

# PATHWAY TO PERFECTION

# WHAT'S INSIDE

For many years 4M has looked to its Operational Playbook as the source of instruction and it has been the drum beat to its account operations. The belief is that by running these plays to perfection (Hot Spot Checklist, Report to Customer, Checkpoint Inspections, Monthly Periodic Work Update, Monthly Safety Observations, Proactive Customer Updates, and Customer Partnering Reviews) we will increase operational efficiency and effectiveness which will lead to greater customer satisfaction and retention.

In 2020 a new version of this playbook is being developed called Pathway to Perfection. This new and improved playbook has all of the components of the previous Operational Playbook as well as many added components that bring more value. The fact that the Operational Playbook was extremely effective for so long makes one wonder a few things. Why did we need an updated playbook? How is this new version different? How will it benefit our operational teams and customers? Why the Pathway to Perfection is needed has nothing to do with the old Operational Playbook being ineffective or not useful. It has to do with the fact that 4M is always going through a transformation toward improvement. Our continuous growth warrants our commitment for continuous improvement.

With that comes the need to ensure a common culture and standardization of operations throughout the organization if we want to sustain our continued growth. We need an SOP that clearly sets forth what is expected of our operational teams day after day. Now, how does this Pathway to Perfection (PTP) do this in a way that our old Operational Playbook

could not? Let's start with fact that our culture statement, "An Exceptional Family...All In... And Driven to Win", is at the very beginning. The culture statement is who we are and the PTP is how we all live it and execute it daily.

Another huge component is the Regional Manager & District Manager and Account Manager & Field Manager Cheat Sheets which consist of tasks to be completed daily, weekly, monthly, quarterly and annually by these respective manager positions. As a manager, having these in front of us daily, serves as a reminder of those critical items to be completed to ensure all accounts are operating with utmost efficiency and effectiveness. Finally, it includes Cheat Sheets for both Safety and HR programs to give managers a guide to their policies and procedures. Of course, as powerful and full of information as it is, the Pathway to Perfection Playbook must be learned and shared amongst all teams. The most remarkable characteristic about it is that by executing it, all our teams build and spread our unique culture by becoming more Exceptional, more All-In, and more Driven to Win.



*4M Leaders forging ahead toward perfection, even during these trying times*



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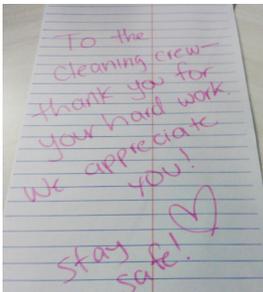
# AROUND THE 4M WORLD

One of 4M's esteemed Managers, Charles Marquis, said it best when he shared, "The stress is hard, the issues we face are real. Now more than ever our Exceptional 4M Family is presented with challenges we have not experienced. This is a time where we open our lines of communication between one another and face this head on. Our compassion and dedication are on the line and we know, as a team, we are stronger than the issues we face." The past couple of months will go down in the history books, and our 4M Family has shown up with the dignity, grace, and all-in attitude to make a difference for each other and for our clients. We truly are an Exceptional Family, All-In, and Driven to Win.

*Please note, you may notice some pictures of our Team Members are in close quarters. A great deal of our photos for this issue were taken prior to social distancing regulations. We care about our Exceptional Family, and make sure we're all being safe during these unprecedented times.*

## FLORIDA

We always love a happy customer, and nice notes were plentiful during these times of uncertainty. An Associate from one of 4M's accounts left a note to our 4M Team that brings a sense of warmth when we all need it most. We thank our wonderful clients for trusting us to take care of their properties in these moments of chaos.



Who doesn't appreciate a nice note?



Happy days in sunny Florida!

The happiness of awards season is still going strong in the Florida office. With such a great team to be a part of, it's hard not to keep smiling about the wonderful work being done. They're ready to win it all next year!

