



# Solutions

2020 - Volume One



## Welcome to 2020!

Happy New Year to every one of our MPS Group team members. We've flipped the page and are welcoming not only a new year, but a new decade. At milestones such as this, it's natural to take a moment to reflect on former

successes and challenges, then use these touchstones to guide future endeavors. For MPS Group, the past 10 years have witnessed a remarkable evolution for our company - and 2019 was an excellent wrap-up to this notable span of time.

Our employees have done an exemplary job helping to build our business and create a foundation for continuous growth. As noted in the recent Crain's Detroit Business article, we have achieved a 58% revenue expansion over the past three years. That places at the top of our peers' achievements. Our hard work has developed a brand and an environment of which we can all be very proud.

As we know, 2019 was not a year without challenges. Significantly, General Motor's six-week long strike had an impact on our bottom line. With all GM facilities having essentially stopped production, our workforce worked diligently to ensure that all critical building functions and regulatory requirements were addressed.

During the shutdown at our clients' facilities, MPS Group teams continued - and in many cases redoubled - their efforts while the primary workforce vacated the plants including safety training, process refinement, pull-ahead work and doing everything possible to ensure production readiness when the workforce returned.

Just as noteworthy, across our new opportunities and established jobs, our highest priority has continued to be safety performance. Our teams are leading a culture of safety across all our business units. I commend you and urge you to keep up the excellent work.

Shifting into 2020, our strategic priority remains Growth! Critical to this objective is providing a high level of customer satisfaction each and every day. Whether our job is small or large everyone's role and team work is a vital contribution to our success. Each day we have to earn the privilege to do more work for customers. This will come with everyone's hard work, commitment and continued desire to satisfy our customers. Please continue to push this objective as we move into an exciting new year.

*Ed Schwartz – CEO & President*

## Tackling the Digital Divide

In the Twi language of Ghana, "Sankofa" translates to "go back and get it." As such, the appropriately named Sankofa Black Business Awards Gala welcomed more than 1,000 black-tie clad attendees to the Motor City Casino on November 16. MPS Group representatives were among the participating leadership at the annual event, hosted by the National Business League (NBL), formerly the Michigan Black Chamber. The group was founded by noted American educator, author and orator Booker T. Washington in 1900.

At the Sankofa gala, NBL President and CEO Kenneth Harris announced the nonprofit's strategy for the digital revolution of the Million Black Business Movement. The NBL is partnering with MPS to raise over \$19 million for this effort. At the gala, MPS Group co-owner Charlie Williams presented Harris with a check to provide strong foundation for the effort.

"This campaign is focused on delivering technology solutions to black businesses that the digital divide has created among communities of African descent," detailed Hector Shamley, MPS Group's Business Development and Diversity Leader. "This digital divide is most commonly defined as the gap between individuals and community's ability in accessing information technologies that in multiple ways is transforming our lives. 70% of black businesses lack technology as the digital age becomes the primary driver towards commerce and innovation."

The Detroit kickoff took place on January 18th at Triumph Baptist Church. On February 21 at Google's Washington DC offices, Charlie Williams and MPS Group will be acknowledged at the national announcement.



## Gathering the Gold with Ford Motor Co.

When it comes to environmental sustainability, the Ford Ohio Assembly Plant is golden. In recognition of impressive innovation, the Avon Lake, Ohio-based plant received the gold level prize in the Ohio EPA's E3 (Encouraging Environmental Excellence) recognition program. The award was conveyed at the state agency's Sustainability Conference on April 17, 2019. Laurie Stevenson, director of the Ohio EPA, visited the Ohio Assembly Plant in August to present the award and a commemorative flag.

"I'm proud to be a part of such a high-level award," said MPS' Harmony Jagger, TWM Ford Ohio Assembly Plant," after meeting the director of the Ohio EPA.

Three separate projects were piloted that reduce waste and water and increase production efficiency:

- 3-Wet Paint Process - the trucks are painted with primer, basecoat and clearcoat all on the same line back-to-back which reduces dry time in-between coats saving energy and production time.
- Cooling Tower Performance water saver technology- water savers were installed at all incoming water run systems. These water savers are big filters that increase the cycles of concentrations per gallon, so the same water was able to be used up to 10 times more, saving the plant millions of gallons per year.
- System 2000 In-Situ Sludge Removal Process - No more down time to remove paint sludge from the paint pits. The sludge is removed via overhead crane and bucket directly from the pit.



