvement is the addition of a structural astragal to Clad In-Swing Doors. This new astragal will allow doors with more than two panels to be placed in the same frame. The addition of this structural astragal increases the widths of 2 & 3 panel clad In-Swing Patio Doors. The new rough openings are in the price book.

The second change is the addition of lever activated hardware on the secondary panels of our Clad Bi-Hinge and Primed In-Swing Doors.

A new head and sill shoot bolt strike plate design has also been added to our patio doors. The new beveled design of the flush mounted brass strike plates allow the panels to be drawn in during activation for a secure fit - even if the door has not been properly installed.

Shipping Clips and Skid Boards Added to Patio Door Shipping Procedures

Many of you are already aware of the shipping clips we are using to ship patio doors. These clips help keep the panels securely in place during shipping and handling.

In addition, we have added skid boards on the bottoms of the sills for all standard single and two panel doors (excluding handicap sills.) These boards are fastened by metal straps which are stapled to the side jambs. These skid boards need to be REMOVED prior to installation. Failure to remove them will result in water and/or air infiltration into the structure.

Updated Architectural CD-ROM Now Available

All registration cards need to be returned for co-op credit.

A revised architectural CD-ROM is now available to order. This includes performance data, specifications, cross section details and elevation details for the Windsor Series, Next Dimension Series and Legend Series. The cost is \$35.00 list and is eligible for co-op dollars. However, co-op dollars will be credited only upon receipt of the registration card. These cards are necessary to keep a database of who has the CD-ROM so update notices can be sent to them.

New Management Role Created in Iowa Customer Assurance Department

Meg Smith, Customer Relations Manager

I am very excited after ten years as Customer Assurance Manager with Windsor to be given the opportunity to work in a newly created position as Customer Relations Manager for the Iowa Plant.

While one of my major responsibilities is to work closely with new customers and ease the "transition" of coming on board with Windsor, my goal is to work to improve the communication and relationships with all Windsor customers!

Additionally, I will be responsible for providing on-going training to our customer assurance department and to all department new hires as we continue to grow.

This new position is another example of Windsor's commitment to our customers. I'm looking forward to working with all of you in my new role.

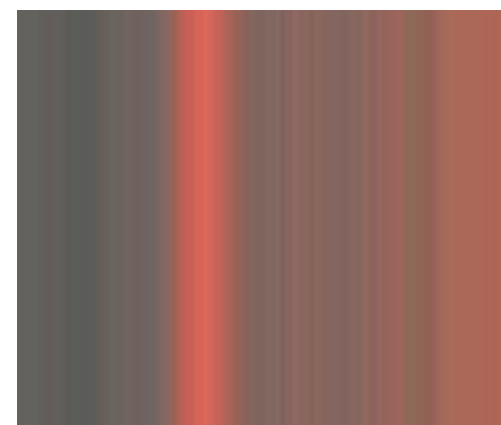
Also, I am pleased to welcome Kathy Barnhizer who has just stepped into the position of Customer Assurance Manager.

1999 Distributor Sales Awards

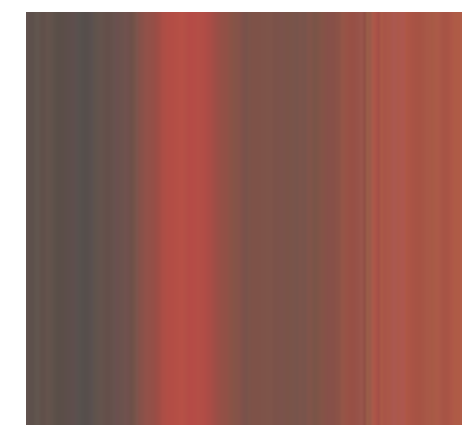
Congratulations To Everyone!



Pat Sniffin of Windsor Windows of Colorado receives the Pinnacle Award for achieving another all time sale record from Windsor President John Smit.



Tim Love accepts the Distributor Of The Year Award for the greatest percentage sales increase on behalf of Carolina Building Services.



Alan Purdy of Plymart accepts the Distributor of The Year Award for greatest dollar sales increase from John Smit

Distributor Excellence Awards

The following distributors were recognized for achieving double digit percentage sales growth during 1999!

AAA Building Products	Ralston, NE	J & L Windows	Sparks, NV
Absolute Windows	Chicago Heights, IL	Midcor Supply	Roscoe, IL
All Builders of Arizona	Phoenix, AZ	NAMCO/Horner Millwork	Somerset, MA
Architectural Windows & Doors	Asheville, NC	Nat'l Sliding Door & Frame	Mechanicsville, VA
Arizona Window Professionals	Prescott, AZ	Pacific Mutual Door	Kansas City, MO
Bowers Window & Door Co.	Jackson, MS	Plymart	Norcross, GA
Burton Building Products	Grand Rapids, MI	Robinson Millwork	Wasilla, AK
Carolina Building Services	Mooreville, NC	RBK Building Products	Lansing, MI
Gilcrest/Jewett Lumber Co.	Waukegan, IA	Windows & Kitchens of Indiana	Fishers, IN
Lampert/Scott Lumber	Sioux Falls, SD	Windsor Windows of Colorado	Denver, CO