

## \$100 to \$1,000—Team Member Recruitments — \$100 to \$1,000

Great Team Members recruiting Great New Team Members  
The following have been paid for recruiting 4M Team Members.

Ask how you can get paid for your referrals!

This period's recruiting bonuses: **\$3,450**

Steve Allen	\$100	Mc Condichie, John	\$50	Panameno, Luis	\$50
Crain, Steven	\$50	Spencer, Angela	\$50	Selimovic, Sumera	\$50
Warford, Carrie	\$1,000	Henry, Bessie	\$50	Bhattarai, Palag	\$50
Goodson, Jonathon	\$50	Jones, Johnathan	\$50	Ward, Crystal	\$50
GRANT, SHARON	\$100	Owens Jr, Clinton	\$50	Mills, Chenika	\$50
Smith, Bridget	\$50	Hixenbaugh, Mark	\$50	Parodi, Mirna	\$50
Azizi, Ylber	\$50	Bennett, Alan	\$50	Tomicic, Dragan	\$50
Bethany, Melvin	\$50	Copeland, John	\$50	Colchado, Liliana	\$50
Barksdale, Kennel	\$50	Collins, Sharon	\$50	Carbonell, Anais	\$50
Pineda, Julio	\$50	Hines Jr., Willis	\$50	Miguel, Juanita	\$50
Halilovic, Minela	\$100	Ganevic, Ibrahim	\$50	Riviezzo, Dana	\$50
Dickson, David	\$50	Clarke, Sandra	\$50	Morales, Idalmis	\$50
Simmons, Flora	\$50	Pappy, Kathryn	\$50	Rivera, Santos	\$50
Mora, Veronica	\$50	Campbell III, Scott	\$50	Perez, Manuel	\$50
Walker, Jody	\$50	Denmark III, Aaron	\$100	Acevedo, Victor	\$50
Williams, Alcurtis	\$50	James, Stanley	\$50		

Issue

06

July—August  
2009

# MMMM Pathways

## highlights in this issue

**4M Proudly Announces CIMS Certification P. 1**

**Team Member Recognition P. 4**

**4M Brings DayPath™ To It's Clients P. 2**

**GREENGUARD™ & Lean Mgr. Certification P. 5**

**Betty Lucille Cromer Scholarship Winner P. 3**

**Safety Tip - Stop, Think and Act P. 7**

## 4M Proudly Announces We Are CIMS

### CERTIFIED WITH HONORS!

### "Your key to best business practices"



To achieve such certification, Mitch Murch's Maintenance Management Co. (4M) underwent a comprehensive assessment of its management structure and operations by an independent, accredited CIMS assessor. 4M successfully demonstrated a commitment to the delivery of consistent, quality services designed to meet customer needs and expectations. CIMS is comparable to ISO 9000 certification, specifically for our industry and it took two years to go through the preparation and certification process. We are one of only a few contract cleaning companies in the world to earn the CIMS Certification with HONORS.

### **How does 4M's Cleaning Industry Management Standard (CIMS) Certification with HONORS benefit our clients?**

- ◆ It ensures that 4M's entire organization (people - managers and technicians; products; cleaning procedures) has been audited by an independent 3rd party organization and certified to be a customer-focused organization with documented systems and procedures in place.

- ◆ CIMS focuses on the following management best practices that ensures our customers consistent measureable quality results:

- Quality Systems
- Service Delivery
- Human Services
- Health, Safety and Environmental Stewardship
- Management Commitment

- ◆ CIMS enables 4M to reduce costs associated with poor efficiency and service.
- ◆ CIMS ensures that 4M's business model provides our customers with tremendous sustainable value which results in long-term mutually beneficial partnerships.
- ◆ CIMS ensures that 4M has the flexibility to meet customer demands in an ever changing economy.



