

MilloGram Wenger's Feed Mill, Inc.



Our Mission: Providing Quality Feed for Quality Food

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Massey, Mount Joy, Muncy, Rheems, Shippensburg, and Spring Glen

From Barry Shaw

THE HUMILITY OF LEADERSHIP

Humility is a characteristic all leaders should possess. At times it appears that humility and leadership are contradictory to each other.

smarter, or more skilled than anyone else. A leader does, however, have influence and impact on others. This unique capability doesn't have to be

a trade-off for a compassionate personality. Leadership can be done with humility and I believe it requires humility to be a great leader.

If you remember Jim Collins' book, *Good to Great*, he emphasized that among the many characteristics that distinguished these companies from oth-

ers is that they all had level 5 leaders. Level 5 leaders direct their ego away from themselves to the larger goal of leading their company. Those leaders were a complex mix of intense professional will

and extreme spiritual and personal humility.

To be effective, leaders need to stay humble. If we are not humble, we will not be a very good leader. So many poor leaders are clueless as to how they impact the rest of the organization. They have developed an environment that hinders the growth of individuals and their company. Those in leadership positions have more responsibility to make sure their egos are kept in check. Learning this takes life experience, often the hard way, by learning what not to do and by studying and reflecting on other humble leaders. This does not happen by itself, nor does it come naturally, but it can be strengthened through our faith. We all have to work at it on a continuous basis. It means we have to work extra hard to convince ourselves that we are probably not the only reason for success and we should not take too much



Being humble doesn't make a good leader; it just gives you a fighting chance to become one.

Leadership is often thought, or even taught, that it requires a person to be very pushy and aggressive. They have to have a "take charge" attitude.

However, a true leader is not necessarily any better,

Contents

2

Barry Shaw Nominated for Award

3

Green Plus

4

Particle Size Testing
Toxin Levels in Wheat Harvest

5

Reducing Waste
Thanks from a Driver

6

What's New

[Humility, cont. on page 2](#)

BARRY SHAW NOMINATED FOR ETHICS AWARD

Humility, cont. from page 1

Lancaster's Samaritan Counseling Center held its third annual Ethics in Business award ceremony on June 18, and this year, Wenger's Chairman F. Barry Shaw was among the nominees.

The Samaritan Center's Board Chair, Michael Leichter explained the award criteria, "Each recipient, as well as all 15 finalists, have distinguished themselves in excellence in the five Principles of

"Words on paper do not mean a thing if you do not live them every day of your life."

Conduct upon which the award is based. The principles are: Integrity, Fairness and Justice, Stewardship, Life-Enhancing, and Transparency."

The Ethics in Business program was launched in 2006 to increase awareness of businesses, organizations, and individuals exemplifying excellence in ethical behavior. There are three categories: For-Profit Business, Not-for-Profit Business, and Individual Business Persons. Fifteen final nominees were chosen from among 30 applications.

Barry was nominated in the Individual Business Persons category along with Daniel Fichtner, President of Providence Engineering Corporation; Quintin Frey, President of Turkey Hill Dairy; Francine McNairy, President of Millersville University; and Wayne Scott, Executive Director of the Mix at Arbor Place.

Barry was interviewed during the selection process and noted, "Words on paper do not mean a thing if you do not live them every day of your life." The program for the event described Barry's approach to life as drawn from interviews with him and his colleagues: "His strong Christian and ethical values are the cornerstone of the way he lives, conducts business, and contributes to the community. He believes in servant leadership and uses his vision, leadership, and resources to help others be successful."

While the award was given to Quintin Frey, Barry noted what an honor it was to be nominated.

of the credit. There is no "I" in "team", and it takes a great team to be truly successful. President Ronald Reagan, one of our great presidents, liked the quote "There is no limit to what you can accomplish if you don't care who gets the credit."

I often stress we all need to be servant leaders, and one of the core characteristics of a servant leader is humility. In order to be humble, we must stand for something greater than ourselves. If we, as true servant leaders, leave our egos at the door and come to the workplace with spirituality and humility, it will make

If we, as true servant leaders, leave our egos at the door and come to the workplace with spirituality and humility, it will make for a better workplace and increase the sense of teamwork, morale, and success both individually and corporately.

for a better workplace and increase the sense of teamwork, morale, and success both individually and corporately. Being humble doesn't make a good leader; it just gives you a fighting chance to become one.

(From left) Robert L. Glover and Robert E. Lee, Co-Chairs of the Ethics in Business Steering Committee, present a certificate to Barry Shaw acknowledging his nomination for the Ethics in Business Award. Michael Leichter, Chair of the Board of Directors of the Samaritan Counseling Center is pictured at far right.



GREEN PLUS

Rebecca Ranck, Environmental Coordinator

Everywhere you look today, you are seeing and hearing all about the “going green” movement. You see more and more signs, commercials, and programs devoted to establishing more sustainable practices to help move your life, your business, and our world into the future. In the last Millogram, you read about sustainability throughout the



Green Plus is a green and sustainable small business certification and education program that gives employers affordable, practical support in succeeding financially while being good to their environment, employees, and community.

publication. Wenger’s has begun the journey to sustainability in a number of ways.

About a month ago, our President Jim Adams asked me to begin the process of registering Wenger’s in the Lancaster Chamber of Commerce’s Green Plus program. As I started to look over the website and begin the registration process, there were a few things I noted about the program.

Green Plus is a green and sustainable small business certification and education program that gives employers affordable, practical support in succeeding financially while being good to their environment, employees, and community. The program gives chambers of commerce, trade associations, foundations, and local governments a new way to support their small business and non-profit stakeholders. Green Plus believes sustainability is a global trend, and its impact on profitability, consumer choices, investment strategies, and the regulatory environment is growing at a rapid pace. Their efforts are

to provide affordable, practical expertise to America’s small businesses and help them become more sustainable. Green Plus was developed by the Institute for Sustainable Development and combines online tools with advice from other businesses and university partners to help organizations assess their business performance as well as their environmental and community stewardship and create sustainable plans.

