

The Conveyor

Volume 2

April 2011



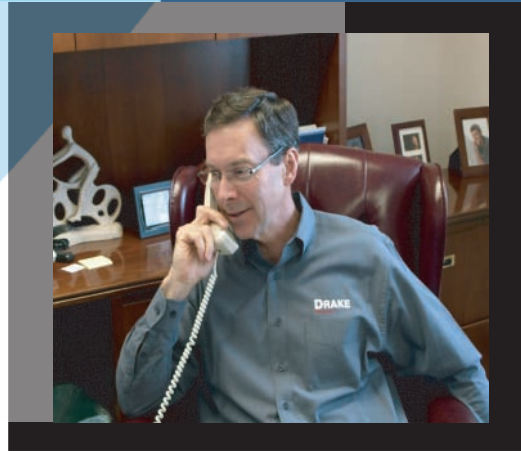
HIGH PERFORMANCE LOADING SYSTEMS
DRAKE[®]

NUNNSENSE

*Know
thy
Customer
(and thy
customer's
customer)*



C.B. Nunn in the early 1940's



My grandfather, C.B. Nunn, was one of the last great traveling salesmen of his generation, and I had the exceptional good fortune of being able to work for him for the first 5 years of my career. Starting his first business as a bakery route salesman when he was just 13, he developed skills of identifying customer's needs. The food equipment business he began in the early 1940's, the company where I began my career, revolved around the mantra of *Know Thy Customer*.

If he told me once, he told me a thousand times, "know more about your customer's business than you know about your own." I have carried this simple, yet profound statement with me for decades.

I recently spent a week traveling and working in South Africa with my good friend Mr. Freddy Hirsch. Most of you know Freddy, so he doesn't need any introduction. For those of you who do not know him, let's just say he has built his business on the same mantra as that of my grandfather.

Even though it is second nature for the entire staff of the 500 employees at the Freddy Hirsch Group,

I was impressed to listen as they each discussed their customer's businesses constantly. During meetings, in the car, visiting supermarkets or in the break room, discussions centered on their client's market pricing, market demographics, distribution channels and market share. I can assure you that this company knows its customers and their respective businesses better than their own.

For years now, we at Drake have focused on meeting our customer's needs, both internal and external. Drake is an engineering and manufacturing company, and every department is tasked with understanding its own customer's needs.

We regularly hold team workshops, and we begin each workshop with a review of the customer's map. Who is the customer, what is the product and when do they need it. The mental image we try to project to each team is a rope passing through the organization, with the [external] customer at the back door pulling the rope to get the goods or service delivered to them at a particular time, meanwhile maintaining a delivery "pace" for the rope.

Continued--



left
Charles Burgess
Nunn 1907-1985

*continued from
page 1*

Many items need to be delivered along this rope from one [internal] customer to the next. Sales must understand and deliver what is needed to engineering, engineering to manufacturing, and manufacturing to shipping and assembly. We “map” out these needs on flow charts and very frequently, lead departments and teams through the physical route of the rope as it passes through the organization.

These are usually eye opening events and I recommend customer mapping sessions to you, regardless of your business model.

Stephen C. Nunn

LOADER SANITATION

Customers often ask us what should they use to clean Drake loaders. Does Drake have a recommended chemical or cleaner for the loader? This is a difficult question to answer knowing that almost every customer has their own proven products and methods of cleaning. In the end, we remain neutral and leave it up to the customer to decide.

However, we can make recommendations when dealing with Listeria or any other form of bacterial genus. Sometimes you have to perform a heat kill to combat these pesky bugs. This is done by covering the loader with a heavy weighted tarp and place (2) 1" steam lines under the tarp for 30 minutes at 160 - 175 degrees Fahrenheit. Each steam line should produce 20 - 25 lbs of pressure. Once the temperature reaches 160 degrees then the clock starts ticking.

In order to prepare the loader, several components need to be removed to avoid damage by the excessive temperatures.

Following this check list eliminates the chances of damaging expensive electronic components and will ensure a successful re-start.



REMOVED FOR CLEANING

Electrical Enclosures on the Frame

- Servo controllers (PDM's, Kinetix 6000)
- PLC (SLC500, Control Logix 5000, etc.)
- ALL VFD's
- All Photoeyes and proximity switches
- HMI touchscreen

Remote Enclosure Loaders

- All Photoeyes and proximity switches
- HMI touchscreen



EK-600

**OPTIONAL
BAG LOADER
FOR THE
LS-600**

The Drake EK-600 is an optional bag loading device designed to mate to the Drake LS-600 Autoloader. The unit easily wheels under the loading head of the autoloader where it receives exact product counts. The exact counts are transported to the single station loading area where an operator triggers the loading piston to fill the bag preloaded onto a chute designed for your bag size.

Capable of loading up to 600 pieces per minute, this machine was designed with bag packaging lines in mind that operate from 1 to 1.5 tons per hour capacity. These units can handle a variety of products up to 200 mm in length. (8 inches)

The model EK-600 was designed with flexibility in mind. A variety of bag sizes and types can be loaded with this machine. The bagging chute is custom designed to the dimensions of your bag. Easy changeable tooling can be added to the machine to allow multiple bag sizes to be loaded.

All product contact points can be easily removed without tools for cleaning. The entire machine can be completely washed down. **Submit Inquiry**

Congratulations *Bobby Faris*

This month marks the retirement of a long time F.R. Drake Employee, Bobby Faris.

Bobby has lived in the area most of his life, except for a period in the Navy. He was born in Albemarle County, but as a child, his father took a job on the other side of the mountain near Key West.