# MMMM

4M—Mitch Murch's Maintenance Management  
*Outstanding Results. It's That Simple*

2827 Clark Avenue  
St. Louis, MO  
63103  
314.535.2100 ph  
314.535.2218 fax  
www.4-m.com

PRST STD  
U.S. POSTAGE  
PAID  
ST. LOUIS, MO.  
PERMIT NO. 3252



printed on 100%  
recycled paper

CLEANPATH® QUALITYPATH® HIREPATH® SAFEPATH® GREENPATH® DAYPATH®

## 4M's Vision

To be the absolute Best Facilities Services Provider

## 4M's Mission Statement

*"To provide world class, innovative facilities support services to world class partners with energy, enthusiasm and excitement while exceeding expectations for safety, quality, value and integrity."*

## 4M Anniversaries

### 5 Years

Christie Bridges  
Peter Saypoh  
Pedro Rodriguez  
William Moses  
Larry Ivy  
George Thompson  
Darlene Williams  
Sandra Edmonds

### 6 Years

Clarence Barnett  
Lloyd Barnes  
Carlos Bass  
Darrell Conway  
Curtis Smith  
Mary Franklin  
Tomas Raygoza

### 7 Years

Willie Lathan  
Tom Jeffery  
Tommy Hall  
Hernan Segura

### 8 Years

Eddie Marshall

### 9 Years

Renee Richard  
Terrence Polk  
Jesse Dove Sr.  
Barry Santens  
Leroy Preston  
Edward Berry

### 11 Years

Ballad Cook

## 4M Brings Innovative DayPath™ to Its Clients!

4M is continually looking for ways to bring innovative and leading edge technology to our Customers. "Day Cleaning" is becoming very recognizable throughout the U.S. as a means to not only reduce cost, but also reduce your environmental footprint. As with the other innovative "Path" programs in 4M's arsenal, we are proud to be on the leading edge of Day Cleaning. We currently utilize our customized DayPath™ program at over 20% of our client facilities and the number is growing. It has been our experience that we can **save** our customers between **8-12%** over normal nighttime cleaning programs and another **4-8%** on energy consumption by converting to our DayPath™ system. Higher savings can be achieved dependant upon existing Day staffing coverage.

There are obvious questions concerning Day Cleaning that always will come up. Following are but a sampling of those questions:

- (1) **How does this impact my daily operations?** The 4M janitorial teams are specifically trained to operate around your schedules and processes. There is little to NO disruption to your work day.
- (2) **(2) What exactly do they clean?** Like night cleaning, 4M performs all the tasks required to clean the facility during the day (vacuum, dust, trash). Utilizing specifications and CAD drawings of your facility, 4M's engineering team develops site-specific detailed cleaning schedules by task and location. These schedules are provided to all the customers employees to understand the expectation of when and what will be cleaned in advance.
- (3) **(3) Vacuums are loud – How is vacuuming performed?** The 4M janitorial teams utilize small cordless vacuums to clean areas that need attention as they move through each area. Detail vacuuming with special "quiet vacs" are done closer to the end of the day or between 5 and 6pm in most areas.

- (4) **What if I don't want them to clean?** 4M has a "wave off" policy whereby you can simply dismiss the team. They will make a note and come back at a later time or next business day. Team work develops between 4M and our customers.
- (5) **When will they clean the restrooms?** Each restroom will be closed once per day for at least 20-30 minutes to complete a detailed cleaning. Schedules will be communicated.

As you can see by some of the above frequently asked questions, careful planning, communication and execution are critical to the success of 4M's revolutionary DayPath™ system. The key to day cleaning is creating an environment or cultural change that embraces the idea of "teamwork and partnership" between 4M and our clients. When this occurs, it is an unbeatable combination.

Keeping with the 4M vision of being the "absolute best" facilities services provider in the country, and building impeccable partnerships with our clients, 4M's DayPath™ program might be the perfect solution for sustainability goals in today's challenging times. While it's not the answer for all facilities, when properly executed with finite planning and communications, it is a win/win situation for most corporate environments.

There are absolutely zero negatives with Day Cleaning...Only all positive benefits. We are even performing day cleaning in numerous multi tenant buildings with great success!

Please give us an opportunity to discuss this with you for your benefit.



