



# BEHLEN update

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## Greeting from Sean Lepper, Vice-President and General Manager at BEHLEN

2014 was a challenging year for BEHLEN but there were some great successes we should be proud of and it marked the beginning of many changes that will modernize our business. We manufactured the largest Frameless clear-span building on the planet in Russia and secured a contract with Shell Canada in Carmon Creek that will supply steady work until 2017. As a business, Behlen was recognised by the Manitoba Chamber of Commerce with the MBiz Award and Brandon Chamber of Commerce with the Business Excellence Award. On the technology side, Engineering has begun implementing our new detailing software to be used with our new robotic welding station, which will be the first of its kind. Last year's investments, really showed that we are ready to take all the necessary steps required to be a leader of the steel building industry.

2015 is starting on a high note, and we expect it to stay that way. Our new robotic welding station will be fully functional and in-use before we know it, which will help welding manufacture buildings for one of the largest backlogs of work we have ever had. We will continue to invest in our business and relentlessly modernize Behlen to keep us competitive and become dominant in the face of an ever-evolving industry.

I want to personally thank everyone for their hard work in 2014. In 2015 we will face many challenges as we modernize BEHLEN. Our ability to communicate and persevere will allow us to be successful. It's going to be an exciting year ahead, and with our talented and dedicated staff working together, we will be the steel building manufacturer of choice in Canada and around the world.

Sean



## PROFILE:

# Emilia Batiforra

Emilia Batiforra has worked at BEHLEN since June, 2012 as Inventory Coordinator with a Lean Greenbelt Certification. Naturally, the first assumption that comes to one's mind is that Emilia is preparing to kick butt in 2015 through a rigorous karate training program! As it turns out, that assumption is wrong. Although no karate training will be happening (at least not for now), Emilia has graciously let us enter into her realm of Inventory Control and what it means to be Certified Lean Greenbelt with the Canadian Manufacturers & Exporters (CME).

To learn more about Lean Greenbelt Certification and the concept of Lean Management we interviewed Emilia and here is what she had to say:



### **What is Lean Management?**

*Back to basics. It means identifying & eliminating the 8 wastes: Over-production, Waiting, Transportation, Inappropriate Processing, Unnecessary Inventory, Unnecessary Motion, Defects and Under-Utilized Skills. Lean thinking means involving and empowering employees to make their own decisions and add value to their processes. The goal is to create lean manufacturing that sustains growth by aligning customer satisfaction with employee's ideas and engagement to deliver the best product, whilst minimizing unnecessary over-costs to customers.*

**What does it mean to be have your Lean Greenbelt Certification?** *It means there are a lot of opportunities to explore and challenges along the way as we recognize a new way of lean thinking and create a unified one process flow. The Greenbelt training allows me to share my knowledge and explain the concept of being lean. It also teaches employees how to learn and develop their own skills. Empowering them to make decisions and improve their processes.*

**How do you think your knowledge of Lean Management affects your job performance on a day to day basis?** *It helps me identify and eliminate the non-value added activities in my work and contribute to the overall productivity of my department and BEHLEN as a whole.*

**How do you think that Lean Management affects BEHLEN as a whole?** *In today's competitive manufacturing environment, we need to fully understand, exceed and execute the basics of lean concept. As with any change, we fear getting out of our comfort zone, but through working together with consistent communi-*

*cation and support from management, employees will feel confident and embrace that change is good.*

**What are some of the biggest challenges that BEHLEN will face in implementing Lean Management?** *One of the biggest challenges is trying to engage all employees about lean thinking, as well as getting it to resonate in to our corporate culture. Ultimately, it is our goal to have all staff and management engage in thinking lean.*

**What are some of the biggest accomplishments that BEHLEN has seen during the implementation of Lean Management?** *I think that just implementing Lean Management in to BEHLEN has been a huge success in itself. Last year, the Kaizen Events we (John K. and Andrew J.) facilitated, generated savings of approximately \$97,000. Getting to know each other better through these events also brings out a positive energy, and a belief in one's self that it can be done.*

**What is one interesting fact about Lean Management that BEHLEN employees probably don't know, but would be beneficial for them?** *In-depth understanding, proactive planning and total commitment to their consistent execution and implementation of manufacturing BASICS. "If everyone is moving forward together, then success takes care of itself." Henry Ford*

If you are interested in learning more about Lean Management, you can talk to any one of our four active facilitators that are Lean certified at BEHLEN: Dean Monk (Blackbelt certified), Andrew Janz, John Kinczylo and Emilia Batiforra (All Greenbelt Certified).



