



**Building exceptional
People-Products-
Place-Partners**

This Quarter's theme:
YPMH Quality PLACE

"We are honored to have YPMH as a strategic business partner." —U.S. military customer commendation

VALUES HIGHLIGHT: Celebration

By Dan Baker, President

Thriving Together



Here at YPMH we value a thriving work environment, characterized by teamwork, celebration and empowerment. Celebrate at work? Not the most common practice, is it? So let's take a closer look at how celebration translates into a thriving YPMH workplace.

The work we do here is custom, often large, usually quite complex, and fills a critical need for the customer. In a word, challenging. All our team members love solving a good challenge. But what would life be like if we tackled challenges day after day...month...year...and never celebrated together?

One of our projects currently in production has required tremendous perseverance. The customer understood it was a complex task from the machining and production perspective. Add in the stresses and hurdles of COVID 19 impacting several parts of the supply chain with illness delays and cost run-ups: a "perfect storm" of challenge.

It would be easy to become demoralized, but instead we communicate up front, and talk through the challenges. We *celebrate* progress made. Lessons learned. Partnerships forged. Team members and their families. We plan some of our fun (e.g. Employee Appreciation Week) share it (invite suppliers to enjoy ice cream) and have our own traditions (Bell ringing! Cowbells!) From public kudos, to the simple "thank yous" for a job well done, we remember the victories and enjoy our working lives together.

In spite of the hurdles, our customer offered the above commendation, and addressed challenges: "These lessons learned were not brushed off by York but rather came with presentations, explanations and corrective actions to prevent future issues...[York] has demonstrated a strong commitment to product quality and schedule...Across the board ...we have...zero complaints...it has been a pleasure to work with [the YorkPMH] team."

Celebratory, encouraging words. They strengthen us for challenges ahead. *More cowbell!*

AROUND YPMH HIGHLIGHTS

Appreciation Week

Quality Corner

Key Dates

—page 2

STAFF HIGHLIGHTS

**Welcome to
Frank Cullen**

**Bear-Loc® Goes to
Canada**

—page 3

CUSTOMER & SUPPLIER HIGHLIGHTS

**Thanks to Interns
Ben Palfey,
Nick Fellows**

**Featured Supplier:
CADDWorks**

—page 4

Employee Appreciation Week

August 16-19, 2021, we celebrated our awesome employees during Employee Appreciation Week 2021! We had a daily dose of fun and recognition for the hard work our employees do each day. We kicked the week off with an opening from President Dan Baker. Mr. Baker described YPMH employees as, "exceptionally talented, patient, service and team-oriented people." Each employee received a YPMH embroidered backpack loaded with treats. The following days involved YPMH trivia questions, an ice cream truck (Thank you [Sarah's Creamery Ice Cream Truck](#)), and a scavenger hunt around YPMH! We capped the week off with a company & family picnic which included games, delicious food, and a bouncehouse! Check out Quality Lead, Michelle Mummert enjoying the bounce house before the kids arrived! What a fun week we had celebrating the hard work our employees do each day. We value our employees as we work together to achieve our mission.



YPMH has a monthly employee activity in which our employees will have the opportunity to participate in fun drawings, challenges, games, contests, and earn prizes

Key Dates coming up:

OCT.

Oct 11-13 Association of US Army Conference – Washington D.C.

Oct. 19th Employee Activity

NOV.

Nov 16th Employee activity

Nov 25 YPMH Closed
Happy Thanksgiving

DEC.

Dec 14th Employee Activity

Dec 23-31 YPMH closed.
Season's Blessings

JAN.

Happy New Year

Jan. 19th Employee Activity

QUALITY CORNER

Blast Capability at YPMH: When Minutes Matter



We have some challenging specifications we must comply with in order to achieve our customers' expectations. With the blast process, we saw an opportunity to enhance our service by bringing what was an outside service into our world class manufacturing facility.

Blasting is a multi-step process in which there is a small window of time to execute. The jump off point for this process happened at another location and required "perfect" timing to have it back in our facility to complete. We are proud to announce that we now have Blast capabilities here at YorkPMH. Incorporating these processes and capabilities gives us back valuable time, eliminating wasteful waiting and strengthening our core competencies. And, we can assure process quality to our customers.

OUR NEWEST TEAM MEMBER



Welcome to YPMH! In August, we welcomed a new member to our talented team at YPMH. Frank Cullen joins the YPMH team as a Project Manager Associate. Frank brings a learning spirit and a strong work ethic to the the YPMH project management team. Frank enjoys spending time with friends and family, going camping, and working on anything outdoors. His favorite sport is track and field and his favorite candy is Reese's! In his free time, Frank likes to travel to meet new people and enjoys trying different foods. Frank is no stranger to teamwork as he comes from a family of 9 children, where he is the youngest. We are thrilled to have Frank here at YPMH! He has been a great asset thus far and we are excited to partner with Frank as he learns and grows in his new role.