## SAFETY TIP OF THE MONTH STOP, THINK, ACT

This year, we have had a number of workplace injuries associated with Team Members not paying attention to their work or not being aware of their work environment. Most of these were fairly minor, but they all indicate that our Team Member did not have a clear focus on his or her task or work environment and the hidden hazards that may be present. For example, consider the following incidents that all occurred within the past few months:

- ◆ Mopping and bumped a large hook hanging on wall which fell and struck left side of head over eye (Unseen hazard)
- ◆ Stuck hand under bar to see if there was any trash and right hand got cut by a piece of glass (Unseen hazard)
- ◆ Mopping restroom cut two fingers on sanitary dispenser (Unseen hazard)
- ◆ Putting tissue in restroom and hit head on the hinge of the towel dispenser (not paying attention to work environment)
- ◆ Was talking and when she turned around fell over 2 buckets (not paying attention to work environment)
- ◆ Emptying trash and hit head on shelf (not paying attention to work environment)
- ◆ Cleaning a table and bent down to pick up something and bumped head on a table (not paying attention to work environment)

What do all of these incidents have in common? The Team Member was either not paying attention to the task detail or did not fully appreciate the hidden hazards around him or her. Loss of focus on the work task is one of the leading contributing causes to many debilitating workplace injuries. Please be watchful of the task at hand, regardless of how minor you may think it is. Also, please practice 360° teamwork and be watchful of your coworker's safety. Always remember to think, before you act: **STOP, THINK, ACT (S-T-A)**.

### SAFETY PAYS AT 4M!

**Safety Share Winners: All winners receive a \$50 gift card to Wal-Mart.**

**May Winners:** Irene Garcia, Sedrick Brown, Zareon Anthony, Robert Whitelton, Joran Urrutia, Munira Ibrahimovic

**June Winners:** John Elmore, Janie Jones, Peggy Chestney, Pamela Berry, Natalie Nichols, Ana Ramos, Darrell, Beverly Grayson, Gladys Sosa

**July Winners:** Bill Crouse, Gary Gernentez, Tia Smith, Debbie Swake, Maria Gonzalez, Beverly Grayson, Dian Seymour, Kevin Pineda

**All Safety Bingo categories will have DOUBLE the regular winnings. Full card could pay out \$4,000 - \$8,000 (as opposed to \$2,000 - \$4,000), depending on how long the game goes! All other categories doubled also! (Vertical, Horizontal, Diagonal, Big M, Big Z, Big X).**

**Safety BINGO Winners: Winners receive \$75 and potentially up to \$8,000 per game and up to \$34,000 paid out per year.**

**May Winners:** John Droney, David Dickson, Dusty Cantrell, Edwinia Goe, Anthony Scott, Teresa Charles, Marionett Carter

**June Winners:** Barbara Britten, Sabia Ganevic, Jagdeo Sukraj,

**July Winners:** David Dickson, Kenny Vogles, David Pieratt, Rose Ann Salerno, Juan Lorenza, Anthony Scott, Jeana DeLaurentis, Edwinia Goe, Jason Dotson, Antonie Johnson, Marionett Carter, Bruce Brooks, Mildred Quinney, David Ash

**4M proudly paid out \$13,500 in Safety Bingo winnings to Team Members from June to July.**



## Baseball All-Star Game Recap



4M's biggest challenge for the 2009 baseball season was the All Star Week which was held in St. Louis this year. It has been 43 years since St. Louis had the prestigious honor of hosting the All Star Event. This major event included "The Home Run Derby", "The Celebrity Softball game", and the premier "ALL STAR game".

Steve Allen expressed how very proud of **Ray Allen, Tim Grebe, Steve Crain, Tim Moore, Tony King** and all the hard working staff at Busch Stadium, for stepping up to the plate and handling the challenge of 25 tons of garbage. Each and every one of them deserves a truly All Star round of applause.

We also need to send a **BIG THANK YOU** to all the **4M Team Members** who gave their time to work long days and nights to make this a true 4M Team success story. The Cardinal staff expressed their gratitude for the great team work and effort they witnessed during the entire All Star Week.

