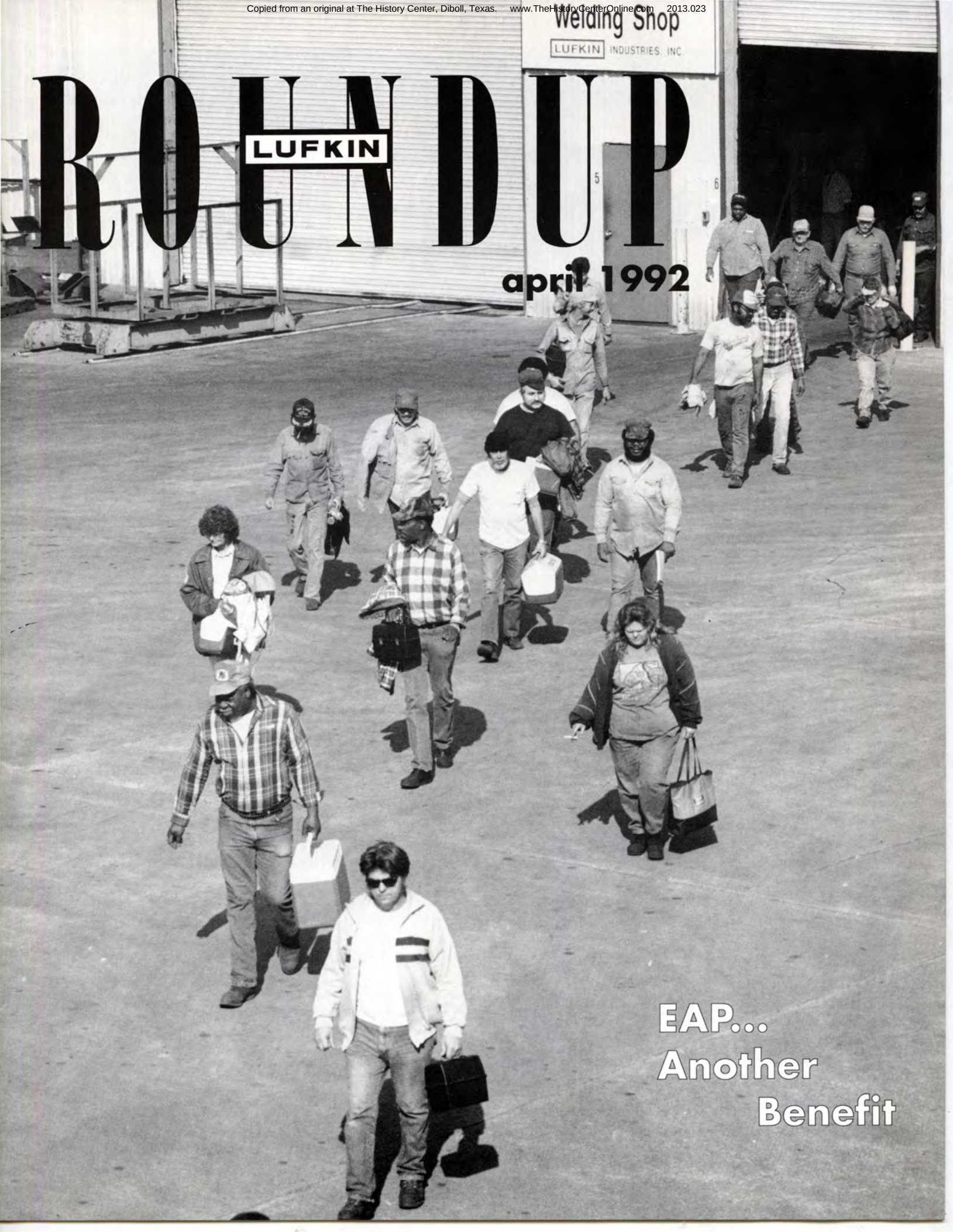
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LUFKIN ROUNDUP

april 1992



EAP... Another Benefit

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3

"We want to give each individual the opportunity to perform to their potential..."

LUFKIN ROUNDUP

COVER: LUFKIN's Employee Assistance Program: a benefit for everyone.