Next up from The Ford Ohio Assembly Plant is the wooden block waste to landfill reduction project. In 2016, Ford Motor Company transferred production of the H567 Super Duty trucks from Mexico to Ohio.

"Adding a new line and another shift also brought a huge waste stream," explained Jagger. "The frame rails for the new truck were shipped to Ohio and wooden spacers with rubber bumpers were used to protect the frames from one another. When the frame rails were put on the production line this spacer was a disposable piece that was tossed to the side." The waste stream presented challenges. First, it was mixed media rubber stapled to wood, which made it not readily recyclable. Second, the block itself weighed seven pounds and three pieces were used per frame rail for a total of 21 lbs. of waste per unit. These blocks had to be thrown away, which significantly affected the plant's waste to landfill metrics.

"After bringing these points to the attention of the plant's environmental engineer and material handling supervisors, we ran through, what seemed like, every

possible solution," noted Jagger. "Send it back to the supplier for reuse, make the spacer out of a different material, manually remove the rubber from the wood, modify the block to weigh less, etc. Each solution we came up with was met with a problem by the manufacturer or packaging engineers. Finally, after two years we convinced the manufacturer to send a trial run of wood spacers with no rubber bumpers."

The frame rails were not damaged and did not move during transportation, deeming the trial a success! The spacers, now made only of wood, are repurposed as mulch and do not negatively impact the plant's waste to landfill metrics. This ended up being a Six-Sigma project for OHAP with a total cost savings for the plant of \$477,000 over three years. The plant's environmental engineer presented this project at a Ford environmental conference in October and won the prestigious Environmental Leadership Award.

"They couldn't have done it without a little help from MPS constantly reminding them of what a waste this was!" laughs Jagger.

## Friendly Faces, Serious Competition

Making the most of their "Tailgate" theme, MPS Group employees came together just before Labor Day to mark the summer's end and to enjoy a bit of employee appreciation. Benefits Administrator Michelle Whistler arranged for Famous Dave's

BBQ to cater the event and coordinated the days' highlight – a Football Toss. 24 employees participated in the friendly competition. A nail-biting conclusion of the winner-take-all game put Technical Service Manager Don Weems over IT Support Technician DJ Haynes with a score of 21-14. Thanks to all of the employees that participated in this fun event!



## Staying at the Top of our Game

# 3-Day Training Event for ESG Team

Just as students have homecoming each fall, MPS' Environmental Services Group (ESG) has an annual gathering of its team members near its Farmington Hills headquarters. While there's no football game to rally around, the three-day training event does wrap up with competitive and cooperative team-building activities.

Assembling 106 team members from around the country requires a six-month planning horizon for the ESG Technical Service Center and Support team. Adding to the scheduling complexity, the timing of the training rotates through the year, helping to ensure that various team members have equal opportunities to attend.

"In accordance with customer requirements, ESG team members must remain current on all training," explained Hofbauer. "We retain professional third-party trainers to conduct each of the sessions. In recent years, the size of our fully assembled team has outgrown our headquarters' capacity. This year we held training at Novi's Crown Plaza."

Topics included refresher training on the Environmental Protection Agency's Resource Conservation and Recovery Act, better known as the RCRA, which provides disposal guidelines for hazardous and non-hazardous waste. It also covered Department of Transportation hazardous materials training which is federally mandated for personnel involved in the shipment of hazardous waste. Day Three focused on OSHA's safety-oriented HAZWOPER training.



Rounding out the agenda was a presentation of the EPA's Waste Reduction Model (WARM), a tool that calculates greenhouse gas emissions, energy savings and economic impacts of baseline and alternative waste management practices to guide responsible actions. Finally, attendees received an update on the EPA's e-Manifest System.

"The event allows our remote-based workers an opportunity to come back to MPS headquarters and connect with their team," noted Hofbauer. "For some, it's the only time each year they get to meet face to face with co-workers."

To facilitate the team building facet of the conference, get-up-out-of-your-chair activities are built into Day Two with the common goal of reminding everyone that they are an integral part of the MPS team.