He moved back to Albemarle in high school, when he took a job driving a school bus for the school team. In his senior year, he drove the bus on the daily route for a whopping \$75 a month.

Upon graduation, he joined the US Navy Reserve. After two years inactive service, he went on active duty. He served on LSD-28, the USS Thomaston (a “gator wader”, or amphibious assault ship). During his time aboard, the Thomaston saw some pretty fierce combat action in Vietnam, including several amphibious landings. As a landing craft engineer, Bobby was advised that his position was listed as “casualty #3”.

After leaving the Navy, he came back home and worked several jobs locally, including machinist for Acme and Process, before coming to work at Drake in 1994. After the move from the “Chicken Coop” (the original Drake facility), he settled into a 16 year run in the current location.

Bobby’s hobbies have included fishing and hunting, although he’s cut back on both in recent years. He has no immediate plans for retirement; after jumping on the “Honey-Do” list, he may take a trip to visit some old Navy friends, possibly including the USS Thomaston reunion this coming September in Denver.

We wish him fair winds and following seas in all his travels.



*left to right,
Eric Hubbard (Engineer),
Steve Nunn & George Reed
consult on a current
loader project*



F. R. Drake is a strong supporter of the trade organization Food Processing Suppliers Association (FPSA). FPSA is a trade association that was created in 2005 through the merger of the Food Processing Machinery Association and the International Association of Food Industry Suppliers. Within FPSA there are industry councils for Meat (MISA), Bakery, Beverage, Confectionary, Dairy and Prepared Foods. Additional activities and services of FPSA include PROCESS EXPO, Annual Conference and Council Programs.

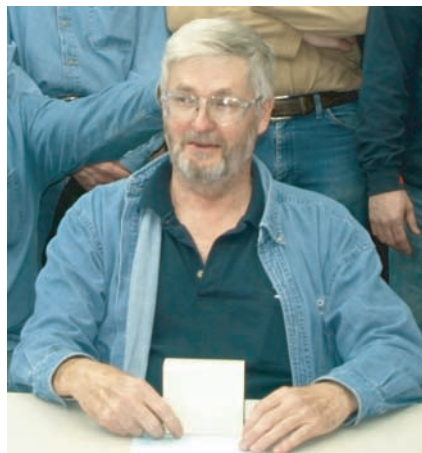
The Foundation of the Food Processing Suppliers Association was established in 1983 to promote food industry education and research. The Mission of the Foundation is to fund select educational, scientific and literary projects, activities or programs of the industries served by FPSA members in such a manner that FPSA Members are benefited through industry betterment due to improved quality control and professional standards, enhanced recognition or image, and improved processor relationships. The president of Drake, Steve Nunn, is currently serving on the board of directors of The Foundation of the Food Processing Suppliers Association.

The Meat Council (MISA) offers its members an opportunity to network on important industry issues, particularly in equipment safety, food safety, hygienic standards and regulatory issues. Through MISA, members are kept up-to-date about important issues in the meat industry and how to prepare for changes and new opportunities. George Reed, our VP of Engineering, is the current past Chairman of the Meat Council (MISA).

To learn more about FPSA, please visit the website www.fpsa.org.

Mark Your Calendar!
Drake Booth #3819
November 1-4, 2011

PROCESS EXPO
2011 - CHICAGO



Bobby Faris

Training for Change

F.R. Drake is going through a number of changes right now. From new practices to new schedules, from new people to old people in new roles, change is ever present. Of course, the key to dealing with change is preparation. And the best way to prepare for that change is with training.



Rick Rosborough, Technical Service Instructor

Training (and cross-training) is among the many changes we are facing. Describing jobs, defining tasks, and developing Standard Work are among the important tools we are currently developing. These three particular tools will assist in the application of the Job Flexibility Charts that have been introduced in our factory, but more importantly, they will assist in determining what needs to be learned, who needs to learn it, and how it should be taught.



A "Lean Training" Class

In addition to job training, at the Drake Factory we will be working on Trainer training; specifically, a program called Training Within Industry. This program was developed during World War II as a technique for training the unskilled

workers suddenly needed for skilled trades for national defense projects. It has subsequently been used by Toyota and the US Military. We will be implementing it in the next few months.

We will be putting further effort in both LEAN and Safety training.

Currently, our production supervisors are receiving biweekly LEAN training; when their TWI training is complete, they will be sharing that training with their staff, allowing us all to speak the same language and mean the same thing. During that same time, Dennis Andrews will use his experience to help roll out a Continuing Safety Training Program, complete with annual refresher courses, ensuring that our safety skills are constantly up to date.

Finally, we will implement a training program that will have far-reaching impact on the quality of Drake Loaders and add value to what Drake offers its customers.

One of our well known field service technicians, Rick Rosborough has been named as Drake's Technical Service Instructor. He is currently obtaining his PMMI "Train the Trainer" certificate and will be heading up several of our new service training programs we will be launching in the upcoming months.

Additional changes taking place at Drake are within the Sales and Service departments. Tim Shrader has

accepted the position of Sales Engineer and will be responsible for working with our customers on new loader projects and modification projects of existing machines. Tim's 20+ years of experience at Drake make him the ideal candidate for this position.



Tim Shrader, Sales Engineer

Mike Skrypek will take the reins as our new Director of Technical Services. Mike comes to Drake with decades of experience in managing the technical service departments of several prestigious equipment firms. Mike will be working closely with Rick on the new training programs we are developing, as well as our entire staff of field service technicians to deliver superior customer service to all Drake customers.



Mike Skrypek, Director of Technical Services

*For additional information
Submit an Inquiry*