



## LETTER FROM OUR CEO

**Dear Employees and Friends of ReadyOne Industries:**

**Overall, business at ReadyOne Industries continues to be healthy. Our deliveries are on-time and we have enjoyed a consistent work flow. Weekly quality reports show defects per hundred (DHU) of 2% or less on most products. This is the result of cooperation between everyone in quality and production working together to insure our customers receive the very best in quality products and services from ROI. Certainly, one reason we can continue to deliver great quality is the consistency of orders we receive from our customers. I want to thank each and every one of our customers for their continued support of ReadyOne Industries.**

### Apparel:

**The apparel division of ROI received a new contract to produce an estimated 288,000 JSLIST chemical suits beginning October 1<sup>st</sup>, 2009 thru September 30, 2010. To support this contract DSCP has issued three months of delivery orders to commence in November, 2009 and run thru January of 2010.**

**ROI was also awarded a contract to produce over 15,000 units of a new Chemical Suit called a JC-3 that includes Gore seam sealing technology. A scale-up of new production on this product is scheduled to begin in January 2010. The JC-3 involves a very complicated construction that takes over 3 times more time to produce than the current JSLIST suit.**

**In late August, representatives from a well known sportswear company visited ReadyOne with the intent to partner with ROI to build state of the art sleeping bags for our War-fighters.**

**We are continuing to hire AbilityOne compliant people for sewing positions to support the apparel division's expected growth.**

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### **Packaging:**

The packaging division made forecast in August and September. This was due to a significant increase in sales from our commercial customers. The increase in commercial business is due to many factors not the least of which is the cooperation of our suppliers that allows ROI to be competitive in pricing new products for commercial customers. We have hired two new sales people in packaging to help us expand business in the commercial market servicing El Paso/Juarez.

Packaging business from the government was weak throughout the summer but we are expecting significant orders in the fall and winter. A new contract for the GSA records retiring box has been agreed to and is expected shortly. A significant increase in AbilityOne compliant employees is expected handle our new business in packaging.

### **Document Management:**

On September 1<sup>st</sup> we began to service 42 Wells Fargo branches in El Paso and West Texas for document destruction. On or about October 1<sup>st</sup>, 2009 we will begin to service the IRS in El Paso. We have received document destruction business from several new commercial customers and are working very hard to secure a document destruction contract with a large El Paso hospital. In late August we installed and we trained on new software to support our Secure Document Storage business. This state of the art software will provide our customers the very best in security and retrieval of the documents they entrust to ROI for storage. Plans are being made to add document scanning to the list of services we will offer to our customers sometime in early 2010.

### **POV Storage:**

The “phase in” period for the storage of personnel vehicles of deployed soldiers began on September 1<sup>st</sup>. As previously noted, our Esther Lama facility (where many of our current employees worked in apparel and packaging before moving to the current locations) is being converted to vehicle storage capable of housing over 700 vehicles beginning in January of 2010. Robert Farah has been appointed Site Manager for this new business in which ROI has been awarded a “sub-contract” to service Fort Bliss by SDV Command Source. SDV is a Service Disabled Veteran Owned small business that is the Prime Contractor for the West Region for this contract. ReadyOne’s plan is to hire service disabled veterans to help support the needs of the POV contract.

### **WATCH FOR OUR NEW CARWASHING BUSINESS TO BEGIN SHORTLY!!!!!!**

As always, I want to thank our dedicated employees and supportive board of directors for our ability to report positive results for the past two months.

*Tom Ahmann, CEO*

### **BENEFITS – THIRD PARTY ADMINISTRATOR CHANGE**

**ReadyOne Industries is changing its third party administrator for the medical and dental plans. The new third party administrator will be BRMS effective November 1, 2009. This change will be a positive one for ReadyOne employees since BRMS has additional services that Boon Chapman did not offer such as on-line service and nurse line among other things.**

**Lucy Garibay and BRMS will be scheduling meetings with all employees to explain BRMS services and the medical and benefit plan to be in effect on November 1<sup>st</sup>. Very few changes are anticipated in coverage. Employees will also have an opportunity to add or drop coverage at this time. Stay Tuned!**