3 **We Care**
Frank Stevenson

4 **Quality Recognition**

6 **Employee Assistance Program: Another Benefit**

8 **Benefits Manual and Weekly ECR Activity**

9 **lifestyles**
James Davis

10 **ANNIVERSARIES & F.Y.I.**

6

"The people at Lufkin Industries are just like people everywhere."

NEXT ISSUE:

Gear Repair Facility

VOLUME 49, NUMBER 4, 1992
Published monthly by Lufkin Industries, Inc.
P.O. Box 849, Lufkin, Texas 75902-0849
For active and retired employees and their families

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LUFKIN Benefits...

We Care

The Employee Assistance Program is highlighted in this month's issue of the RoundUp. It was created because we care about our employees and their families. We want to give each individual the opportunity to perform to their potential and progress in their careers.

Specifically, the assistance program is designed to help with the personal or family problems that all of us face at one time or another. These problems are not directly related to our jobs and we may not be familiar with the people who can help us. The Employee Assistance Program directs you to people who can help. The program is absolutely confidential and will in no way become part of an employee's work record. Again, the main purpose of this program is to show we care and provide a resource for help.

The Employee Assistance Program is not the only program LUFKIN provides to encourage lifelong growth and learning. Our many educational programs and our job posting program are among others designed to expand our skills and advance our careers.

Another important program that is gaining momentum every day is the LUFKIN Quality Process. LUFKIN has always been recognized for quality, dependability, and real value in every product that we produce, but now we are rededicating ourselves to that theme. Each of us is renewing our commitment to provide our customers with unequaled service and the highest quality possible.

In order for the LUFKIN Quality Process to work, it is absolutely essential that each one of us take an active role in the total quality process. We need

- Your ideas;
- Your participation;
- Your commitment.

Let me encourage you to do everything that you can to improve your part of our business, and to urge others to do the same.

It is only by the involvement of everyone in the total process that we can truly become a world-class company. The talent is here, so let's demonstrate to our customers and ourselves that LUFKIN is the world's greatest company because it is made up of the world's ***greatest people.***

"...LUFKIN is the world's greatest company because it is made up of the world's greatest people."



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Quality Recognition

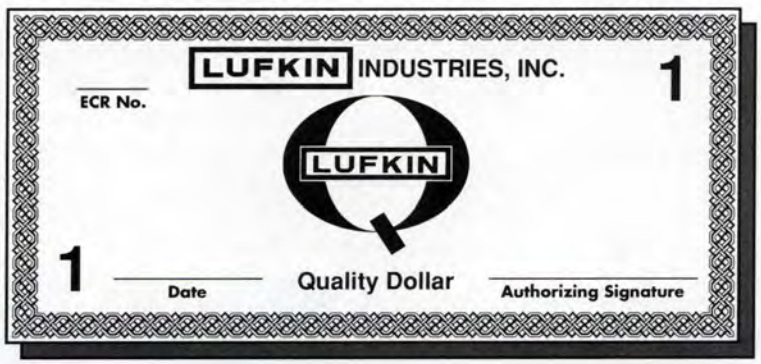
Everyone knows by now that LUFKIN is serious about QUALITY.

Signs of this seriousness can be seen in every office and throughout all the shops. Copies of ***Our Quality Policy*** are everywhere. Employees are attending classes on quality at all times of the night and day. Quality News bulletin boards are appearing throughout the plant. A new language is being spoken, using terms like: *requirements; internal suppliers and customers; non-conformances; Zero Defects;* the *Four Absolutes;* etc.

LUFKIN ***is*** serious about QUALITY.

So serious, in fact, that a system has been developed to recognize and reward every person who gets involved in helping solve LUFKIN's quality problems. The system is simple and rewards every qualifying quality solution effort, whether large or small.

Every effort to help LUFKIN improve is important. No problem is too small. EVERY person has the authority to search out and work toward solving LUFKIN's quality problems. To encourage this, LUFKIN rewards the participation and achievement of every employee contributing to the success of the Lufkin Quality Process.



AWARD LEVELS

LEVEL I:

When employees turn in a qualified Error Cause Removal Memo (ECR) they will be rewarded for taking the time and effort to help identify problems. The reward will be a Quality Dollar.

The Quality Dollars can be exchanged for items carried in the Company Store, which is located in the Personnel Office.

