

# Mueller Service Lines

MAY 1977

NEWS ABOUT MUELLER MARKETS, PLANTS, PRODUCTS, PERFORMANCE, AND PEOPLE

## Service Lines: The Whys and Wherefores of a Company Publication



**What it's all about is communication, says Harlan White, Mueller Co. President**

A letter to all Mueller Co. personnel:

One of the biggest problems of our time is communication. This may sound strange in an era when we are literally drowning in a sea of words, pictures and messages in the form of radio, TV, newspapers, magazines, books, pamphlets, signs, speeches . . . and yes, even letters.

But that's the problem. We're receiving too much too fast and too indiscriminately. Sorting it all out can be difficult, and at times impossible. We do have, however, a built-in mechanism that acts as a kind of filter to screen out some of this excess input. That mechanism is called "personal interest." It enables us to disregard input that has no interest for us and be selective about that which does.

This helps with the problem of excess input, but it doesn't always solve it. Even when we concentrate our attention on the things that appeal to us, we often get conflicting messages. The weather, for example, is of interest to most of us. But it can be confusing when one "expert" tells us we're facing a global warming trend, and the next thing we read on the subject is another "expert"

saying the world is cooling off in preparation for a coming ice age.

The task we're setting out to accomplish here in Mueller Service Lines is to communicate on subjects of interest to you. These will include your relationship with Mueller Co., Mueller Co.'s relationship with you, your attitudes, the company's attitudes, your job, the company, and how it can all come together in a way that will benefit everybody, including our families, our customers and our community.

I don't expect this to be an easy task. But apart from how little or how much Service Lines carries that is of a personal interest to you, you can be certain of one thing: like the weather "experts," we are not, we hope, going to confuse anyone. The purpose of Service Lines is to communicate with you on a meaningful basis . . . bring you information, ideas and thoughts that *do* get through your filter. If that happens, then bringing you Service Lines is worth the effort.

**Harlan White  
President**



# What is Mueller Co.?

One of the first things that could logically come to mind in attempting to define what a company or business is, is the question, "Why does anyone start it in the first place?"

There are many reasons: to achieve a measure of independence, to earn money, to gain a sense of fulfillment, to build something and make it grow, to provide a source of employment, to manufacture a product free from the constraints of others, to have the freedom to make it better than similar products on the market, to benefit the community, and many others, depending upon the individual or individuals involved and their particular goals and visions. The answer is that Mueller Co. was started for *all* of these reasons.

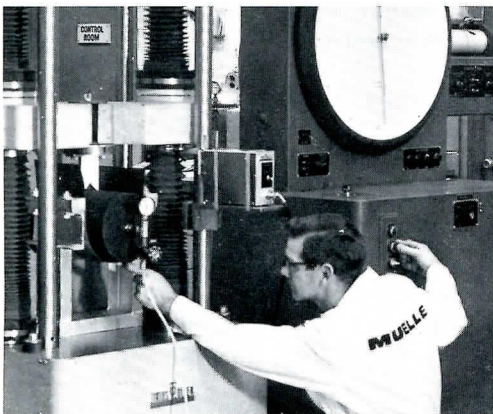
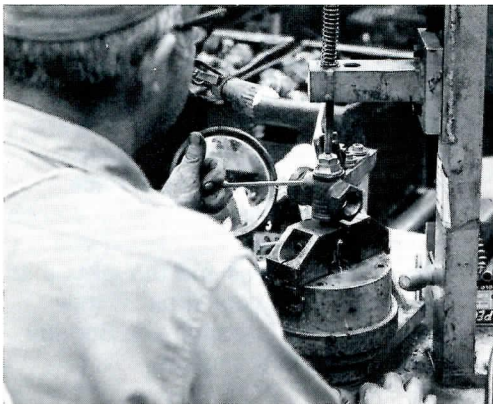
The next phase of the question as to what Mueller Co. is can be answered by saying that it is not simply buildings, assembly lines, machines, tools, offices; raw materials coming in and finished

products going out; money earned and spent. These are important, but they are only one part of a business. Necessary, of course, but a part that is inanimate, unmotivated, undynamic.

And that brings us to the answer we've been working toward. *Mueller Co. is people.* People working together for common goals and common causes. Specifically, 2,300 people working together in plants, offices, research facilities, warehouses, and out in the field. It is these people who provide the moving force, the dynamism, the life that makes the inanimate part work. People turn it into a living organism. How well that organism that is Mueller Co. works depends on many things. Things like how well motivated and dedicated the people are. How they feel about the company and their jobs. What their goals are within the framework of the organization. How they feel about themselves and the pride they

take in their work. Their understanding of their part in the organization and whether they're getting more than just an income from their jobs. These and many other considerations are involved . . . both on the part of the employees and management. Upon these things rests the answer to the question of how well a company is working. And how well it is working has an important bearing on what it is.

The ultimate goal is to achieve a situation where satisfied, dedicated, conscientious personnel and enlightened, progressive, concerned management all work together for the common benefits of success. When a company is successful, its people are successful. People, in this case, meaning you. And when it *is* successful, you will be able to look at yourself and know the important part of your life that revolves around your work, your career, and your ability to earn a livelihood is successful, too.



# The Face in the Glass

IF YOU'RE NOT PART OF THE SOLUTION,



YOU'RE PART OF THE PROBLEM.

When you get what you want in the struggle for yourself,  
And the world makes you sovereign for a day,  
Then go to the glass and look at yourself  
And see what the face has to say.

For it isn't your Father, your Mother, or husband or wife  
Whose judgment on you you must pass,  
The person whose verdict counts most in your life  
Is the face staring back from the glass.

It's the person to please, never mind all the rest,  
For it's with you clear to the end.  
And you've passed your most dangerous difficult test  
If the face in the glass is your friend.

You can fool the whole world down the pathway of years  
And get pats on the back as you pass,  
But your final reward will be heart-aches and tears  
If you've cheated the face in the glass.

You can do nothing less than look at yourself  
And decide what for you is the best,  
Then do what you must to begin, and you'll see  
That the face in the glass passed the test.

(Author Unknown)



## Coming up in "Service Lines"

In the next issue, we'll be taking a "walk through the plant" as we follow an iron body LubOseal® Gas Meter Valve through the factory from coremaking through final testing and discuss the "Mueller Margin." Future issues will deal with the housing market for 1977 and how it affects our business, the changes that will be brought about by the growing energy shortage, and other topics that can have a bearing on our lives.

**MUELLER® CO.** / **DECATUR, ILL. 62525**

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