



## Communication, Employee Focus, and Knowledge Sharing

### MESA Products, Inc. Tulsa, Oklahoma

MESA uses its Communication Plan to focus employees and ensure to ensure learning and knowledge sharing occurs through a variety of means including training programs, team-building, cross-departmental improvement teams, and general focus on process improvement.

FORUM	WHEN	OWNER	ATTENDEES	PURPOSE
Monday Morning	Weekly	President	All Tulsa Staff	Communicate current status and share current events, recognition
Manager	Monthly	President	Managers	Progress review with adjustments
Management Review	Bi-annually	President	Managers	Strategic Planning and progress review
All MESA Staff Meetings	Bi-annually	President	Available staff	Communicate strategic direction, share information, answer questions, benefits, compensation issues
Lunch & Learn	Monthly	President	Tulsa-voluntary	Technical, Baldrige training, general
Electronic Newsletter	3 times/yr	President	Customers, Employees, Suppliers	Share information, current events, and recognize employees
Mgmt Development	Varies	President	2 Managers, 2 sales staff	Develop management skills
LEAN events	Periodic	President	Various emp.	Improve Processes
MESA Newsletter	Quarterly	Admin	Employees	Communicate, share, recognize
Departmental meetings	Wkly/Mtly	Dept Mgrs	Dept staff	Develop action plans, review progress
Special Training Events	Periodic	Various	Varies	Team building, sales, communication skills, leadership, safety, etc
Employee Performance Reviews	Quarterly	Mgrs./sup.	All employees	Conversation regarding performance, recognition, areas of improvement
Key Supplier Meeting	Annually	Mats Mgr	Key Suppliers	Share information, current status, goals
New Employee Orientation	Bi-Annually	HR	New employees	Share vision/values/culture

### Employee Performance Management System

COMMUNICATE	PROVIDE FEEDBACK	ASSESS	MEASURE
<ul style="list-style-type: none"> <li>Strategic Plan</li> <li>Standards of Conduct</li> <li>Quality System</li> <li>MESA Value Promise</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly Performance Review aligned with business needs</li> <li>Identify Opportunities for Improvement</li> <li>Identify Training Needs</li> </ul>	<ul style="list-style-type: none"> <li>Annual Salary review</li> <li>Annual COLA</li> <li>Annual Benefits Review</li> <li>Annual Compensation Survey</li> <li>Profit Sharing Program</li> </ul>	<ul style="list-style-type: none"> <li>Profit-sharing Pool (35% Net, pre-tax profit)</li> <li>Individual share based on performance</li> <li>Service/tenure awards</li> <li>Birthday/anniversary recognition</li> </ul>

MESA uses quarterly performance reviews to give employees more timely feedback than the previous annual review. The President created a formal plan to share financial success through a profit-sharing pool. The purpose is to individually reward employees with a portion of the company's profits and to link employee performance to the distribution.