"In a decentralized workforce like ours, that feeling of being on a team gets lost. People feel like they are on an island and forget that we are all here to help support each other which is the core strength of our ESG team," Hofbauer explains. "Our attendees participated in a group tarp exercise, trying to guide a tennis ball through all five holes cut into the tarp. Then we had them become a Human Knot – everyone linked hands with someone across from them and then had to untangle the knot. Lucky Strike Bowling brought us to the day's end."



## MPS Group's Growth & Success Continues to Gain Recognition

For the second consecutive year, MPS Group has scooped up accolades from the region's preeminent business publication. The company has once again been named to Crain's Detroit Business's "Fast 50." This annual survey of the fastest-growing companies looks at growth for the prior three-year period.

According to Crain's, companies aren't selected according to percentage growth alone, but they "rank all companies in our research database by percentage revenue growth between 2015 and 2018, and also by dollar amount of revenue growth. The two rankings are then added together to create the list."

MPS Group clocks in at number 33 for 2019 with 58% revenue growth over the three years examined. The company moved from 2015 revenue of \$76 million to \$120 million in 2018, through careful execution of their Strategic Growth Plan - adding new customers, expanding its existing customer base and diversifying its portfolio by entering new industries.

"We're honored to have made this prestigious list for both 2018 and 2019," said COO Darrin Stafford. "We're not growing for the sake of growth alone, but rather we're building a company for the long haul."

In parallel to the company's growth, MPS continues to exceed customer expectations, as evidenced once again, by exceptional Customer Satisfaction Survey results. Stafford added, "I'm extremely proud of our team of professionals for their commitment to our customers and to making MPS such a great place to work. The company is looking forward to a 3-peat in 2020."

## Employee & Family Recognition

Team members have been celebrating milestones, including a host of anniversaries

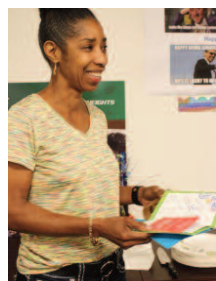
- **Gregory Popa**, (shown at right) son of Resource Manager **Keri Popa**, is officially a Hornet. The 9th grader made the Freshman Soccer Team at Saline High School. He typically plays Center or Left Forward on his team.
- MPS Group's Canadian-based Abednego Environmental (AE), provider of industrial wastewater treatment and paint shop services, was a key



member of the sustainability team credited with the largest water reduction in Ford Motor Company last year. The 10-member team, (shown above) led by Operations Manager, **Mitch Marszal**, is stationed at the Ford Oakville Assembly Complex.



- **Wendy Smith**, (shown at left) Sr. Project Manager / QQ Administrator, recently celebrated her first Thanksgiving as an American. She became a U.S. citizen on July 15th, 2019, approximately three years after she initiated the process. With 60 other happy and excited candidates she took her oath at the U.S. District Court in Detroit. Born in Canada, Smith admitted that she was “nervous about answering the United States history questions” required for citizenship. Clearly, she came through with flying colors – red, white and blue!



- When **Ceretta Moore-Westbrook** began her career at MPS Group, the world was worried about a Y2K digital collapse and dancing to Ricky Martin's “Livin' la Vida Loca.” Congratulations to Ceretta on two decades of service as a Purchasing Administrator with MPS Group in 2019. Her anniversary was joyously celebrated by coworkers with good wishes and a delicious cake.

### Have an Idea for a Story?

MPS Group Solutions reports on professional and personal successes of team members. Story ideas include: updates or changes in business, accomplishments by employees or family, employee appointments, events, or awards. Photos greatly enhance any story. Please send your story ideas to: [mmoss@mpsgrp.com](mailto:mmoss@mpsgrp.com)



The MPS Group Solutions newsletter is developed and published by MPS Group for and about our employees and clients. Contents © 2020 MPS Group. All rights reserved; reproduction without permission is prohibited.