**WAY TO GO 4M TEAM!**

## 4M Proudly Announces New Accounts

- Assurant
- Valero Energy
- Springfield Clinic—Taylorville
- Nielsen Media Research Center
- Stowers Institute

*"The greater the loyalty of a group toward the group, the greater is the motivation among the members to achieve the goals of the group, and the greater the probability that the group will achieve its goals."*

Rensis Likert

*"Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results."*

Andrew Carnegie

## There is Nothing More Gratifying than a Satisfied 4M Customer!

*4M's objective is to make the best effort to insure complete satisfaction at all times. Following are some of the many compliments received since the last newsletter from customers who took the time to share their positive experiences of outstanding service*

### Lexmark - Chris Clifton and Maria Gonzalez, Supervisors

Linda Jennings with Lexmark emailed: "I wanted you to know that Chris Clifton, the new Supervisor, in our area introduced himself to me this morning, and brought over Maria Gonzalez so I could meet her as well (as she's his back-up); advised us why they couldn't vacuum our area when they normally do, and then did vacuum our common area so that we looked presentable. They were both very proactive and helpful -- we've agreed to give them access to our suite (just the two Supervisors) during off hours so they can vacuum up our common areas, though we'll have to call them on occasion for my office. They are both great and very proactive. A real pleasure to work with. Thanks for making the change in the leadership for this area -- it's making a difference already."

### Springfield Clinic, Taylorville, IL - Tim Moore, Tom Conway, Kirk Berner and Start up Crew

Joseph Feagans from Springfield Clinic commented, "Tim, just wanted to say what a great job you and all the crew did to help us get ready to open the Taylorville facility. I could not believe how you all went above and beyond your responsibilities to make us at the facility look good and make our employees happy. You all at 4M continue to thrive and out do yourselves each and every time. From finding a great crew, excellent day porter, and just staying on top of things with the short notice we give you; I still can't believe what a great job you all did to get us ready to open for business and the wonderful thought Tom Conway and Kirk Berner did with having pizza for the clinic employees one night, and coffee and doughnuts for all of us the morning of the move.

Please pass this along to all your staff that contributed to our efforts to get us up and going at our Taylorville facility. I CAN'T express my thanks enough for their wonderful hard work, and they NEVER got upset or had an unkind word to say through the whole ordeal.

Your staff deserves a whole lot more than I can express, but THANK YOU ALL."

### Boston Scientific - 4M Team

Mike Darling from Boston Scientific stated the following: "I wanted to commend the 4M Team for there quick and professional response to BSC's recent power outage. Though we had a few small glitches I feel the cleaning crew responded very well for their first, real crisis. Thank you for your willingness to work the long hours it took for production to start back up smoothly this morning. Well done 4M Team! "

### Eli Lilly - Gloribell Rodriguez, Team Member

Sharri Sanders from Eli Lilly commented: " I wanted to let you know that several of the 12/3 people have commented on how pleased they are with the new cleaning lady, Gloribell Rodriguez. She has been doing a fantastic job!!!! Please share this feedback with those you think are appropriate...particularly Gloribell. Many thanks for sending us such a HARD worker."

## The Betty Lucille Cromer 4M \$1,000 Scholarship Announces Todd Wilkins as 2009 Winner!

We are very proud to announce our annual recipient, **Todd Wilkins**. Following, is a brief quote of who Todd Wilkins is and what a great 4M Team Member he is. "He comes from a family of 3 sons; he is the oldest and a role model to his brothers. He was a straight A student all through high school and was the quarterback of his high school football team.

While currently attending college, he still maintains his A status, while assistant coaching his high school football team and working for 4M a few hours each week and full time in the summer.

During the time Todd has worked at 4M, he has helped in so many capacities, (helping in the warehouse, personnel, payroll, safety, budgets, CPRs, Airclic, emergency cleanup, job startups, proposals, etc.) Todd is so reliable no matter what project we give him and he always has a smile (even if he is emptying the trash or dumpster diving!) **-Sharon Grant CONGRATULATIONS Todd** and all the other worthy applicants.

