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Two topics: security and customer service

By Paperitalo Staff

It probably would not surprise long time readers of this column to discover that your humble writer owns a few shares of one or two agricultural tractor manufacturers. In fact, it so happens that one very large internationally recognized manufacturer's headquarters are about a mile from my home. I own some shares in this company.

One day last week I was at my local 24/7 print store (I will also avoid their famous name to protect the second guilty party in this vignette). I was picking up some work I had left the week before.

As I stood at the counter, what did I see, almost within arm's length? A stack of papers, about an inch high, ready for either copying or making overheads. It was obviously a presentation. However, the top page is what caught my eye (and, I will paraphrase to protect the guilty) which said: "'Famous Tractor Company' October 2004 Production and Sales Report by World Region."

Wow! Here is an ethics, temptation and Securities and Exchange Commission lesson all wrapped up in one nice little package. All an unethical person would have had to do was take a quick look at this document to gain some inside scoop on what is happening at this company. That person could be a stockholder, competitor, or plaintiff lawyer.

If you are sending your clerical jobs out, be careful. Keep the sensitive stuff in house. Caution your satellite facilities to do the same. You just never know who may be reading your documents once you lose control of them.

On a different subject, can anyone tell me why motels place the "employee of the month" parking place right next to the front door? It seems to me like the "employee of the month" should be the most customer-sensitive one and gladly take the parking place furthest from the front door. Am I missing something here or have I just been traveling too much this year? I hope that at your facility you have placed your customer parking places next to the handicap ones and very close

to the front door—under a protective awning if possible. After all, how do we make invoice printers spin? By having pleased and happy customers—a condition that starts before the customer ever visits the interior of your facility.

We are going to start alternating ethics with safety as we close out each week's column. Therefore, for ethics this week let me ask this question. If someone could magically record every action you took while at work last week, would there be any evidence which could be used to convict you of not fulfilling your fiduciary duty to your employer? We will talk next week. ##