## 2019 MPS Group Anniversaries

### 20 Years

CERETTA MOORE-WESTBROOK

### 15 Years

JOSEPH CHRISTOPHER      ERIC HALL  
KENNETH BONNER

### 10 Years

KIRK WOODRUFF

### 5 Years

CHRISTOPHER KING	JAMES HOLBROOK
WILLIAM TOURANGEAU	HENRY DEAN
JOSHUA NIFFELER	JOHN HOLBROOK
NICHOLAS VANHECKE	JEFF SUTTON
DAVID RIGSBY	PHILLIP HUBBELL
CHARLES BURNETT	KENNETH KIDDER
JUSTIN SHARRAR	RONALD HOLLON
MICHAEL DRAPER	JOSEPH LANE
MICHAEL BRUETSCH	JOHNNY BROWN
DONNIE GREENE	CLINT FARTHING
CHRISTINA VASQUEZ	JAMES MORAN
KATHERINE WHITING	STANLEY ESTES
TRAVIS DERSCHIED	ANDREW SMITH
KERRY BROWN	TIMOTHY GOMIA
ERIK PAPPAS	SAMUEL MILLER
BETH KOBECK	SUYONG SIMPSON
WILLIAM BAHN	JOSHUA LANGDON
DONALD JOHNSON	STEVEN STEPHENS
WESLEY PENNINGTON	JOSEPH LAPINE
TERRY SIMPKINS	CHRISTOPHER TURNER
FRANK POLING JR	TERRELL ARMSTRONG
TIFFANY LANGDON	KENNETH HATTON
THOMAS LYNCH	DONALD MABE
CHRISTOPHER MARCUM	GENE DOKAS
NICHOLAS THORNSBURG	JAMES HOWARD
JACOB STEFFES	JAMES ROBINSON
KEVIN ROWLAND	ADAR HASSAN
DUSTIN HIPHSHER	

### 1 Year

MICHAEL ALEX	SHAKIRA JACOBS	PATRICIA CALDWELL
BRIAN BANKS	CODY CUTLER	ADRIANNA JOHNSON
SHAKELA BRANTLEY	JOHN JANNEY	KINDER MILLER
PEGGIE BRIDGEWATER	LARRY MAYES	GUILLERMO NINO JR
LAKISHA BROWN	ABBAS MOHAMED	MATHEW TRICE
DENNIS CONRAD	BRANDON HISEY	ADAM GROUT
JENNIFER COWAN	TIVON HERRING	TIMOTHY ROWE
RONALD DAVIS	DREW LYDY	LAVANDRIS JOYNER
CHRISTOPHER EVANS	ANGELO PARISI	BELINDA MCCOY
DONALD FARMER	ROBERTA DAVIS	CARL GARLAND
LISA HAYNES	SABRENA CAMP	KIMBLE MILLER
ANDREA HOOKS	MICHELLE SENFT	KIMBERLY SPARKMAN
MARLA HUNTER	SHAWN MARVIN	ELISABETH THOMAS
SPENCER JAYE	KELLEN SEGUIN	GILBERT CONTRERAS
RONALD JULES	ANTHONY ASTOLFI	BRANDON RENFROE
DERRICK LOKER	CHRIS MCCAFFERTY	COREY PRUITT
ST CLAIR MATLOCK III	JAMES HAWKINS	KENNETH WOMBLES
JENICE PURVEY	SHAVAE SAMUELS	JEREMY PALMER
TYRA THOMAS	JACOB BUSBY	DEJOHN BERRY
RONNIE WHITE	DAVID BLEEDORN	BRYAN WILLIAMS
DAVID WILLIAMS JR	JOHN HINKLE	BARRY BELL
MICHAEL GRAYSON	TRAVIS HISEY	JAMES PARSON
ROBERTA MERRITT	ANTHONY BILLINGSLEY	DARICK TRAINER
ADRIAN BRASHER	JAMES ELDRIDGE	RAMON MARTINEZ
AUBREY FRANKLIN IV	DARREN PRINTZ	TONY COOK
CURTIS CAVANAUGH	DANNY MOORE	DANNY MOORE
NICHOLAS LITTLE	DENISE HEBERT	LEANNE PALMER
SARA MOORMAN	KAREN HEBERT	THOMAS BROWN
LUIS DIAZ	JOSHUA SAVANT	JESSIE ROBINSON
MARIO LEWIS	JASON EDWARDS	TAYLOR GREGG
JOSHUA FRITZ	SEMAJ IVY	MICHAEL CARRELL
DURAYE FOSTER	TONI MATTHEWS	KIM GLIDEWELL
TRACI SIMS	CRAIG KORTE	CURTIS PAUGH
AUSTIN GROUT	MICHAEL DACE	TERRY STENGER
SHAWN ERNST	CHRISTOPHER LLAMAS	TIMOTHY THOMAS
ROMEO KNOX	EARNEST UNDERWOOD	
MICHELLE WHISTLER	MARY HAUSWIRTH	