## Message from Tim M. Murch, CBSE, President



I am very pleased and proud to share with every Team Member of the 4M family that many incredibly great, progressive things continue to happen throughout 4M.

We recently achieved the CIMS (Certified Industry Management Standard) Certification with **HONORS!** 4M is one of only a handful of contract service providers in the world that has earned this cherished industry specific certification. This continues to demonstrate 4M's commitment to be the absolute best facilities services provider.

Congratulations to every 4M Team Member on being a big part of achieving this prestigious CIMS certification; with special recognition to Bill Crouch, CBSE, Vice President of Compliance and Training, who led the CIMS certification effort over the past two years.

We also launched our 4M SafePath Certified Manager Program Certification that every 4M manager will attain after a specialized custom training program completion and a detailed examination; along with specific ongoing criteria to achieve and maintain the certification. You will be seeing everyone who earns this special 4M SafePath Manager Certification from Tom Covilli, Vice President of Safety and Risk Management.

In mid May, we converted our customized CQI (Continuous Quality Improvement) QualityPath Vektr system to the new AirClic system. We developed a customized "real time" measurable quality system with Airclic, specific only to 4M, that is without a question "the" leading quality system in our industry today. I am very excited to share that every single 4M account is inspected with scheduled frequencies by multi levels of 4M operations management.

The sales team continues to move 4M forward to our vision growth goals with exciting, new accounts in San Antonio, Texas with the Valero account; Stowers Institute in Kansas City, in Miami with the Assurant account; Nielsen Media Research Center in Oldsmar, FL; and an additional Springfield Clinic in Taylorville, IL.

Team Member turnover at 4M is at an all time low. The economy has something to do with this, but all of our numerous generous and progressive incentive, reward, bonus, and recognition programs continue to make the difference in 4M's industry leading low turnover. This translates into 4M being the absolute best company to work for with stable, long term Team Members, resulting in a consistently improving level of quality service for all our customers.

Day Cleaning, which is branded 4M DayPath, is taking off with incredible success throughout the company. To date, we have over 10 million square feet cleaned on our DayPath system with customers such as Eli Lilly Headquarters, Jones Lang LaSalle, Pratt & Whitney, Sikorsky Aircraft, Cordis, Magellan Healthcare, Valero and most recently Liberty Properties which is one of the first multi tenant portfolios in the country to be day cleaned. There are zero negatives and numerous benefits to day cleaning with the proven 4M DayPath system. Ask your sales rep or Regional Manager how you can benefit from our leading edge 4M DayPath system.

4M is also one of the very few GREENGUARD™ Certified contractors in the country. This GREENGUARD™ Certification supports our commitment to healthy, high performance green cleaning.

Our objective at 4M is to continue to create and provide as much value as we can for our Team Members and customers with our unique, innovative industry leading systems, programs and results; which completely differentiates 4M from our competitors.

I want to personally thank every 4M Team Member for everything you do for 4M every day while you embrace the positive "can do" attitude and commitment to be the absolute best.

I continue to be extremely excited about our incredibly bright future at 4M and the important roll everyone at 4M will play in it.

## 4M Anniversaries

### 12 Years

Kelvin Singleton  
Lorraine Koenig

### 13 Years

Betty Rounds  
Roynald Tucker  
Gladys French

### 14 Years

Nina Ricks  
Evette Davis  
Shirley Jordan  
Juanite Hall  
Margie Moore

### 17 Years

Stanley Coffey Jr.  
Tim Grebe  
Shun Berry

### 20 Years

Martha Dunn  
Henry Jones  
Jewel Willis  
Gwendolyn McGee

### More Than 20

Theresa Davis (21)  
Celia Lewis (21)  
John Pearson (23)  
Thelma Murrell (23)  
Charles Jones (23)  
Tim Murch (29)  
Willy Curry (29)  
Steve Allen (31)  
Sally Banks (35)  
Mabel Collins (36)

**\$  
Good Works  
Winners**

4M receives recognition from clients and supervisors hundreds of times each quarter praising our Team Members. Team Members are issued a "Good Works" ticket each time they are recognized. At the end of the month, a drawing is held and two Team Members receive \$100.00 each. This amount may vary by region.