## ST. LOUIS

A great deal has been happening around the corporate offices in the last few months. Our Special Services Team continues to knock it out of the park with our clients as well as a few little extras we've been working on. Stay tuned for some familiar faces in our upcoming videos!



Special Services Rockstars Jeremiah and Quallin! Thank you both from your hard work!



Thank you, Anila, for looking out for us!

We are all sticking together during these tough times, and many of our beloved Team Members are showing up for their fellow workers in wonderful ways. Anila Veizi went above and beyond by making cloth masks as a surprise for her team. This is what makes being a part of the 4M Family so wonderful!

Times like these calls for GOOD NEWS for our growing 4M Family! Several St. Louis Team Members welcomed home their own bundles of joy during this spring season.

Sean Schlake, Nayeli Perez, and Katie Bolin all welcomed beautiful baby girls! Here we grow again!



Welcome to the Family, Marin Spencer Schlake!



Welcome to the world, Emma Ruiz Perez!

## SPRINGFIELD

Team Members in Iowa received a happy surprise during these trying times with a gift of some hats from our client. The team there has been hailed for doing whatever has been needed even through all the scrutiny while responding to these trying times.



Hats ON to this team!

A few Team Members reached a significant milestone with the 4M Family and celebrate 10 years of being a part of 4M! We know how much hard work and dedication it takes each day to do what we do, so we love it when we get to celebrate the accomplishments with our Team! Congratulations, Angie, Chris, Devon, Ribin, and Kristi!

# AROUND THE 4M WORLD CONTINUED



## TENNESSEE

When it comes to appreciating our Team Members, Tennessee goes all out. Here they celebrated General Cleaner Day! We are extremely grateful to have such great Team Members in our Exceptional Family.



Every day should be a Thank Your Cleaner Day!



CONGRATULATIONS TO ALL!

## KENTUCKY

Our team members down in Kentucky received hundred-dollar gift cards from Logan Aluminum for appreciation of their continuous support during the COVID-19 pandemic! Even while working we all have to work on our social distancing, and the team can get creative when we're all working together.



New challenges in times of the pandemic mean a lot of new things 4M Team Members have to do to keep everyone safe. Some of that includes new uniforms, disinfection protocols, and plenty of new equipment! Our Team Members continue to show up and do great work. We couldn't be prouder of being cleaning experts in this day and age!



Hard work deserves a great reward!



Team Members Jacob Bandixon, Austin Smith, Li Huang show off their fancy disinfection protocols!

# CUSTOMER COMPLIMENTS

*These are just a few of the compliments received since the last newsletter from customers who took the time to share their positive experiences of outstanding service with us.*

*I appreciate you rising to the challenge. Let me thank you for your commitment to the Medtronic Mission by continuing to run operations at the plant. I would like to Recognize your team and let them know we are thinking of them how much we appreciate them.*

*-Alicia Polanco-Melo, Quality Engineer  
- Medtronic*

*Wanted to share a "Thank You" to **Tim Grebe, Amanda Adams, Marilyn Radetic,** and the special services crew for their help in handling a disinfection cleaning at a site. The team's fast response and easy communication was very much appreciated by me and the Tenant who was affected.*

*-Luke Hesse, Property Manager - Cushman & Wakefield*

*Outstanding job from **Joe Snipes and Vonnshunn Williams** on cleaning the Metal Shop floor, it made the room much brighter!*

*-Richard Kennedy, Lead Technician  
P&F/Electrical - FedEx*

***Grizelda** is amazing! I spend some time around the building during the day and each time I see her, she is cleaning and wiping down all touch points. Yesterday, I witnessed her wiping down the ear plug dispensers! I would also like to mention **Tami and Florencio,** as they are doing a tremendous job at keeping the facilities safe and clean! It is hard-working employees like this who are diligently working to keep people safe.*

*-Mary Jo Eads, Industrial Power Systems  
Division*

*We all appreciate everything you and your entire team are doing! Your hard work, dedication and perseverance has not gone unnoticed.*

