



# Developing Leaders

January 2007 Session 4

Issue 4



## Business & Economics

Tioga County's *Community Leadership Program (CLP)* Class of 2007 met in Lawrenceville, PA.

The group assembled at the guard shack outside the ACP (Automotive Cast Products) and WARDFLEX facilities. Many wondered what really goes on inside these facilities. The group looked forward to learning more about the manufacturing facility and how it affects our environment, our communities and the surrounding areas of Tioga County.

After an introduction of the facility by Bill Williams, Vice President of Human Resources, we were introduced to Bob Harter, Vice President of Manufacturing for ACP. Bob gave a very energetic presentation about what is produced at the facility. We received a broad knowledge and understanding on the global impact this facility has within our community.

We learned through an informative presentation that they make several parts for various automobiles. Such as: Honda Pilot/Odyssey/Accord/Civic, Acura TL/Ridgeline/MDX, Subaru Legacy/Wagon/Outback/Tribeca, Ford Escapes/Fusion/Australia Falcon, Mazda Tribute/Masda6, Mercury Mariner, Mitsubishi Galant/Eclipse/Endeavor, Jeep Liberty, Dodge Nitro and New BMW X5 just to name a few. As you drive around Tioga county look around and you will be able to see a hands on impact the company has on our Global community and market.



Tioga County Development Corporation

Significant amounts of time are spent on Product Development Flow, Process Flow throughout the part to shipping process. With quality number one in every step of the process. Realizing that some of the major challenges are that the customer is the number one focus, keeping the employees involved throughout the process, competing with our Competitors Globally, maintaining our productivity to keep costs down yet still marketable and cost competitive.

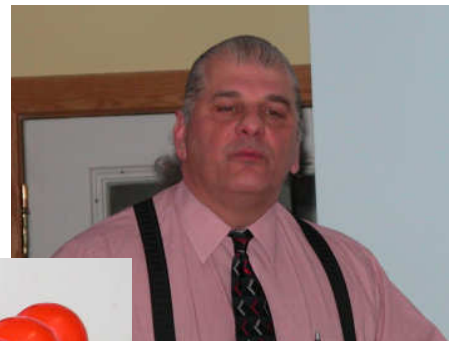
“ACP Production System will foster an environment where continuous improvement efforts, in **SAFETY, QUALITY, COST, DELIVERY** and **CREATIVITY**, are encouraged through the participation of ALL employees.” This is the ACP PS Mission Statement that helps guide them where they want to be.

Safety is consistently mentioned and recognized throughout the facility getting everyone involved, with recognition and rewards to further enhance the safety culture they consistently strive to maintain.

Several tools and processes are used to assist in eliminating and reducing their waste to include but not limited to: Value Stream Map, 7S, Visual Factory, TPM, SMED, Kaizen, Poke Yoke, Single piece flow and Cell design.

With the help from his staff we learned more about Lean manufacturing within ACP and what it means. Andy Franks the Quality Assurance Management discussed the 8<sup>th</sup> habit and defined “What is lean”.

Next, Carl Hutchinson provided information on the journey of how they got there. Many methods are used to develop the philosophy to get on the right track using the ACP PS Tools of 7S, TPM, Process Mapping, Kaizen, SMED, Visual Factors just to name a few. Some of these process and ways of thinking will work in our own business environment to help us to work more efficiently and become a “Lean Thinker”.



## Assignment Focuses on Tioga County Businesses

As the topic of Session 4 was **Business and Economics**, each participant conducted a personal on-site interview with a business not in their industry and received a tour of the facility. Everyone wrote a summary of the business and then presented a short speech on their interview. The businesses were chosen based on a variety of reasons, most because the participant wanted to learn more about something they knew little about. Businesses ranged from small, family owned to larger manufacturing plants.

The following were the businesses and individuals that shared with participants:

Marzo Beer Distributors Inc	Elkland	Joe Marzo
Liberty Exxon	Liberty	Gurie Sandhoo
Covington Country Market	Covington	Don Clark
Dietrich's Milk Products Inc	Middlebury Center	Alan Sauter
Kuhl's Flowers and Gifts	Mansfield	Joe Kuhl & Deb Young
Indigo Wireless	Mansfield	Linda Blaszc
Metalkraft	Wellsboro	Glenn Poirer
Coolidge Farm	Wellsboro	Erick Coolidge
Rotsell's Family Restaurant II	Tioga	Tom & Cheryl Rotsell
Crawford's Print Shop	Elkland	Adam Crawford
HN Automotive Inc	Wellsboro	Mark Janelli
Peggy's Candies & Gifts	Wellsboro	Kent Chilson
Draper's Super Bee Apiaries	Millerton	Royal Draper
Endless Mountain Transportation Authority	Covington	John & Harold Shaw
Dynamark Security Systems		Harold Reisinger

The *CLP* Class of 2007 would like to thank all of these individuals for taking the time to share their knowledge, their businesses and the challenges that they face with us. From family owned businesses, new to multi-generational businesses to manufacturing businesses we were able to learn about the local, state, national and global economic impact that Tioga County has.



Can you guess the  
mystery object?