**May Winners**

Jennifer King, David Wilson, Karen Coney, Sharon Collins, Victor Lucas, Chelisa Smith, Hari Bhattarai, Minir Bela, Ivonne Contreras, Eligorio Galvan, Jennie Jackson, Renee Richard, Michele Hart, Luz Ortiz, John Fields, Joy Embradura, Douglas Lagant and Nathaniel Bigbee, Michael Bailey, Larry Lacy, Calvin Weber, Bilonna Smith, Esperanza Salazar, Gerald Edison, Maria Rodriguez, Victor Offutt, Alejandro Quevedo, Ronelle Wolford, Aaron Forshee, Kay Clem, Gordan Conrac, Rebecca McGary, Phyliss Sutton

**June Winners**

Ruby Sanders, Ben Fowler, Debra Killian, Beatrice Davis, Amra Mistic, Merima Delic, Phenel Belizaire, Arsim Hazizi, Victor Acevedo, Michael Stovall, James Batson, Carla Weissberger, Earl Stanbridge, Roberto Gaviria, Dan Holmes, Ismael Paul and Baldwin De Lacruz, Michael Walker, Tori Cates, Ana Mildred, Milagros Acosta, Irene Garcia, Ana Mejia, Sammy Carpenter, Charles Cunningham, Maritza Amaya, Renae Carpenter, Barb Vandagriff, Jenny Clary, Judy Coursey, Amanda Smith, Kim Preston, Wanda Mattingly, Jackie Pigford, Earl Maze

**July Winners**

Ramiz Mujezinovic, John Elmore, Sandra Edmonds, Brenda Beachum, Antonija Kozomara, Marlow Rogers, Patricia McCormick, Luis Senise, Antonio Garcia, Pilar Pulido, Felicia Poole, Minnie Walker, Ollie Spann, Lucy Brightwell, Jimmy Cushion, Teresa Charles and Alberto Hera, Kathie McGowen, Jenny Canales, Delores Stierwalt, Andrea Avant, Monica Cottrell, Htoo Wah, Dion Townsel, Jeana Delaurentis, Cas-sanadra Torrence, Antshenise Hunter, Carolyn Emerson, Kimberly Brown, Ruth Ordonez, Adela Rivera, Ondina Villanueva, Rex Burkitt, Shane Rosser, Donnie Walton, Lloyd Smith, Donnie Newsome, Wanda Mattingly, Virginia Brewer, Mary Sullivan, Rebecca Walker

**Outstanding 4M Team Members**

4M Management nominates Team Members who have performed above and beyond for clients and who exemplify our commitment to "Team quality world class service". Thanks to everyone for their hard work and dedication!

**Outstanding Supervisor—\$50.00 and Certificate**



**Willis Hines** has worked for 4M since we started the Northrop Grumman Facility in St. Augustine, Florida, back in Dec. 2006! Willis brings over 20 years of floor care experience and his knowledge of carpet care and hard surface maintenance has proven to be a prime reason for the consistently high marks 4M enjoys at Northrop. Willis supervises the activity of our night team and is always quick to lend a hand or to offer advice on any challenging cleaning issues. He provides valuable technical information and is someone 4M can ALWAYS count on to "Get the Job Done Right, the first Time!!"

*Congratulations Willis!*

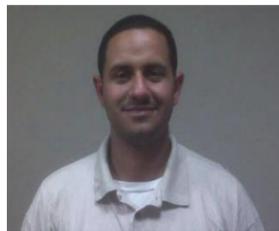
**Team Member's of the Month—\$25.00 and Certificate**



**Shane Rosser** has been working at Logan Aluminum in Russellville, KY, for the last 5 years. Shane Rosser is always ready to help and give that something extra when we need it here at Logan. Shane has a positive attitude no matter what we ask of him; he is just happy to help any way he can. It is Team Members like Shane that separate us from our competitor.