CUSTOMER STORY: NEW CUSTOMER WEIGHS IN ON BEAR-LOC®

This past year we shipped Bear-Locs to a new customer in Canada. Their customer needed nearly 50,000 pounds of fail-safe locking and load-holding power to hold position for a critical process. Bear-Loc was new to them and, they decided, clearly the solution their customer needed.

Confidentiality prevents us from revealing the customer's identity. However their observations are used with permission.

Our conversation began several months prior to sale. We had a hard deadline to achieve, and made it. At the customer's location, an issue was discovered, which turned out to be caused by another part. How we communicated and handled the challenge did not go unnoticed. Here is what our new customer had to say:

About YPMH service:

"We have tested the unit several times, everything is fine. We've now shipped to the customer. The way YPMH handled [service] was way above anything we have experienced with other suppliers. We really, really appreciate YPMH. You are one of the few companies that handles customer concerns the right way. Solving challenges without blame. We are more than happy!"

About the prospect of using Bear-Loc in future projects:

"We are very confident in your product and will definitely be using Bear-Loc for future projects. Everyone in the organization who works with engineering design is now aware of Bear-Loc and has a very positive view of the product. In fact, this current customer of ours has mentioned using another Bear-Loc."



This Bear-Loc provides nearly 50,000 pounds of fail-safe locking and load holding power.

A Big Thank You to YPMH Summer Interns Ben Palfey and Nick Fellows

This summer Ben Palfey (left) and Nick Fellows (right) joined the YPMH team as our summer interns. Ben and Nick were great assets to the YPMH team! As the Engineering Intern, Ben spent his time working with our engineers helping to do modeling using CAD as well as doing RFV work. He jumped right into learning the products that YPMH produces and tackled any challenge thrown his way! As the Quality and Records Management Intern, Nick worked along side the quality and operations team to create quality procedures and digitize records. The tasks that were assigned to Nick were detailed, however Nick dove right into the projects and excuted the tasks efficiently! We are truly thankful for Ben and Nick and the time they got to spend with us this summer. Ben and Nick, kudos to you and good luck with the 2021-2022 school year.



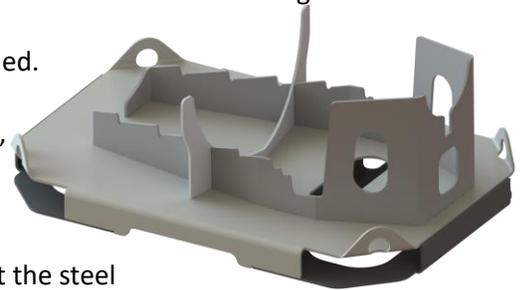
SUPPLIER HIGHLIGHTS

CADDWorks' Custom Fixturing, Speedy Turnaround



We needed special fixturing for a military contract and we needed it fast. So we turned to our next door neighbor, CADDWorks. They created two types of custom fixtures for us in just a week's time. CADDWorks owner Greg Knackstedt explains how:

"You needed two large steel bars so that your part could be held in place and welded. The second fixturing was for heat treatment of a weldment: we created a cradle so that your large part could be pre-heat treated—warmed up—then heat treated, then pulled out and cooled in an oil bath.



"My guys have a unique way of looking at things. We were able to draw it up in half a day and fit it onto one sheet of quarter inch steel. We used a water jet to cut the steel and a press brake to form it. Cut, bent, assembled and welded in a week. Probably the largest piece we've bent in our new press brake. All in a day's work!"

Nick Kipe, our Head of Projects & Quality observes: "CADDWorks was great to work with. The team was extremely responsive. They spent time with us to learn our precise needs and then they were able to design and manufacture the fixtures for us very quickly. That enabled us to stay on track to meet our customer's deadline."

Before developing his own company, Greg worked on our engineering team when we operated as York Industries. Since 2013, CADDWorks has evolved into an Engineering Services provider and CNC Machining facility. Previously, the company had focused on selling, training, and supporting CAD/CAM software solutions.

YorkPMH is pleased to celebrate CADDWorks, our Q4 featured supplier!

www.caddworks.com

***This quarter we highlight a supplier who went above and beyond requirements to provide excellent service. Thank you!
We value your partnership!***

*Wishing you and yours
a happy, safe and
healthy FALL*