*-James Bennet - Raymond James*

*I asked **Crystal Gomez** to please sanitize the room we just left and without hesitation, she jumped on it. She is definitely an example of an employee that goes above and beyond being 100% committed to making sure we are safe. Thank you so much for having her on your team.*

*-Regina R. Torres - Valero*

*The Summit Technology Campus in Lee's Summit has long been a partner with 4M. We have over 12 years of partnership and the quality continues to improve all the time. We are lucky enough to have **Beth Keithley,** also known affectionately here as*

*"the inspector". She is proactive at finding and communicating issues to us that she makes sure are resolved quickly and efficiently to a degree that the building's over 3,000 occupants rarely see them. She works so well with our maintenance team to help us stay informed of restroom plumbing issues or other issues as she inspects and keeps on top of the property. We value the relationship with 4M and the high quality of expectations they have created and delivered on. We feel like family with the Team Members here and appreciate everyone's hard work immensely.*

*-Colleen Fullerton, General Manager - Summit  
Technology*

***Brandon Shapiro** is exceptionally pleasant and has gone above and beyond cleaning only surfaces. During this stressful time, it is very much appreciated by all of the nurses here in Ambulatory Surgery. It is the first time ever that anyone has cleaned keyboards, telephones, light switches and doorknobs on a routine pass through. Kudos for a job well done.*

*-Patti Simko RN, BSN - Springfield Clinic*

***Val Depina** is great, and he's so easy to work with. If I ever have an issue, he comes right over, and fixes it, always with a smile! I also appreciate the way he speaks with his staff, he's always attentive, and supportive.*

*-Lore Stafford, NHA, Administrator - Elderwood  
at Riverside*

*I wanted to personally reach out to commend **Keith Robinson** who is going above and beyond for us in our office. Day in, day out, he has a contagious positive attitude, is extremely friendly, professional, and a great gentleman all around. He often has to deal with our commotion and distractions of being on the phone since we are an open, modern office, and yet he remains task oriented to get his responsibilities taken care of efficiently.*

*Casey Angst, Sales Representative - Paycom*

***Santana Dietzman** has been a nice addition to the staff here at HQ. She has a very impressive background in infection control and compliance while in the Air Force working for their dental command in clinics. She also is able to keep my guys in line. Always eager to jump in and help wherever she is needed. I would also like to recognize **Everet Gamez** for his superior performance over the last several months. **Everet** has always been a high performer and has truly risen to the occasion with all of the demands I have placed on him the last 2 months. He has yet to say no to anything that I have asked for. **Lacey Brown** has been a tremendous asset*

*as well in our efforts to provide a safe and clean workspace for our employees. I can't say enough good about the entire 4M Team.*

*-J Scott Miller, Director Facility Maintenance  
Services - Valero*

*I want recognize what an impact 4M's staff has made on our employees, our biggest asset. You all should be proud of your daily contributions to FIS as well as all of your customers! Thank you from the bottom of my heart for helping us!*

*-Linda Blair - FIS*

*The building owners and myself want you to know how much we appreciate you being at the building every day to make sure it's clean, sanitized, and ready! Thanks for all you do!*

*-Jenny Gross, Senior Property Manager - Altus  
Properties*

*Over the last few months, we've had to maneuver new and difficult situations as we've been learning to navigate during the COVID-19 crisis. During these unprecedented times, the relationships we've formed with vendors like you have proven to be incredibly valuable as we work together to provide solutions. We are thankful for all you've done to help us continue to provide products and services so we can continue to help our employees and customers. We appreciate your partnership and are looking forward to continuing to provide solutions to those we serve.*

*- Travis Burrows - State Farm*

*We wanted to pass along our praise to **Elmira Azizova** who has been cleaning the Media Center. She is quite wonderful and exceptional with her attention to detail and putting everything back in its place if she moves anything. It's been a seamless process, and we appreciate their help with keeping this place spotless!*

