

## New Display on Plant Tour

On Friday, July 27, tourists experienced a new visual display on our plant tour. A three minute video has been added to the final tour stop to ensure that all tourists fully understand our quality testing and verification.

After receiving feedback that the last tour stop needed a visual element to better engage tourists, the decision was made by the Plant Tour Council to add the video and two flat screen TVs. The video, produced by HITCENTS and narrated by Vehicle Assembly Engineering Manager **Tom Hill**, explains the CARE, shaker booth, test track, and quality audit processes.

Continuous improvement plays a large role in the plant's highly successful tour program, which sees more than 50,000 tourists each year.



Tour Guide **Stuart Cook** plays the new video for his tour group at the shaker booth on Wednesday.

## Employee Profile

When getting to know Trim Superintendent **Derek Lawrence** and Personnel Director **Theresa Lawrence**, they proudly talk of their three daughters. Lately, much of their chatter has been about their youngest daughter, Alexis.

During the weekend of May 11 in Lexington Kentucky, Alexis participated in the State AAU Basketball Tournament for girls 13 and under. Her team, *The Bowling Green Blast*, swept their competition in the preliminary brackets Friday and Saturday by defeating their opponents by an average of 15 points.

Sunday's championship brackets saw *The Blast* and the *Louisville Jaguars* (their 2006 rivals) on a head on collision course for the championship game. *The Blast* eliminated their competition the first game by 8 points, where Alexis scored with 3 pointers and lay-ups and a suffocating defense on her opposing player.

Poised and determined, *The Blast* ran the floor and routed *The Jag's* with defense, 3 pointers and outstanding team effort. Once again, *The Blasts* are the AAU Girls 13 and under Kentucky State Champs; they were also the State Champs in 2005. Congratulations to Alexis and her teammates for Best in the State again.



Theresa Lawrence posing with daughter, Alexis.

Continued from cover story.

One of the initiatives that came out of the offsite was the need to restructure the members of the council. This was done immediately, and our council has now been trimmed to 18 participants: **Terry Sutton, Norm Catt, Wil Cooksey, Jeff Webb, Aek Shaffer, Scott Bell, Don Farrell, Steve Grilli, J.P. Lalonde, Theresa Lawrence, Dorian Lee, Eldon Renaud, Tim Gensler, Jody Stevenson, Josh Honshell, Jeromiah Swift, and Cathy Williams.**

Below is a look at the beliefs and values that the Quality Council uses when making decisions for Bowling Green Assembly.

### Beliefs & Values: Customer Satisfaction and Enthusiasm Through...

#### People

- Invite the people of GM to be full partners in the business.
- Recognize people as our greatest resource.
- Demonstrate our commitment to people.
- Treat people with respect.
- Never compromise our integrity.

#### Continuous Improvement

- Make continuous improvement the goal of every individual.
- Put quality in everything we do.
- Eliminate every form of waste.
- Use technology as a tool.
- Accept change as an opportunity.
- Establish a learning environment at all levels.

#### Teamwork

- Build through teamwork and joint action.
- Take responsibility for leadership.
- Make communications work.
- Trust one another.
- Demand consistency in the application of this value system.