LEVEL II:

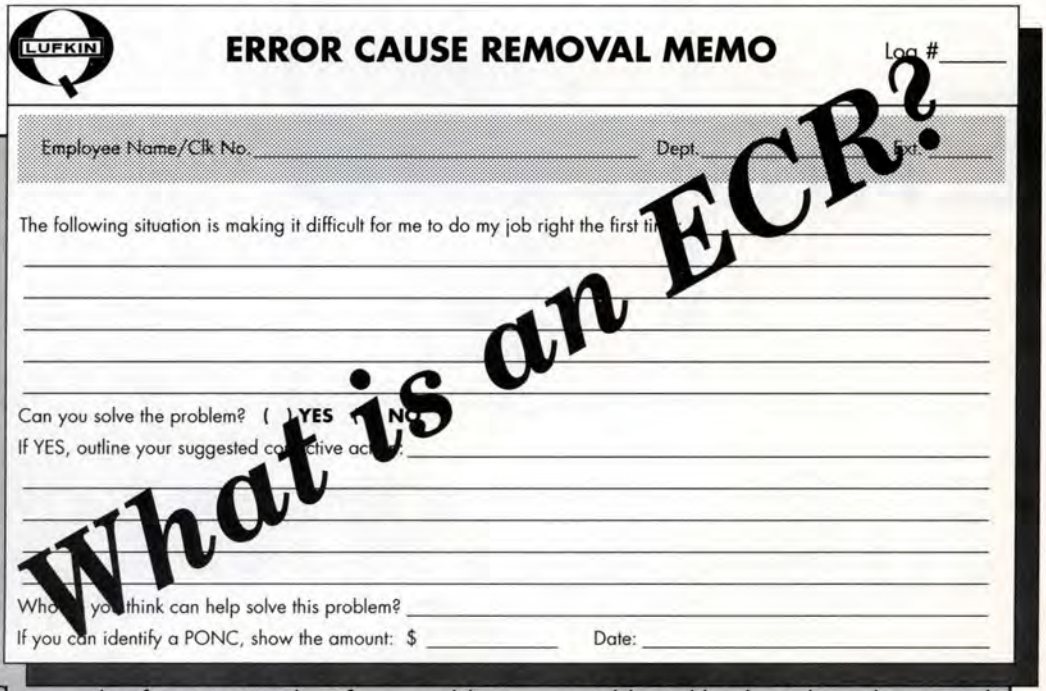
Every three months the employees whose ECRs have been solved and the solution put into action or have been solved and are approved for action will be eligible for a Company-wide drawing for one of ten $100 cash awards.

LEVEL III:

Once each year the employees whose ECRs have resulted in a savings of $10,000 or more will be eligible for a Company-wide drawing for one of three $500 cash awards.

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What is an ECR?



LUFKIN

ERROR CAUSE REMOVAL MEMO Log #_____

Employee Name/Clk No._____ Dept._____ Ext._____

The following situation is making it difficult for me to do my job right the first ti

Can you solve the problem? ( ) YES ( ) NO

If YES, outline your suggested co ctive ac

Who you think can help solve this problem? _____

If you can identify a PONC, show the amount: $ _____ Date: _____

What should you do if you find a problem that you think is keeping you from doing your job right? In many instances, you already know what to do.

If a machine is broken or not working correctly, you know to call maintenance. If something happens for which there are already set routines to follow, then you know to follow them. LUFKIN's Quality system hasn't changed that.

But what do you do if the same problem keeps happening or if you see a problem that is outside normal procedures?

First, talk with your co-workers and/or your supervisor to see if any or all of you can solve the problem. If it can be solved, then do so. Always try to solve problems at the first possible level.

If you can't solve the problem by yourself or with the help of your co-workers and supervisor, then consider filling out an Error Cause Removal Memo, or as it is usually called: an ECR.

This is the first step in the Corrective Action System of the Lufkin Quality Process.

The purpose of an ECR, is to put into writing problems that keep us from doing our jobs right. Anyone can use an ECR to report problems. The forms should be found throughout the shops and offices.

The ECR was designed to be easy to fill out. The main point of the form is to identify a problem that is keeping you from doing your *job right the first time*. Try to be as specific as you can when you fill this part out. Exactly what is keeping you from doing your job right? How often does it happen? What does it make you do instead?

Next, *can you solve the problem?* This may seem like it shouldn't be on the form; if you could solve the problem, then you wouldn't need to fill out the form. Right? Not exactly.