*Congratulations Shane!*

July



**Victor Acevedo** brings 8 years previous cleaning experience to 4M before starting at the Duke Realty in 2008. Victor has been diligent at keeping the buildings at the "Class A" standard. Victor routinely will offer late working tenants an escort out to their car to assure their safety. Through his vigilance, and knowing no tenants were in one of his buildings, Victor was able to thwart an apparent burglary attempt when he noticed a stranger propping open building entrance doors in advance of other intruders arrival. Quick thinking and a cool head got law enforcement quickly to the property. He treats his job with a level of dedication unprecedented.

*Congratulations Victor!*

June



**Delando Gordon** has been a 4M Team Member since 2005. He currently works at 3 buildings for 4M including St. Louis Community College, Giddings Love Joy, and Sprinkler Fitters. His hard work and great attitude make him an asset both to our Customers and the 4M team.

*Congratulations Delando!*

May

*Note: last issue it should be corrected that Steve Gray was the recipient of the Safest Branch Award - Janitorial Branch – and the North Central MO/IL Team.*

**4M Moves Forward with GreenGuard™ and Lean Manager Certifications**



4M is one of the very few GreenGuard™ Certified contractors in the country. This GreenGuard™ Certification supports our commitment to healthy, high performance green cleaning. The GREENGUARD

Certification Program™ is an industry-independent, third party testing program for low-emitting products and materials. Their cleaning product certification is the only program that specifically focuses on measuring chemical emissions. 4M uses this knowledge to provide customers with lower chemical emissions which helps control indoor air pollution, and in turn, make our clients feel better about the environment they are working in and the air they are breathing.



4M has joined the select group of highly successful companies applying for and earning the Lean Manager Certification. 4M is actively applying Lean process improvement principles and practices to our clients' environments and achieving tremendous benefits. By using innovative streamlining processes and the improvement of administrative effectiveness, we are able to empower our Team Members who become fully committed to the change process. By doing this, we and our clients are rewarded with significantly reduced lead-times, in-

creased capabilities, greater flexibility, and a healthier bottom-line. This is just one more way 4M is distinguishing themselves as the absolute best facilities services provider.

**4M Promotes From Within!**

*At 4M, we believe in looking to our Team Members for the leadership needed to promote from within; bringing along their valued experience and enhancing their own career path.*

- ◆ **Linda Rowe**—Project Manager to Area Manager
- ◆ **Julio Pineda**—Supervisor to Area Manager

**4M Perfect 10 Customer Partnering Review (CPR) Scores**

1. IAA recently received a perfect 10 CPR Score, congratulations to **Tim Moore, Steve Gray, Supervisor, and Project Manager.**
2. Both Citrix and FIS Certegy scored a perfect 10, congratulations to **Chip Wilkening and Gus Jaramillo, Supervisor, and Project Manager.**

**4M Family News**



4M Team Member, Tresa Wilson at Logan Aluminum, KY, has a 7 year old niece (Kayli) who is dying of cancer. The doctor's are giving her about 2 months to live. Her only wish is that she gets to see the ocean before she passes. Thanks to our 4M Team Members for helping make Kayli's dream come true! We covered her transportation and hotel costs; PLUS collected \$1,665.00!



A big congratulations goes out to **Dave Meager** on the birth of your daughter, Jocelyn.

**Team Member  
Spotlight**



**Yaneth Vieco**

**Outstanding Supervisor**

Yaneth joined 4M on July 2, 2007, as a Supervisor for Visa International; she is doing an excellent job and has accomplished 100% customer satisfaction. Currently, Yaneth supports all the accounts in the South Florida area with her knowledge, skills and abilities, in addition to her role of Safety Advocate. Being overly dedicated and going above and beyond the call of duty, Team Members and Project Managers respect her and enjoy working with her because she treats everyone so well. Taking initiative to learn, organization and being detail oriented with paperwork and training procedures are only a few of Yaneth's attributes to mention. Yaneth has proven to be an OUTSTANDING Supervisor.