**OCTOBER - DISABILITY EMPLOYMENT AWARENESS MONTH**

**October is National Disability Employment Awareness Month and the perfect time to celebrate the AbilityOne Program.**

**The AbilityOne Program develops and delivers employment opportunities that provide individual choice, equitable wages and benefits, upward mobility and personal satisfaction for more than 40,000 people who are blind or have other severe disabilities around the country.**

**ReadyOne is one of the largest AbilityOne agencies and we employ 660 people with severe disabilities – the largest employer of people with disabilities in El Paso!**

**To celebrate this month, ReadyOne has a special day planned for employees and their families.**

**On October 30<sup>th</sup>, ReadyOne ReadyOne will host an AbilityOne celebration at our Ability Drive facility (North Entrance). There will be mariachi, jumping balloons, food, and popcorn and a talent competition.**

**See TV monitors and bulleting boards for announcements. Invitation will also be sent out to all employees. Reserve the date!**

**FROM AWARENESS TO JOB  
OPPORTUNITY**

## QUALITY NEWS

**GARMENT:** Month of August defect levels by production line: (DHU Goal: 2.0 %)

	<u>Production</u>	<u>#Defects</u>	<u>DHU%</u>	<u>Total Seconds</u>
JSLIST Coat	28,780	353	1.12%	0
JSLIST Trouser	32,744	472	1.44%	13
NWU Blouse	10,903	189	1.73%	70
NWU Trouser	11,595	214	1.85%	0
PCU Level 5 Jacket	3,127	54	1.73%	0
PCU Level 5 Pant (Lean)	3,407	43	1.26%	0

The above sewing production lines achieved the Goal of 2% DHU or less Congratulations to all the employees for a job well done.

The start up of the Beyond Clothing Jacket & Pants is to a very good start.

	<u>Production</u>	<u>#Defects</u>	<u>DHU%</u>	<u>Total Seconds</u>
Beyond-Pant	388	12	3.09%	0
Beyond –Jacket	60	1	1.67%	0

### The Top 3 defects for the month of August.

JSLIST (CPO) Coat:	42-Hem Sleeves Bottoms,44 –Close sides & under sleeves, 30- Bar tack Sleeve Tabs
JSLIST (CPO) Trouser	50- Join Inseam , 30- Topstitch Fly, 30-Set 1 x 1 Loop to leg
NWU Blouse	79- Fell Close Sides, 24-Attach Sleeves to Armhole, 13-Set Collar and PC Label
NWU Trouser	34- Set Cargo Pocket Flaps, 31- Auto Attach Belt Loops, 24- Out seam
PCU Level 5 Jacket	6-Hem Bottom , 5-Bartack Elastic on cuffs, 5 Topstitch & Hem Elbow Patch Sleeve
PCU Level 5 Pant (Lean)	12-TS Side seam, 12-Attach Pocket to Side , 4-Set Ribbon & Elastic to Hem Bottom .
Beyond-Pant	7-Heat seal & Press pant, 2-Fold & TS Right Fly, 1 Hem Bottom, 1-TS Band
Beyond –Jacket	1- Heat seal Front pocket- Zipper

John Ruskin quotes : “Quality is never an accident; it is always the result of intelligent effort.”

**PACKAGING DIVISION:** Month of August defective rate (Goal 2.0%) & Scrap (Goal 1.5)

	<u>PRODUCTION</u>	<u>DEFECTS</u>	<u>SCRAP</u>	<u>DEFECTIVE</u>	<u>RATE</u> <u>SCRAP</u>
<b>GSA</b>	107,225	1916	1916	1.79%	1.79%
<b>Commercial</b>	977,191	4,422	4,422	0.45%	0.45%
<b>Total Corrugated</b>	1,084,416	6,338	6,338	0.58%	0.58%

### **Quality Policy**

**“ReadyOne employees continually improve our organization to deliver world class quality to our customers.”**

*María Elena Jiménez, Quality Manager*

## World Class Manufacturing: Identifying Cause-Effect Relationships via Regression Analysis, Part I

This edition and the next few will be dedicated to both cause and effect relationships as well as regression analysis, so here goes:

We are often encountered with cause and effect relationships in Engineering and Quality. For instance, we know that increasing heat on a seam sealing machine *may* help counteract leakage on one type of material construction, but not necessarily on other fabric types and constructions. Moreover, cause and effect relationships are not always 1:1; in fact, they are very often non-linear and there is very frequently more than one cause that can effect process change. In the example above, dwell time and pressure may also affect leakage, so increasing heat alone may not solve your process problems (the *interactions* of increased temperature, reduced time, and added pressure is a scenario that *might* work also). In a process, different inputs (cause) can have interactions amongst themselves that can determine output (effect), such that no one single factor is the “magic bullet” in resolving process issues. A good process engineer strives to *understand the interactions* and their cumulative effect on the end item or product in order to *predict and improve upon* future performance.

Tools such as hypothesis tests, DOE’s (designs of experiment), and fishbone diagrams can help us identify and assign cause to any given process effects. Some of these tools, however, were designed to be used with attributes (non-numerical or qualitative data). They are limited. They identify the cause, but they fail to identify how significant that cause is in the overall scheme of things. However, when cause and effect data is variable (quantitative or numerical), such is the case with temperature, relative humidity and dew points, for example, we can use another fantastic tool known as regression analysis. Regression analysis affords us the ability to understand an input’s significance on the process performance (p-value). Regression analysis can also identify interactions as well as provide mathematical formulae to predict future performance. It is an amazing tool.

We’ve used regression more than once at ReadyOne to analyze process trends and relationships. There is a fantastic tool in Minitab (statistical software) to explore the relationship that one variable has on a process output. However, one doesn’t always need Minitab to use regression analysis. Minitab is just a name for a fancy program that does a whole lot of statistical analysis. Like golf, you love it or you hate it.

Know something? Some Excel users may have a regression module built right into Excel! To access these tools, click **Data Analysis** on the **Tools** menu. If the **Data Analysis** command is not available, you need to load the Analysis ToolPak add-in program.

The Analysis Toolpak is an Excel add-in program that is available when you install Microsoft Office or Excel. To use it in Excel, however, you need to load it first.

1. On the **Tools** menu, click **Add-Ins**.
2. In the **Add-Ins available** box, select the check box next to **Analysis Toolpak**, and then click **OK**.
3. You should be able to access tools such as ANOVAs, hypothesis tests, and *our good friend regression analysis*. You’ll know you’ve succeeded because you should know see the **Data Analysis** option on the **Tools** menu.
4. If you’re having trouble, you might have to call our friends in IT, David or Jesus.

Anyway, what I hope to do in this edition and in the next few editions is to introduce you to regression analysis. We can look at a simple example and use the tool. The main takeaway from this edition and the next few: process problems have identifiable and measurable process inputs that, when identified and understood, can be manipulated to predict and improve upon future process performance.

*Juan Bezanilla, Engineering Mgr.*

## **ISO Department**

In this month's article we will briefly discuss the correlation of ReadyOne's Quality Management System Manual and how **internal auditing** of the documented written procedures contained in the manual go hand in hand. Just as it is important that a product or service function properly, the product or service "manual" must also work. Owners or product and service users must be able to easily find information in order to produce more effectively.

To achieve our objective, the manuals content must be clear and its organization beyond reproach. Unfortunately, QMS manual writers and users do not always think the same way. Proper content and organization might seem like a given, but there are often inherent differences between the mind-set of the writer and that of the reader. These differences can stand in the way of creating a truly useful document and are likely to affect the manual's organization more than its content. ReadyOne tries to ensure that the

QMS manuals are written by the experts and owners of the specific processes and not by someone who simply maintains the changes and is the gatekeeper.

With that said when an internal audit has been conducted for any given department by the audit team, observations, recommendations and opportunities for improvement to the current written QMS procedures are always noted and reviewed with the auditee. This allows for potential changes and improvements to be made to the existing procedures and provides a truly effective process to be managed. Without creative and aggressive **input** in identifying insufficient or inaccurate written processes, your **output** for effectively measuring your Quality Management System will not be satisfied.