Even if you *can* solve the problem and even if you *did* solve the problem, fill out an ECR so someone else who has a similar problem can benefit from your experience.

Every ECR will be put into a computer so we can keep records on all types of problems and their solutions. This way, if a problem pops up in one area a computer check can be run to see if any problems like these have happened somewhere else. If there is a computer match, then the people with the problem can look at solutions others have already found.

If you can suggest a *corrective action*, or solution, please do so. This can be very helpful in the final solution to the problem. You, as the person who first spots the problem, may have a special view of the problem that will help solve it.

You may not have information to put in the last few sections. If you have an idea about *who can help solve this problem*, then put their names, department or job titles in the blank. If you don't know; don't worry. Fill the form out anyway.

If you don't know what a *PONC* is, just leave it blank. Fill out as much of the form as you can. Don't worry about leaving blanks; just help identify problems and you will be helping the system work.

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Employee Assis

Across the nation, companies are recognizing the importance of providing an Employee Assistance Program (EAP). In July, 1991, Lufkin Industries joined the growing number of organizations that have a full time counselor to administer an EAP.

LUFKIN's EAP administrator, or Employee Care Manager, is Susan McCulley. Susan is both a Licensed Professional Counselor and Chemical Dependency Counselor with 15 years experi-

"Sometimes things happen in your life that make it difficult to concentrate at work, to perform your best and to get through the day."

Susan McCulley,
Employee Care Manager



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tance



Program:

Another Benefit

ence.

"The people at Lufkin Industries are just like people everywhere," Susan said. "Sometimes things happen in your life that make it difficult to concentrate at work, to perform your best and to get through the day. It's hard to balance a personal life and a work life. Life becomes a lot easier when you maintain a healthy balance."

People who have personal, family, financial or legal problems can access LUFKIN's EAP. Susan explained, "Traditionally, EAP dealt mostly with substance abuse. That's not true anymore. The people who come to talk with me come from a variety of backgrounds and situations."

Usually, people can manage the problems that arise during the course of day-to-day living. They have family and friends who provide the support needed to cope. "But sometimes," said Susan, "Things happen that require extra support or assistance. Then it is best to intervene early and take care of the issues."

When a person decides to seek help, he or she can call Susan to set up an appointment. Susan will then spend some time with the person, and assess what additional assistance is needed. "There are so many resources out there," Susan explained, "that it can be overwhelming. Where do I go? Who do I see? It's nice to be able to sit down with someone and develop an action plan." Susan will normally refer people to a community agency, based upon their situation and financial resources. However, she will do some short term counseling, when appropriate. Her aim is to find help that is both effective and affordable.

All of LUFKIN's EAP services are free and confidential. These services are also available to family members and retirees.

According to Susan, employees and their families are not the only ones that benefit from an EAP. "The company benefits because people are more productive, happier and can concentrate on their jobs instead of all the other issues that can drain their energy. It's no surprise that most major companies have a program where employees can go for a variety of services."

Although she listens to people's problems all day long, Susan sees herself as an optimist. "If I didn't believe people could overcome their problems, I wouldn't be doing this job," she said. "The key is to use the resources that are available to you." One of those resources is LUFKIN's EAP.

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Benefits Manual Due out in May

Everything you ever wanted to know about LUFKIN benefits... but didn't know where to look.

A complete listing of all LUFKIN benefits is being compiled into individual manuals to be given to every covered employee. The manuals will be 3-ring binders with sections for each major benefit.