*-Laura Fellwock, Specialist, Korn Ferry Tour -  
PGA Tour*

*Your team has been amazing during this pandemic challenge. We value and appreciate your partnership and your people. The 4M team showing up every day has been critical to maintaining a safe work environment for our Associates. **Dan Cline** has been a remarkable partner and has gone way above and beyond. He has created the best partner experience in my career. Internally, we have met the challenge and we are ready for our Associates to Return to Office, but we would not be where we are today without 4M.*

*-Raymond LaCour - Raymond James*

# SAFETY DIAMONDS

## RE-ENTRY PREPAREDNESS

Since March of this year, our world has changed dramatically. The COVID-19 pandemic sent people that normally worked in one of our office buildings home to work remotely. All indications are that the re-entry is moving at a slow pace, and will be different based on differing building uses – like corporate headquarters, multi-tenant, medical, or manufacturing. Our 4M family stepped up to provide disinfecting with both electrostatic spraying and high touch area cleaning, creating a safe environment for ourselves and our customers.

As re-entry continues, some people may feel anxious about going back to the office. Experts at Ohio State University say: “Uncertainty and unpredictability can really create an unhealthy amount of fear and stress, especially when it’s sustained over such a long period of time.”

### We can all do things to reduce this stress and prevent the spread of COVID-19:

- Stay fit: 80% of chronic conditions are preventable by making some lifestyle changes such as regular physical activity, eating five servings of fruits and vegetables every day, not smoking, and limiting alcohol intake.
- Protect others: stay home if you don’t feel well and get tested if you think you may have a virus.
- Keep your distance: be conscious of keeping a six foot distance from other Team Members and occupants of our buildings.
- Keep your guard up: easing of the restrictions does not mean the



threat is over. Continue to wear your face mask/covering and PPE; wash your hands often and for at least 20 seconds; and use the proper chemicals and hand sanitizer to stay safe.

- Cooperate with others who are doing temperature scans and requesting affirmations regarding any recent exposure to persons who have or may have COVID-19. Remember: They are just doing what is being asked of them to prevent further spread of this illness.

Our Team Members can do a lot to reduce the stress of others. When they see us cleaning and disinfecting, their anxiety goes down. The service our Team Members are providing goes beyond just providing a safe environment, it provides a peace-of-mind for those people returning to work.

## SAFETY CERTIFIED MANAGERS

4M’s Certification system for Safety Certified Managers (SCM) started in 2009 as an internal certification process to validate our Team Members’ commitment to safety. SCM must complete in-depth safety training which follows 4M’s safety values and our safety mission to execute a proactive path in the continuous pursuit of zero accidents.

Becoming a SCM is no easy task! Training consists of a live half-day session with one of 4M’s Safety leaders and maintaining it means that each manager must fulfill their safety responsibilities when it comes to making sure their hourly Team Members receive safety orientation/training, toolbox talks, and monthly safety observations, to name a few.

We’re proud of the culture of safety we have built our latest group that can call themselves Safety Certified Managers! Welcome to the SCM Club!

### Welcome to the SCM Club!

<i>Sandra Hinman</i>	<i>Carlos Berganza</i>	<i>Brittney Lewis</i>
<i>Wesley Barnes</i>	<i>Val Depina</i>	<i>Wendy Castro</i>
<i>Gabriela Mejia</i>	<i>Elizabeth Hainse</i>	
<i>Daren Oliver</i>	<i>Brandi Mahurin</i>	
<i>Dennis Aherin</i>	<i>Michelle Mills</i>	
<i>Thomas Conway</i>	<i>Joran Urrutia Pineda</i>	
<i>Steven Wilson</i>	<i>Jessica Hall</i>	
<i>Richard Lapolice</i>	<i>Gil Crockran</i>	
<i>Lisa Thomas</i>	<i>Kevin Fox</i>	
<i>Brandie Mickens</i>	<i>Katie Love</i>	
<i>Ana Villa</i>	<i>Tracey Kirkland</i>	

# WELLNESS CORNER

## BACK TO THE OFFICE

With the COVID-19 pandemic changing our lifestyle from one day to another it is extremely important to not forget your lifestyle has a deep impact on your brain's health. What you eat and drink, how much you exercise, how well you sleep, the way you socialize, and even the way you manage stress are all critically important to your brain's health.

