

Suhor Industries, Inc. Management Training Program Outline

QUALIFICATIONS

- High school graduate or GED.
- Good physical and mental health.
- Good personality and manager's profile.
- Willingness to learn.
- Willingness to relocate.
- Willingness to sign agreement not to compete.
- Ability to deal well with people.
- Ability to function within a team framework.
- Manager's recommendation.

TWO-YEAR TRAINING PROGRAM to include the following:

Date Completed

Marketing

- _____ 1. Attend one Wilbert sales seminar.
- _____ 2. Put on 3 customer sales seminars.
- _____ 3. Accompany plant manager or marketing representative on 25 sales calls. Document each call.
- _____ 4. Attend at least one state funeral director's convention.
- _____ 5. Attend five District meetings.
- _____ 6. Visit Wilbert, Inc. in Chicago.
- _____ 7. Install five displays in funeral homes.
- _____ 8. Handle at least 10 customer complaints. Document customer, problem, solution and results on each.

Finance

- _____ 1. Attend two Suhor Industries' Manager's meetings.
- _____ 2. Spend one to two days at home office.
- _____ 3. Take 5 physical inventories at plant and roll them forward.
- _____ 4. Learn to read financial statements.
- _____ 5. Learn to read customer sales report, sales analysis and inventory turn-over reports.
- _____ 6. Assist in collecting past due accounts receivable.
- _____ 7. Learn to use computer and programs.

Plant Operations

- _____ 1. Exposure to all aspects of the manufacturing process.
- _____ 2. Learn all aspects of the delivery process.
- _____ 3. Order 4 liner shipments.
- _____ 4. Work actively at least 2 months in 3 different plants in concert with 3 different plant managers.
- _____ 5. Attend one quality control school.
- _____ 6. Attend one Wilbert District 10 meeting.
- _____ 7. Coordinate and administer 4 safety meetings.
- _____ 8. Understand the basics of "Lockout Tagout" Program, Right to Know Program, and EPA storm water run-off program.
- _____ 9. Perform 5 plant safety walk-throughs.

Equipment

- _____ 1. Obtain a CDL license.
- _____ 2. Learn how to operate forklift, backhoe, mixer, batcher, crane, and all other equipment at plant sites.
- _____ 3. Help repair and install a truck bed.
- _____ 4. Learn to polish and rebuild lowering devices.

_____ 5. Learn to rewire and overhaul a hiljoy.

Personnel

- _____ 1. Participate and provide assistance in the hiring and termination process.
- _____ 2. Assist with employee evaluations.
- _____ 3. Gain knowledge of workers compensation modification rate.
- _____ 4. Learn and understand filings and protests for unemployment benefits.
- _____ 5. Assist with and understand wage increase calculations.
- _____ 6. Develop ability to train and motivate other employees.
- _____ 7. Understand and complete, if possible, employee recognition and employee disciplinary warning process.

Monuments

- _____ 1. Learn all aspects of the monument manufacturing process.
- _____ 2. Learn all aspects of the monument delivery/installation process.
- _____ 3. Complete Suhor Industries' monument training program.
- _____ 4. Assist with 10 cemetery lettering orders.
- _____ 5. Assist with one monument inventory, lead one monument inventory.
- _____ 6. Attend one monument industry shop seminar.
- _____ 7. Order 10 granite shipments.
- _____ 8. Accompany marketing representative on 10 sales calls. Document each call.
- _____ 9. Be able to operate Monu-Cad Lite and operate stencil cutter.
- _____ 10. Assist with two Suhor Industries' monument sales seminars.
- _____ 11. Delivery and set-up 3 displays in funeral homes.
- _____ 12. Handle at least 10 customer complaints. Document customer, problem, solution, and results on each.