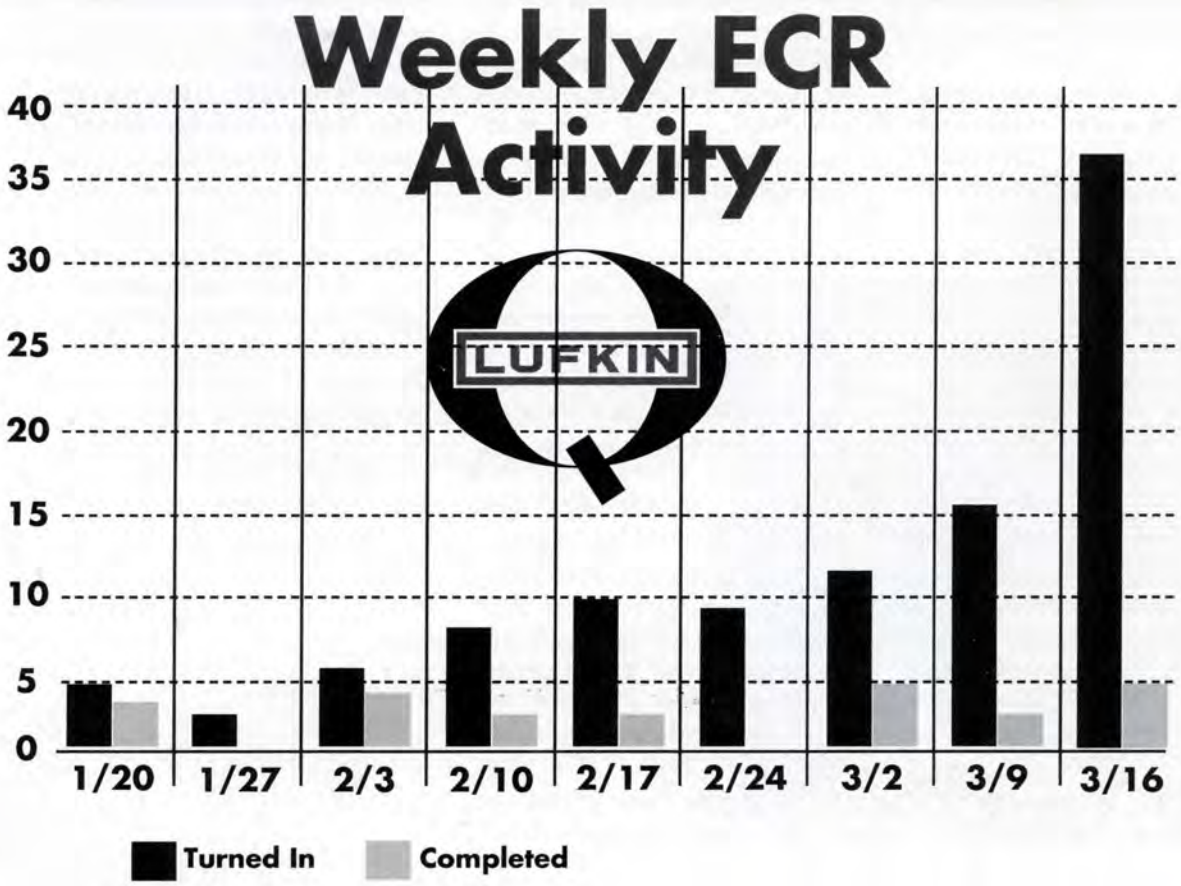
At the front of each section will be a *highlight* page. This page gives a *quick reference* to the more detailed information found in the following pages of the section.

Sample forms will be included in each section.

As changes occur in LUFKIN's benefits, the changes will be given to all employees with instructions on how to update their own manual. This way every employee will have up-to-the-minute information on every benefit.

The Benefits Manual will include the following information:

- Group Medical
- Group Life
- L.T. D. (for salaried employees)
- Pension
- Healthcare Plus
- Other Information
  - -Vacation
  - -Holidays
  - -Credit Union
  - -Long-term Illness Policy
  - -Service Awards
  - -LUFKIN Scholarships
  - -Tuition Aid
  - -Employee Assistance Program
  - -LUFKIN University
  - -Direct Deposit
  - -Quality Awards



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lifestyles



James (left) and Kevin Davis (right), both employees of Lufkin Industries, have logged thousands of miles bicycling around East Texas.

The term *bicycling* brings to mind lazy spring afternoons... leisurely pedaling around tree-shaded avenues... gentle breezes... a bicycle built for two... fond childhood memories... 100 miles... 113 degrees! Wait a minute... that doesn't fit the picture.

Don't tell James Davis and his sons, Kevin, 22, and Gary, 16. A *leisurely* ride for these fellows might well be over 30 miles with the temperatures ranging from cold to cool to hot.

Their interest in riding, ***really*** riding, began some 10 years ago when Kevin wanted to enter a BMX (bicycle moto cross) race. "He wanted to do it so badly," James remembers, "he offered to pay the entry fee.

"So I figured it would be a one-time thing. He won first place in his age bracket and got a $400 racing bike; we haven't stopped riding since."