**So, what can you do today to protect your brain down the road? The 6 pillars of brain health will help guide you:**

### 1. Physical Exercise

People who exercise regularly have a lower risk of developing diseases such as Alzheimer's. Exercise improves blood flow and memory. Staying fit keeps you smart!

### 2. Food & Nutrition

Making wise food decisions every day impacts your overall health and brain. Keep a healthy mix of fruits, vegetables, whole grains, nuts, lean meats, and fish. You are what you eat.

### 3. Medical Health

Control your medical risks. Diabetes, obesity, depression, higher cholesterol, and smoking all increase the risk of dementia. You can control and reduce these risks by being proactive and getting your annual check-ups and take any medications as prescribed.

### 4. Sleep & Relaxation

Sleep energizes you, improves your mood and your immune system. Practicing meditation and managing stress may help fend off age-related decline in brain health. Stay positive. Be Happy.

### 5. Mental Fitness

Mental exercise is just as critical as physical exercise in keeping your brain fit and healthy. Exercises for your mind improve your brain's functioning and promote new brain cell growth. Just like your muscles, you have to use your brain to keep it fit.



### 6. Social Interaction

Engaging in an active social life can protect against memory loss. Spending time with others, participating in stimulating conversation, and staying in touch and connected with family and friends are all good for your brain health.

In the end there's no single solution for memory problems or other brain changes that come with aging. But science points to a combination of social factors and healthy habits that, if taken together, can help you build, preserve, and protect your brain's function over time reducing your risk of brain disease as you get older. A brain healthy lifestyle benefits your body and your mind!

# TEAM MEMBER SPOTLIGHT

## TERRY MILLER

Terry Miller joined 4M with a 14-year history in the janitorial industry. His first role with 4M was a sales representative for the Indiana area. As 4M changed, so did the need for different experts and positions.

Start-Up Transitions were a big pain point for 4M back then, and Steve Crain knew 4M needed to fix that, quickly. Steve began formulating what is now known as Operations Support Team (OST), many moons ago, and he knew that Terry Miller would be an integral piece of that solution. Since that time, Terry has done what Terry does best: give each and every job his very best, 100%, over the top effort.

He's no stranger to rolling up his sleeves, and doing what's needed to get the job done. That quality of character is exactly why he quickly rose in the ranks as a leader and expert in the Transition process. He now runs OST as the Director with that same attitude \ He knows sometimes the hours can be killers and it isn't always a walk in the park but, at 4M, the hard work does pay off. There are too many people that get up every morning and hate what they do, and Terry Miller certainly isn't one of them. Being a part of OST means he gets to meet new people, tackle new challenges, and work with a winning team every day. Who wouldn't love doing that?



Terry Miller, always dedicated to his projects from top to bottom!



Terry with fellow 4M Team Member, Gus Jaramillo

To know Terry is to be a friend of Terry's. His open personality makes everyone feel at home. He's always ready to listen, and willing to share his knowledge. He truly lives the 4M Culture as a member of our Exceptional Family, All-In, and Driven to Win. 4M is thrilled we get to call people like Terry Miller, OUR Team Member.

## DID YOU KNOW?

### REFERRAL BONUS PROGRAM

**YOU CAN MAKE \$100 FOR EVERY PERSON\* YOU REFER!**  
**There's no limit to how much you can earn!**

- All applicants must be 18 years of age or older, pass background check and drug test screening
- Apply at [www.4-M.com/CAREERS](http://www.4-M.com/CAREERS)
- Applicants must put your FULL name on their application when they apply
- For each of your referrals who are hired and are in good standing\* for 60 days you will receive \$100 on your check!



