

*Phoenix* •  
**Captions**

*Winter 2004*

***Technical  
Services:  
Service Beyond  
the Sale***

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## Kroger Contract Secured

The Kroger Company, headquartered in Cincinnati, OH and one of the nation's largest grocery retailers, has been one of the front-runners in package conversion for 32-ounce mayonnaise. More than five years ago, Kroger discontinued using metal closures and began using plastic closures on their glass containers. Another package change started two years ago when consumer studies indicated a preference for an all-plastic package. After extensive testing, Kroger determined the plastic-to-plastic marriage would work.

"Since Phoenix has participated in many glass to plastic conversions of mayonnaise packages, Kroger recognized our experience in the mayo market," explains **Jennifer Wojciechowski**, Regional Sales Manager. "Given our previous successes and the existing relationship between



our two companies, Phoenix was invited to bid on this project." At the close of the bidding process, Phoenix came out on top. But Kroger didn't base their decision on price alone. In the end, it was Phoenix's ability to provide Technical Service during the package conversion that sealed the deal. 


## Carriage House Awards Multi-year Agreement



Phoenix Closures has been awarded a multi-year agreement to supply closures to multiple plants of **The Carriage House Companies**. Encompassing products such as peanut butter, mayonnaise, salad dressings, barbecue sauces, drink mixes

and many others, this new agreement builds on the relationship between the two companies that began over 20 years ago at the Red Wing Company in Streator, IL.

When Ralcorp Holdings purchased what is now known as The Carriage House Companies in 2000, they began to stress long-term, strategic vendor partnerships. The goal was to bring down total costs, while maintaining high levels of service, quality and technical expertise. Since Phoenix is able to supply, manage, and support the various products that Carriage House requires, Ralcorp initiated Phoenix as one of its core suppliers.

Regarding the new contract, **John Visk**, Regional Sales Manager, tells us, "I have been involved with this account for over 15 years and it really has been fun to see our two companies grow together. I look forward to our continued success!" 

# At your Service...

## *The Tech Services Team*



**Jeff Roddy**, near right and lower right, examines customer's capping line.

**Dave Moore**, upper right, discusses issues with customer



**Technical Services** is that area of our business where engineering design and production technology meet the real world application of our customers' filling lines. Every production facility presents its own set of challenges--from equipment types, to production line configuration, to the actual product itself. It's the job of Technical Services to become our customers' technical partner.

As **Dave Moore**, Vice President Technical Services, explains, "Our primary job is to help our customers in any way we can. Sometimes that means recommending a particular closure system for their package. Other times, it means going out on a customer's line to address a particular concern."

As many closure companies cut corners to reduce costs, Phoenix recognizes the importance of being able to deliver service beyond the sale. Whether it's offering assistance during a new

product shake-down or consulting with an equipment manufacturer about a machine adjustment, our service engineers go the extra mile to provide the support our customers need.


**Jeff Roddy**, Technical Services Engineer, provides some insight into the future of Technical Service. "As our customers' product lines become more sophisticated, so must our analytical tools. Today we're using digital cameras and high-speed video to capture images that can't be seen by the human eye. We're also participating in packaging symposiums where customers invite material and equipment suppliers to help evaluate and design packages and processes."

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***Tech Services' Goal:***  
***Identify and eliminate potential and existing problems in the packaging stream.***

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All of this cooperation between customer and supplier helps to achieve Technical Services' goal: to identify and eliminate potential and existing problems in the packaging stream.

If you have a problem or concern with your package or production line, we'll be glad to help. You can contact Jeff Roddy at 630.276.2550 (email: [jroddy@phoenixclosures.com](mailto:jroddy@phoenixclosures.com)) or contact Dave Moore at 630.420.4763 (email: [dmoore@phoenixclosures.com](mailto:dmoore@phoenixclosures.com)). 



**Dave Moore**, far left, reviews capper set-up.


## PCI Announces New Warehouse Location



Our new warehouse location at 2580 Prospect Court, Aurora, IL 60504


Phoenix Closures is excited to announce the relocation of its Naperville warehouse to a new 140,000 square foot facility in neighboring Aurora, Illinois. This move was necessary to support the increased volume and continued business growth at both old and new customers. One of the biggest benefits to our customers is more space to stage orders for just-in-time shipments.

Moving over 100 million items was a huge task for Phoenix Closures, but was completed with only one day of shipping downtime! A big thanks to all our customers for their understanding during this transition.

And while we're talking warehouse, did you know that Phoenix's warehouse staff has gone over 3,350 days without a lost-time accident? Congratulations to every one of our 25 warehouse employees for making the Phoenix Closures warehouse among the best and safest in the industry! 



## 2003 Kohs Scholarship Awarded

This year's winner of the annual Kohs Scholarship is **Alma Dzananovic**, daughter of **Osman and Hajrija Dzananovic**, both Lining Department employees. Alma is attending the University of Illinois at Chicago, majoring in Advertising, Design and Illustration. She enjoys volleyball, softball and reading, and puts her multilingual abilities (Bosnian and German) to good use helping others. Alma works part-time in the capacity of office support for Harlem Furniture. This scholarship will provide Alma with \$6,000 over the course of the four years she will spend at UIC. Congratulations, Alma! 



From l. to r.: Hajrija, Phoenix Closures President Bert Miller, Alma, and Osman Dzananovic



### Captions

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