Both Gary and Kevin became deeply involved in the BMX racing and were successful enough to gain sponsorships. They raced all over the country, according to James.

"We raced in Indiana, Mississippi, Louisiana, Oklahoma and of course, Texas.

"Both boys placed high in state championships in Texas and Gary won the Mississippi championship."

But, after a while that thrill died down and the bicycling trio changed bicycle types and moved into distance riding.

The Davis family has competed in various distance racing, including the *Hotter - N- Hell 100* event in Wichita Falls when the temperature was 113 degrees. For the most part now the competition is against *self*.

Today James refers to his riding as, "almost an addiction. I can't wait to get home at the end of the day and get on my bike.

"Riding relieves the day's tensions. Riding takes you away from everyday things and reduces stress levels."

The *family outing* aspect of their riding doesn't occur as often anymore since Kevin works on the 2nd shift in the machine shop and Gary is busy with high school activities. But, James rides everyday. Kevin works out one day at a local fitness center and rides the following day. And, Gary rides when he can.

A leisurely ride around the neighborhood? Not for the Davis clan. Don't blink or they will be in the next county.

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APRIL anniversaries

ACCOUNTING
John Cantrell 18
Tim Coker 16
Art Lozano 12
Sara Callahan 10
Roger Williams 30
Benny Wilson 26
A Whisenant Jr 20
Martin Walden 17
Alfonso Compean 17
Mike Cauble 3

CANADA
Tan Nguyen 11
Katherine Schurek 7
Balnarine Kurkut 4
Sonny Hong 2

CORPORATE
Wayland Quisenberry 5

FABRICATION
Smith Malone Jr 30
Ray Montgomery 14
Roy Traweek 13
Margaret Sowell 13
Brent Husband 13
Bill Bardwell 12
Garland Davis 1
Billy Nash 1

FOUNDRY
Jim Singletary 40
Eddie Sowell 30
Leon Denning 28
Samuel Johnson, Jr. 20
Lester Gilder 20
Johnny Miller 19
Dudley Flenoy 16
Loy Williams 15
Jimmie Suell 15
Nancy Ballenger 13
Jose Garcia 13
Thomas Brewer, Jr 12
Stephen Reynolds 11
Jay Schwartz 7
Roman Cardenas 5
Guadalupe Luna 5
Robert Drouet 5
Vickie Oates 5
Juan Bermea, Jr. 5
Florentino Lopez 5
Aurelio Castillo 5
Zeferino Cruz 5
Esteban Garcia 5
Juan Hernandez 5
Grose Kiel 5
Raimundo Luna 5
Carl Russell 5
Raul Castillo 4
Luther Carlin 2
Douglas Dolan 1
Rumaldo Rojo 1
Antonio Bravo 1
Jose Garcia 1
Juan Garcia 1
Nolberto Luna 1
Cyrus Paulus 1
Esteban Solis 1
Martin Deleon 1
Jose Fajardo 1
Ray Mayo 1
Jose Ramos 1

GEAR REPAIR
William McCalister ... 27
David Jinkins 26
Cathy Salagaj 14
Steven Carlin 13
William Poe 13

GEAR SALES
Inocencio Reyes 15
Lorraine Gregory 14

F.Y.I.

* **LUFKIN's Safety & Health Coordinators** have spent a week at the OSHA Training Institute in Des Plaines, Ill, undergoing compliance training.

Cecil Primrose, Machine Shop, Wayne Ashby, Fabrication, and Danny Melton, Foundry, attended this intense week-long training session to give them the knowledges and skills necessary in the ever-changing world of OSHA compliance.

* **Over 300 LUFKIN employees** and family members have signed up for the Walking Challenge.

Each group was asked to come up with a team name and, as you can see in the following list, they came up with some innovative ones:

Engineering ..... Engineering Energizers
Machine Shop ..... Shavings-in-the-Shoe Gang
Gear Repair ..... Repair Stumpers
Fabrication ..... Walking Beams
Old Main Office ..... Old Main Milers
Personnel ..... Hire 'em Walkers
Ellis Avenue Office ..... Red Hot Pepper Steppers
Corporate ..... Corporate Strutters
Trailer ..... Trailer Trotters
Foundry ..... Foundry Walk-&-Rollers

There is still time to sign up. If you have any questions, call Susan McCulley at Ext. 3573.