\*Good standing = no more than 2 absences during first 60 days  
\*Rehires are not eligible as a referral

## WE HAVE AN EMOTIONAL SUPPORT LINE

### WHERE TO GO?

**The Optum Emotional Support Help Line at 1-866-342-6892** is free of charge and available to anyone, so you can share it with family and friends. Caring professionals will connect people to resources. It is open 24 hours a day, seven days a week, and completely confidential.

## SOCIAL MEDIA SPOTLIGHT

Are you or someone in your family a part of the 4M Family? If so, go like and follow our Facebook page @4MBuilding-Solutions today! Here you will find up to date content on all things 4M and connect with fellow 4M Team Members.



# 4M TEAM MEMBER RECOGNITION

Finding and recognizing Team Members doing things right is a significant part of our culture.

## SAFETY BINGO WINNERS

Winners potentially receive anywhere from **\$50** up to **\$8,000** per game!

- Ada Acosta - University Mall **\$75**
- Nick Flatley - CAT **\$75**
- Victor Baucan - Florida Blue **\$75**
- Keith Schroeder - STL Corporate **\$150**
- Gisela Dalmau - Raymond James **\$150**
- Vilma Merino - US Asset Services **\$150**
- Cathy Ellis - Nemours **\$300**
- Karrie Mahler - Springfield Clinic **\$300**
- Lynnie Hayes - DFS **\$300**
- Lynnie Hayes - DFS **\$1,000**



Safety Pays at 4M for Cathy Ellis

**TOTAL WINNINGS: \$2,575**

## 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 Team Members receive a cash prize!

- |                |                 |               |
|----------------|-----------------|---------------|
| Jezier Morales | Nate Swan       | Oscar Munoz   |
| Leurel Monita  | Morena Flores   | Jose Romero   |
| Sandra Lopez   | Anila Veiz      | David Weeks   |
| Brandon Masar  | Willette Young  | Karrie Mahler |
| Clarence Moore | Prince Jackson  | Mari Mosby    |
| Karen Hamilton | Valda Miller    | Dovie Minella |
| Lori Sutton    | Katrina Gregory |               |

## 4M PROMOTIONS

Congratulations to the following Team Members on their recent promotion!

- |   |   |                                       |
|---|---|---------------------------------------|
| Elizabeth Gugliano<br>District Manager        | Yuliana Barrera<br>Lead TM                        | Zylkia Ayala<br>Site Supervisor       |
| Eira Ramirez<br>Supervisor                    | Kelly Ilerena<br>Day Porter / Matron              | Reyna Lopez Diaz<br>HH Supervisor     |
| Paola Garcia Matos<br>Team Lead               | Joshua White<br>Day Porter / Matron               | Melissa Gomes<br>Account Supervisor   |
| Julie Wesemann<br>Division Coordinator        | Marcos Vanegas<br>Supervisor                      | Ana Molina<br>Supervisor              |
| Clifton Edwards<br>Supervisor                 | April Coffman<br>Lead TM                          | Edward Day III<br>Day Porter / Matron |
| Gricelda Munoz<br>Supervisor                  | Gabriela Mejia<br>Account Manager                 | Donald Shumate<br>Day Porter / Matron |
| Maria Gomes<br>Almeida Silveira<br>HH Laundry | Katia Camacho<br>Employee Relations<br>Specialist | Nelmarie Acosta<br>Field Supervisor   |
| Lepido Vazquez<br>Asst Supervisor             | Daniel Cortes-Leonor<br>Social Media Manager      | John Banegas<br>Regional Manager      |

## NEW MANAGEMENT TEAM MEMBERS

Congratulations to the following new Management Team Members and welcome to the Exceptional 4M Family!