# Construct Canada Tradeshow a huge success for BEHLEN

At BEHLEN, connecting with our customers and receiving first-hand feedback is incredibly important – we love hearing testimony from happy customers, and we grow with help of customer suggestions or criticism. Because of our affinity for the customer, several BEHLEN managers and Regional Sales Managers attended Canada's largest annual exposition in early December, with the goal of connecting with our existing clients while also reaching new leads and contacts. To remain at the top of the steel building manufacturing industry, following the market changes and trends is hugely important. Because of the size and importance of the Construct Canada show, Westman Steel partnered with BEHLEN Industries to share in the experience while bringing synergy to the show.

"Construct Canada was a proven success for both Westman and BEHLEN. The brand exposure was fantastic, both for new markets and existing clients," said Ashley Cooper, Regional Sales Manager in Ontario. "Trade shows such as this one will be beneficial as we expand in the Ontario market."

Expanding into the fast-growing Ontario market is going to be one of BEHLEN's largest focus-points in 2015, and getting a foot firmly in the door at Construct Canada is going to offer a humongous boost to kick off the New Year.

A reported 35,000 people attended the tradeshow, taking in the sights and information from 1,600 exhibits.

During the event, our incredible staff managed to bring in 96 (roughly 63 for Behlen, 33 for Westman Steel) new business contacts, while also touching base with some of our repeat-customers like Andrew Colautti, the President of Cohen & Cohen.

"I'm here at the Behlen booth, reminiscing about the four buildings my family owns," said Colautti.

"They are very good quality, excellent design with a lot of options for different configurations. We've got a lot of compliments on the design [of the building]."

BEHLEN attended the show in 2013, securing 57 leads. Of course, there had to be room for a bit of fun, so it wasn't all work for the BEHLEN employees at Construct Canada. While in Southern Ontario they were able to stop in at our Cambridge headquarters to enjoy in the holiday festivities at the Cambridge Christmas Party. They also managed to sneak in a fun game of ping pong at SPiN Toronto and rumour has it we have an all-star team of ping pong players at BEHLEN! Overall, Construct Canada was a huge success for BEHLEN and we expect to take this momentum with us to the BuildEx Vancouver trade show in February, which is Western Canada's largest tradeshow and Conference for the construction, renovation, architecture, interior design and property management industries. The show expects 13,500 attendees and over 600 exhibits.



*"The brand exposure was fantastic, both for new markets and existing clients"*

*– Ashley Cooper*

## Minute for Safety

Happy New Year and welcome to our first ever Minute for Safety. Our goal for 2015 is to gain each other's trust and create a strong **Safety Culture** within our company. A **Safety Culture** is the way safety is perceived, valued and prioritized in an organization. It reflects the real commitment to safety at all levels in the organization. It has also been described as "how an organization behaves when no one is watching".

Safety comes from within by looking out for each other and having a shared responsibility of ensuring a safe workplace. So, how are we going to do this? Simple. Continuous communication, leading by example and trusting each other are the key elements. Remember, doing something the right way always takes precedence over short term production pressures! Please stay tuned for more information and tips in upcoming editions of the BEHLEN newsletter.



Chicken Dinner



Christmas Party



United Way Campaign - Bake Sale



United Way Campaign - Steel Gingerbread Houses

## What's New at BEHLEN

More like what's not new at BEHLEN! The last quarter of 2014 was full of excitement, awards and parties. To start it off, we won the Long Term Business Achievement award at the Manitoba Chamber of Commerce MBiz awards, which was a great achievement. We then saw the completion and first soccer game played at the BEHLEN manufactured Soccer Complex in Siberia.

Our Rec Committee was also hard at work planning all sorts of festivities over the holidays. To start it off, we had our annual United Way Campaign, where employees participated in a number of fun and unique events that showcased many of our talented staff- such as the bake sale and the gingerbread house welding competition. We capped off our United Way Campaign with our annual Chicken Dinner and an exciting announcement that the company raised more than \$6,500, being matched by the Edwards family, for a record-smashing total donation of more than \$13,000.

We also had our annual Kid's Christmas Party at the YMCA, which was a fun filled pool and pizza party for all of the kiddies of BEHLEN and Westman Steel employees. To cap off the holiday season, we left the kids at home and partied the night away at the BEHLEN and Westman Steel Christmas Party, where we had a buffet dinner, great prizes & awards, a rocking DJ, and tons of casino games to keep everyone entertained all night long!



Ugly Christmas Sweater Day



MBiz Awards

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