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Damaris Trinta.....1

INDUSTRIAL SUPPLIES

Dawn Cirillo.....5
Sammy Read.....5

MACHINE SHOP

Gordon Thomas.....30
Leroy Garner.....29
Leslie Durham.....27
Darvin Dominey.....27
James Eddings.....26
Doyle Robertson 25
Donald Smith 24
James Pate.....22
Don Allen 20
Michael Doss 19
Bobby Smith.....18
Dal Johnson 18
Edgar Ditsworth Jr.....17
Donald Jackson 15
Temple Farr.....15
Larry Jackson.....14
Tom Spencer 14
Michael Burley 13
Gary Reppond 13
Albert Larabell.....13
Coy Taylor.....12
Steve Whitaker.....12
Roy Williams.....12
Jerold Runnels 12
Carl Phillips.....11
Darvin Dominey, Jr.....5
Caroll Benge.....5
Linda Dunn 5
Onetta Hamilton 5
Floyd Jacks, Jr. 5
David Palmer 5
Oran Calmese, Jr.....5
David Holley 5
Robby Malone.....5
Carolyn Robinson 5
James Windham.....5
Jeffery Yount 5
Jose Morales 5
Randy Baker 5
Virgil Berwick.....5
Jack Alexander.....4
Curtis Smith.....4
Jerry Bowers.....4
Sherman Snelson 4
Leandro Horta 4
William Brown 4
John Dykes.....4
Larry Mayo 3
William Farrior.....1
Timothy Bailey.....1
John Boulware.....1
James Shires, Jr. 1
Scotty Stilson.....1
Karen Byndom.....1
Roy Patterson 1

PERSONNEL

Mozell Darden 2

PUMPING UNIT SALES

Lee Stevens 30
Gary Seaton 26
Mary Phillips 12
Julie Jacobs.....10
Duane Pritzel.....8

TRAILER

Jerry Swearingen 24
Prentice Brooks.....20
Ewell Jackson 19
Linley Ham.....18
Sue Massingill.....16
Tommie Fox 15
Anthony Niosi 15
John Oliver 13
Stephen Jayroe.....8
Charles Mettlen 5

TRAILER BRANCHES

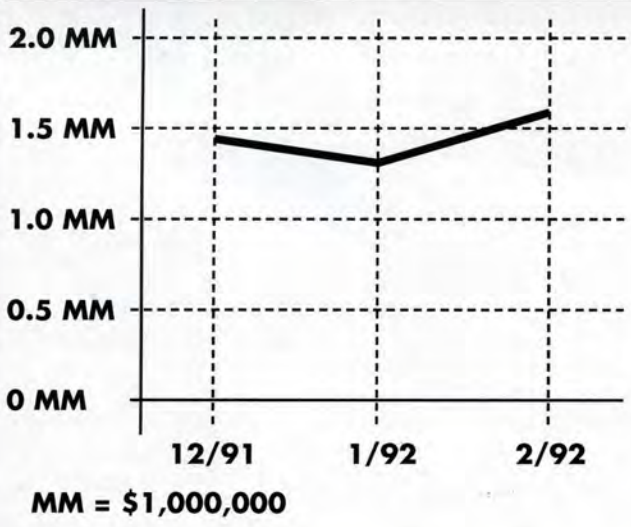
Johnny Rhodes.....20
James Holton.....19
Walter Shaw.....16
Louise Boyles.....16
John Myrick, Jr. 6
Charles Lyons.....5
Guadalupe Lozano 4
Randall Riche 2
Chris Watts.....2

*

GROUP MEDICAL FUNDS THRU 2/92

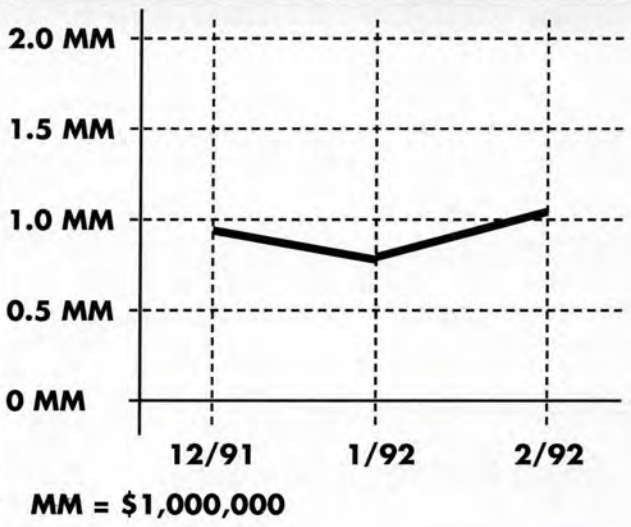
•The end-of-year totals (12/91) for both groups showed positive balances. Each group showed a decrease in funds in January, but both rebounded very well in February.