## Youth Leadership Program - 2007 Future Graduate

Cassandra (Cassie) Banik is a current participant in the *Youth Leadership Program (YLP)*. Cassie attends Wellsboro High School and is involved in many activities including various types of dance, student council officer and member, 4-H, church youth group and she is the junior school board student representative. Cassie feels that it is an honor to be a part of the *Youth Leadership Program*, because she was selected based on merit alone. She was excited to know that she would be meeting interesting people and visiting interesting places in the program. One of the most important things that Cassie has learned about so far was from a session about the concept of time management. She found the information helpful because she is involved in so many activities. When asked how she thought the program would help her in the future Cassie responded by saying "This program has shown and will continue to show me possible occupations that I could go into after high school. This may possibly help me decide which college to attend and what occupation to pursue." Cassie has demonstrated leadership in the activities that she has been involved in and we can count on her to be involved in her community in the future.



## CLP Class of 2003 Alumni

Brett Kennedy is a alumni from the class of 2003, the very first *CLP* class. Brett is currently employed by Citizens & Northern where he is the Tioga Branch Manager and Assistant Vice President. He is currently married with four children and currently resides in Wellsboro, PA.

Brett was asked what the most important thing was that he learned from the *CLP*, and his response was the diversity in Tioga County. The county has plenty of economic opportunities to be taken advantage of. He had not realized just how much really went on in the county until he learned about it in the Leadership Program.

Some of the benefits that Brett has gained from *CLP* are confidence in himself and networking. He has used these attributes to become more community oriented. He is currently involved in the Tioga/ Lawrenceville Revitalization Committee and a treasurer of his church. His involvement with the Revitalization Committee was directly related to the *Community Leadership Program*.

## Larson Design Group Implements New Brand and Position Process

Tioga County is part of Larson Design Group's community. We have valuable relationships with clients in Tioga County and we have employees that live there. It is vital that we continue to strengthen the connections between our clients, employees, and the communities in which we do business. Leadership Tioga County is a great way to make these connections work. Larson Design Group has participated for many years and we look forward to supporting the program in the future.

Larson Design Group, a firm supplying professional services in the fields of architecture, engineering, and survey, has implemented a new brand and position process. This process was last completed in 1993 when the firm was established.

The result of the brand component of the process is a comprehensive change of the Larson Design Group brand, tag line, marketing materials, website, signage, employee apparel, and vehicle identification for all operations. Changes are currently underway and will be completed by the end of January. The firm is headquartered in Williamsport and has offices in Bloomsburg, PA, Corning, NY, and Selinsgrove, PA.

The result of the position component of the process is a clearer definition of the value that Larson Design Group offers to existing clients, new clients, and the communities that the firm does business in.

The brand and position process is the outcome of a diligent analysis undertaken during 2006. During this time research was conducted with existing clients, potential clients, design firms, and Larson Design Group employees. In early 2006, the firm discovered that the perceptions and experiences of these groups while similar were not totally aligned. Larson Design Group's Marketing Department and Executive Management Team worked together to complete the process by achieving optimal alignment. The Larson Design Group Board of Directors approved full implementation in November 2006.

The branding and positioning process has helped the firm understand and channel these key characteristics of Larson Design Group:

- The integrity and capability of our staff.
- The responsibility culture that is unique to an employee-owned firm.
- The trusting relationships we have with our clients.
- Our growing commitment to community stewardship.
- Our depth of project experience.
- Our ability to meet and exceed the clients' expectations.
- Our desire to honor the history of our firm and our clients.



Larson Design Group  
Your Vision. Made Real.

Keith Kuzio, P.E., President/CEO of Larson Design Group said: "As a firm we are proud of our employees. We are grateful for the feedback and talent-sharing we have with our clients. The involvement of these two groups in our branding and positioning process has been invaluable. Our firm [has improved as it has grown. Our clients and staff made that happen. The branding and positioning process allowed us to understand, through the eyes of our clients and staff, what we are and what we can become. In the end, we just became more clearly Larson Design Group.](#) Larson Design Group is a 100% employee-owned design firm. The firm offers professional services in the areas of architecture, engineering, and survey. Larson Design Group has over 160 employees."

# Word Scramble Puzzle

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Unscramble each of the clue words.  
Copy the letters in the numbered cells to other cells with the same number.

**Another reminder to mark  
your calendars for  
Thursday March 22, 2007!!**

It is time again for the *Community Leadership Program's* Annual Recruitment Mixer

Time: 6:00 p.m.  
Location: Gmeiner Arts & Cultural Center

It will be a very entertaining and informative evening for all who attend.



The *Tioga County Development Corporation Leadership Tioga County Youth Leadership Program Class of 2007* participated in Session 4 **Teens & The Law** on January 9, 2007. Session 4 was sponsored by the Tioga County Probation Office, held at the Tioga County Court House in Wellsboro and coordinated by James Weiskopff, Tioga County Probation. Students participated in an unscripted mock trial regarding a DUI Stop and received tours of the Court System Offices and the Tioga County Prison. Pictured are members of The *Youth Leadership Class of 2007 Team 4 Creative Kids Among Junior Leaders* who participated in the mock trial: (back row) Patrick Albor, North Penn High School; Katie Bastian, Mansfield High School; the Honorable Judge Robert E. Dalton Jr. (Front Row) Ann Marie Nasek, Defense Attorney; Cynthia Wilbur, Williamson High School; Lacy Young, Wellsboro High School; Jessica Palmer-Bacon, Wellsboro High School and George Wheeler, Assistant District Attorney.

Session 5 **Communication, Arts & Entertainment** will be held at the Gmeiner Art & Cultural Center on Wednesday, February 7, 2007.