

InciDENtally

First Quarter 2007

Special points of interest:

- Sunflower Bank
- Featured Employee
- Good to Great

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*Plumbing, Piping,
HVAC and Custom
Metal Fabrication, Service*



*“... goal is to be-
come great and then
sustain greatness..”*



Controls Sunflower Bank

It isn't every day that we get to say that we control a bank...The good news for Sunflower Bank's customers is that we only control the air.

DEN recently was brought into Sunflower Bank to upgrade and rework the HVAC and Controls Systems. This work entailed removing and replacing heating and cooling systems and replacing old pneumatic controls with DDC (Direct Digital Controls).

Bill Lawrence (See Featured Employee) worked day and night to get the bank online with their controls. The system he designed includes an interactive web program which allows the user access and control

From David's Desk

Remember that we have discussed the desire of the DEN team to move out of the paradigm that being good is sufficient. The goal is to become great and then sustain greatness. To do this, you have to have the right team in place and seated in the right seat in the company. And that team must detest complaisance.

With these "givens" in place, you really have to work on establishing the culture of the

over temperature with the click of the mouse. Bill designed the program with the user in mind so navigating it is like walking around the building. In addition to the ease of use, Bill made sure it was secure and only controllable by authorized bank personnel.

Sunflower's new controls system can control the temperature in every room from anywhere they have web access. The TREND IQ system is intuitive enough to allow for the adjustment of the temperature for areas and events. If Sunflower is holding a reception in their conference room, they can adjust the temperature in only that area.

company. It has to become second nature to focus on trust, communication, accountability and results with the end result of adding value to our customer's expectations. I feel that our core management team is "getting it," and I am seeing groups of individuals evolve into one unit, with the focus of distinguishing ourselves from just any old ordinary good company.



This controls system creates a better banking environment and saves energy too. With the ability to control rooms and areas, temperatures can be set for different setting for days, nights and week-ends for each area.

Not only does this system control the temperature, but it also alerts both the bank and us when a piece of equipment is down or in need of service.

We have thoroughly enjoyed working with Sunflower Bank on this project and look forward to our next opportunity.



We are now asking our managers to take this initiative to their respective departments so that they too can "get it." We have to constantly push this new cultural definition to every person in the organization if we ever hope to realize the goal of being a great company. Using a sports' metaphor, we must be like a football or basketball team. With every play there is constant movement and no matter who is in the game, teammates

From David's Desk (continued)

"...goal is to become great and then sustain greatness."

trust that everyone is moving for the desired purpose and will be in the right spot at the right moment for the team to be successful.

At DEN we define the desired purpose to be:

1. Add value to (exceed) the customer's expectations.
2. Add value to DEN.
3. Have fun in the process.

With systems in place and a team that "gets it" this constantly moving target of greatness is a goal that can be closed in on and attained. Sustaining it becomes the next big challenge.

I really feel we are making major strides. Our '06 results exceeded expectations, our EMR rate dropped dramatically, we added more customers, our '07 backlog is strong and we had a heck of a lot of fun.



Featured Employee



Bill Lawrence has found Dean E Norris, Inc. to be an exciting and aggressive experience these past three years, especially since learning the NOVAR/TREND automation system. He has found that it has pushed his limits and expanded his skills. Bill considers himself very lucky to have this experience and to

work with such a great team. He says that he hasn't seen anything like this Controls System and finds it "wicked cool with useful possibilities."

Bill Lawrence started learning HVAC from his father when he was only 14. He joined the Air Force at 18 and became a HVAC/R apprentice. At 25 he

moved back to Wichita and met his wife. They now have three sons Spencer, Alexander and Aiden. Bill's hobbies are his wife and children. When he is not busy with his family or his job, he loves to tinker.

We are very lucky to have such a dedicated and committed employee.

DEN Management Company is committed to providing a safe and healthful work environment for all our employees and others that may work, visit or enter our facilities.

*"At 20 years of age the will reigns, at 30 the wit, and at 40 the judgment."
Benjamin Franklin*

Birthdays

April Birthdays

- 7th—Paul Haury
- 8th—Larry Webb
- 14th—William Guthrie
- 17th—Clark Graves
- 18th—CJ Moeder
- 22nd—Michelle Cole
- 24th—Ric Elrod & Chad Allen
- 25th—Roger Zogman

May Birthdays

- 2nd—Aaron Tucker
- 3rd—Nicholas Redelman
- 8th—Billy Davis
- 10th—Colin Clem
- 14th—David Norris
- 20th—Duke Norris
- 17th—Clark Graves
- 18th—CJ Moeder
- 22nd—Michelle Cole

June Birthdays

- 14th—Joshua Lindholm
- 18th—Gary Schroeder
- 17th—Clowie McLaughlin
- 18th—John Schroeder
- 25th—Merel King
- 26th—Tom Probst
- 30th—Robert David Smith