HOURLY



MM = $1,000,000

SALARIED

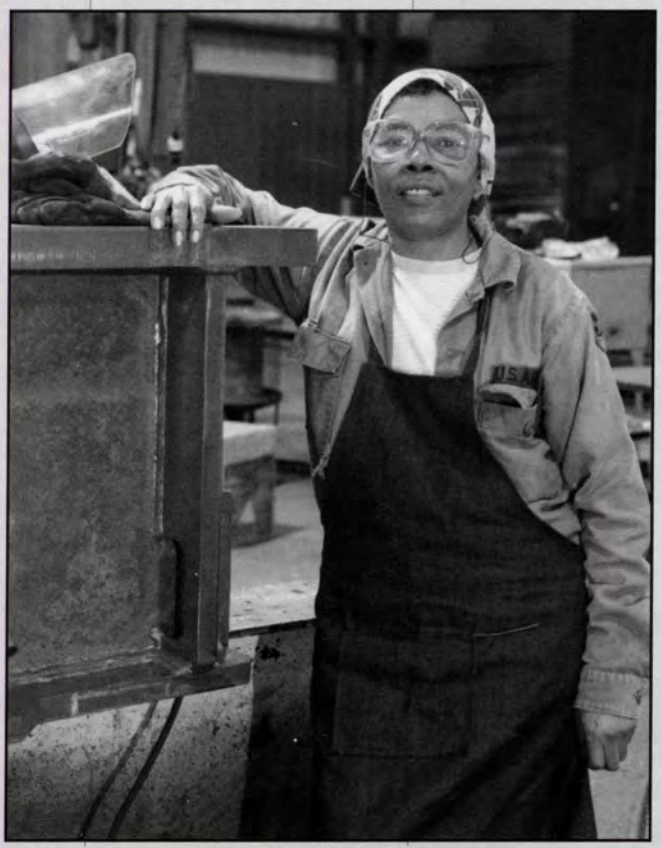


MM = $1,000,000

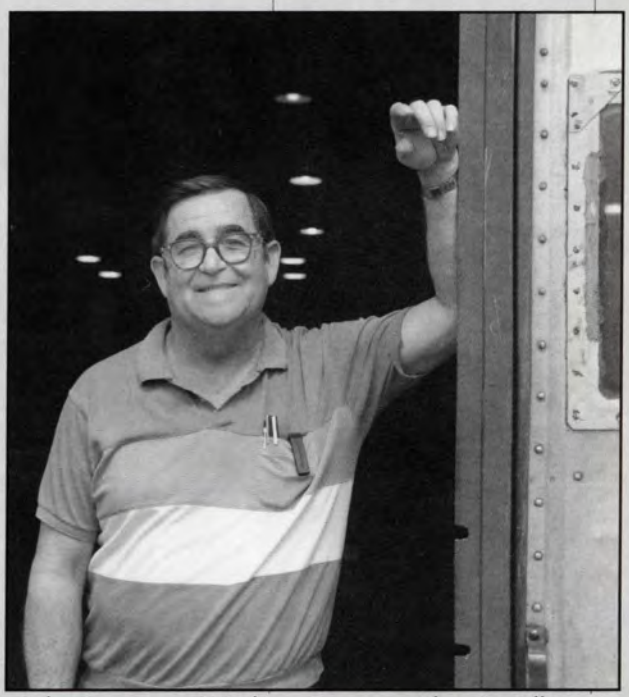
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Heavy Weldment



John Freeman, Working Foreman Elect Installation
Machine Shop



Tim Johnson, Utility Maintenance A
Machine Shop

Michael Mark, Editor

Viron Barbay, Senior Photographer

Diane Baker, Writer