With our goal of becoming ISO (International Standardization Organization) 9001:2008 Certified in February of 2010, this type of a measuring tool will become the most useful weapon in eliminating inefficiencies within our Quality Management System and provide us with an excellent "process approach" vehicle to enhance our QMS manual.

With on-going support from our employees, ReadyOne will continue to set the standard for high quality products and services.

*Ricardo Ybarra, ISO Coordinator*

### **JOB FAIR AT THE CONVENTION CENTER**



**Karina Alvarez, Ellen Rodriguez and Rolando Alvarez  
representing ReadyOne**

### **JOB FAIR AT THE CONVENTION CENTER**

The annual convention center job fair attracted more than 7,000 job seekers on September 23rd. Sadly, many of these job seekers lost their jobs due to the economic downturn many businesses have experienced in the past few months. ReadyOne was there to promote our organization, educate participants on the AbilityOne program and recruit for our current open positions. Several soldiers stopped by our booth to thank us for what ReadyOne does for them.

# UTEP TICKET WINNERS!



**Beatriz Morales**  
**UTEP Vs Tulsa**



**Clara Reyes**  
**UTEP Vs Houston**



**Edith Garcia**  
**UTEP Vs Kansas**



**Eli E. Reyes**  
**UTEP Vs Buffalo**

There is still time to win. Two sets of tickets to give away are left.  
Good luck ROI employees!

Game Dates	Game	# of Tickets
10/31/09	UTEP Vs. UAB	4
11/28/09	UTEP Vs. Marshall	4

# CARPAL TUNNEL SYNDROME

Millions of Americans suffer from carpal tunnel syndrome (CTS). An estimated 5% of the US population is affected by CTS and women are three times more likely to develop the syndrome than men. Carpal tunnel syndrome (CTS) is a medical condition in which thickened tendons or ligaments in the wrist compress the median nerve that runs from the forearm to the hand.

The median nerve is the main nerve in the hand and it controls the sensations to most of the fingers. The carpal tunnel section is what makes up the median nerve and tendons. When the median nerve is compressed due to thickening from irritated tendons swelling, pain or numbness is felt in the hand and wrist and may extend up into the arm.

Many people who have carpal tunnel syndrome (CTS) have increased gradual symptoms over time. They will get frequent burning, tingling or numbness in the palm of their hand and fingers. This often occurs at night because many people tend to bend their wrists while they are sleeping. Also, some individuals lose sensation in their hands and fingers. They cannot feel the difference between something that is hot or cold. Another symptom of CTS is decreased grip strength where the individual can't hold onto items, have difficulty forming a fist and performing manual tasks.

There are several causes for CTS. The strongest risk factor is a genetic predisposition meaning that if your family has had it, there is a possibility you are going to get it. The repetitive use of the hands and wrists over a cumulative period of time such as in typing, handwriting, etc. may contribute to CTS. Another cause of CTS would be from an injury to the wrist which affects the median nerve. Other factors that may cause CTS would include the following: rheumatoid arthritis, tumors, obesity, hypothyroidism, etc.

CTS can be an inherent disease based on one's genes and is probably not preventable. However, if it is not in your family history there are some recommendations that may prevent you from getting it. Some things you can do are:

- 1) Take breaks from repetitive movement such as typing, assembly line work, etc.
- 2) Exercise your hands and wrists daily by gently stretching and bending them.
- 3) Work on improving your posture. Incorrect posture can build tension in your arms and move into your hands and fingers.
- 4) Relax your hands and fingers while performing manual activities. You are probably gripping too tight on the object you are holding and that can cause tension in the hands and fingers.

There are numerous treatments for carpal tunnel syndrome (CTS) and they should begin as early as possibly under the supervision of a doctor. One method of treatment is by the use of a wrist splint. This helps to keep the wrist straight and limit the bending of the wrist. Surgery, whether it is open release surgery or endoscopic surgery, is probably your last option and recommended if symptoms last longer than six months. Open release surgery is the traditional procedure where an incision is first made on the wrist and then on the carpal ligament to enlarge carpal tunnel. Endoscopic surgery is a more modern procedure where the surgeon uses a camera to cut the carpal ligament. This procedure tends to be more accurate and minimizes the scarring if any.



*Ruben Gutierrez, Vocational Counselor*