- |  |                                      |                                       |
|--|--------------------------------------|---------------------------------------|
| Victor Hernandez<br>Account Manager                | Steven Wilson<br>Account Manager     | Jerilee Trinidad<br>Account Manager   |
| Douglas Buth<br>Account Manager                    | Wesley Barnes<br>District Manager    | Sandra Hinman<br>Regional Coordinator |
| Ann E. Koehler<br>Business<br>Development Director | Thomas Sandbothe<br>Field Manager    | Travion Jones<br>Floor Tech           |
|  | Wendy Castro<br>Regional Coordinator |                                       |

## WORLD CLASS TEAM MEMBERS RECRUITING WORLD CLASS TEAM MEMBERS

The following have been paid for recruiting new 4M Team Members. Ask how you can get in on this and receive a bonus for your referrals!

- |   |  |   |
|---|--|---|
| <b>\$50</b><br>Timothy Swope                                      | Yesica Duran<br>Ibrakhim Azizov<br>Marshonne Demons<br>Elmira Azizova<br>Alen Nadarevic<br>Abel Pimentel<br>Gustavo Garcia<br>Xiomara Matos<br>Liliana Roble<br>Ester Hernandez<br>Asmar Wash<br>Mauro Sanmiguel | <b>\$300</b><br>Elsie Arevalo             |
| <b>\$100</b><br>Eva Casillas<br>Shenice Strawder<br>Dale Thompson | <b>\$200</b><br>Rhoda Knight<br>Graciela Chavez  | <b>\$1,000</b><br>Cristian Perez          |
|   |  | <b>TOTAL RECRUITMENT BONUSES: \$3,350</b> |

## 4M ANNIVERSARIES

Congratulations and thank you for your many years of dedicated service for our customers!

- |   |   |  |
|---|---|--|
| <b>25 years</b><br>Marilyn Jones<br>Martha Zuniga<br>Serratos | <b>10 years</b><br>Chris Newton<br>Robin Sterbinsky<br>Devin Harris<br>Angie Rowden<br>Kristina Kline<br>Lacey Brown<br>Mayra Jaquez<br>Joe Snipes<br>Chrystal Montgomery | <b>5 years</b><br>Flora Wani<br>Maria Corona<br>Pedro Fuentes<br>Idriz Salihu<br>Edmee Colon<br>Snezhana Randelov<br>Clarence Barnett Jr |
|---|---|--|



Congrats on 10 years, Robin!



Great job reaching this milestone, Kristina!



Congrats on 5 years to David!

# 4M BEGINS SIX SIGMA JOURNEY

In early January 2020, at Corporate Headquarters in St. Louis, MO, in a classroom occupied by some of its most experienced and knowledgeable operational experts, 4M took its first steps on a long journey to transform the way it approaches business processes. This class was a Lean Six Sigma Yellow Belt class which concluded with all of the students becoming Certified Six Sigma Yellow Belts.

In Lean Six Sigma, the focus is on reducing waste and eliminating variation. You can imagine how quality increases when you do something the same way every time. This discipline increases the quality because EVERYONE does a task the same way every time.

The terminology used is rooted in statistical analysis and, as someone moves from Yellow to Green to Black to Master Black, their understanding of capturing, analyzing, and applying statistical analysis increases. Not everyone needs to be a Green Belt or a Black Belt to make Six Sigma effective. Those with Yellow Belts are typically Subject Matter Experts (SME) in their respective area.

Throughout your time with 4M, you may have heard reference to 4M's CleanPath process. CleanPath is an example of Lean Six Sigma engineering in action. The process of cleaning in this way is very different and teams follow specific "paths" that are designed to reduce wasted effort and reduce variation, leading to better quality and consistency.

Having our own resident Lean Six Sigma Yellow, Green, and Black Belts allows 4M to develop better solutions for our clients and better work environments for our Team Members. In the coming months and years, more efficiency and consistency will be achieved through this discipline and through our own Team Members as they gain more knowledge and experience in Lean Six Sigma. Each piece coming together and adding loads of fuel to its engines that will carry the 4M Family all the way to achieve our MARS Shot Goal.