Based in North Carolina, the Institute for Sustainable Development is made up of universities, chambers of commerce, businesses, and philanthropic foundations. Some of the partners include: The Duke Center for International Development, University of North Carolina (UNC) Center for Global Initiatives, UNC School of Social Work, Chapel Hill-Carraboro Chamber of Commerce, Durham Chamber of Commerce, GlaxoSmithKline, The Fenwick Foundation, and Lenovo.

To begin certification, you log on to the Green Plus website: www.gogreenplus.com and submit a registration form. The registration form is called the Green Plus Sustainability Diagnostic tool. You answer 85 questions so the program evaluators can get a good feel for your business and what you are currently doing to be sustainable. The form is then scored, and you receive those scores along with a report detailing areas for improvement. Also, to complete the registration process you have to pay a fee and complete a phone interview. Once certified, the certification runs through the end of 2010. After that point, a re-evaluation audit would be performed so that certification shows continual improvement in sustainability measures taken by the company.

WHAT WE’RE DOING TO IMPROVE OUR GREEN PLUS SCORE

The areas evaluated by Green Plus are People, Planet, and Performance. After going through the registration and evaluation, the report for Wenger’s showed the following: our strength in Performance was the company’s financial planning; in Planet, transportation and waste reduction were rated highly; and in People, employees and community engagement were our strengths.

The specific items that have been reported as priorities for improvement and the categories are as follows: Human Resources (Performance); Energy and Water (Planet); and Awareness Building (People).

While we fell just short of the 80% score required for certification, we will be working throughout the year on initiatives to address the challenges identified by the survey.



Environmental**Services**

WHAT'S BEHIND A QUALITY FEED?

NEW EQUIPMENT ALLOWS ON-SITE MONITORING OF PARTICLE SIZE

What's behind a quality feed? Quality ingredients handled and prepared the proper way. For Wenger's that means corn ground to the customer's desired particle size.

The company offers three grinds: coarse, medium, and fine. Coarse ground corn is used in mash feed. Medium and

Correct particle size increases the rate of gain for some species and leads to increased efficiencies that pay off in real savings for Wenger's customers.

fine ground corn are used to make pellets as the larger particles in the coarse grind may split a finished pellet.

While Wenger's Quality Assurance Department has always monitored particle size, a more extensive effort was launched in April 2008 with Wenger's Quality Assurance Technician, LuAnn Gerlitzki, testing samples from every location every week. The results were plotted and shared with the Mill Supervisors and Maintenance regularly.

Since particle size depends on the set up and maintenance of the hammer mills at each mill, it made sense to move this testing program into each mill. "We made the investment in training and equipment to move this monitoring program to each location. This way each mill

can track their performance and adjust their equipment as needed," noted Dr. Kevin Herkelman, Technical Services Manager. A designated individual at each location has been trained to test one sample of each grind per day to make sure each location is meeting the same size specifications. The in-house testing allows each location to make adjustments immediately without waiting a few days for results of the testing completed at a single location.

"This also helps us to keep each mill supervisor actively involved in the quality of the product," noted Dave Dell, Vice President of Sales and Marketing. "We've asked for their input in this project and in many others. They have great insight and take ownership of the process."

Correct particle size increases the rate of gain for some species and leads to increased efficiencies that pay off in real savings for Wenger's customers. An example used by Technical Services shows that a 750,000-head swine operation could save over a million dollars in feed costs by getting an average particle size of 550 microns versus 700 microns. The lower particle size increases the rate of gain for swine therefore lowering the average feed costs by more than \$2 a pig.

ELEVATED TOXIN LEVELS IN WHEAT HARVEST

SURVEILLANCE ONGOING

As you may know, elevated levels of the mycotoxin deoxynivalenol (DON) or vomitoxin have been reported in winter wheat harvested this summer in the Mid-Atlantic region. This increase in DON is a result of this year's wet, cool spring and early summer, which provide an ideal environment for the growth of fungi.

To date, our testing processes have prevented any wheat or wheat products with unacceptable levels of DON from entering our mills.

The FDA has established advisory levels for DON. Swine are the most susceptible animal, and the advisory level for this species is 1 ppm in the final diet. Grain and grain products can contain up to 5 ppm of DON with no more than 20% of the grain or grain products in the feed. Poultry are more resistant to DON, and the advisory level is 5 ppm. For poultry, grain and grain products can contain up to 10 ppm of DON with no more than 50% of the grain or grain products in the feed.

Flour mills routinely screen wheat for DON and are rejecting a higher percentage of wheat this year. Wheat rejected by the flour mills could move into feed mills to be used in animal feeds. The



Pennsylvania Department of Agriculture has initiated a surveillance testing protocol in response to this potential animal health hazard.

Wheat middlings, the most common wheat ingredient in swine and poultry rations, are a byproduct of wheat processed in flour mills. With proper monitoring, wheat middlings will have a relatively low risk for high DON content.

Wenger Feeds is monitoring both wheat middlings and wheat for DON, and to date, our testing processes have prevented any wheat or wheat products with unacceptable levels of DON from entering our mills. As part of our ISO certified processes, Wenger's only purchases from approved suppliers, so feed products coming to you will continue to be the high quality you expect.



REDUCING WASTE: HOW CAN YOU HELP?

If you have a compost pile, you may be surprised to know that in addition to egg shells, you can compost paper egg cartons. Eggs packaged in styrofoam or clear plastic cannot be recycled, which is a source of frustration for Wenger Feeds Quality Assurance Supervisor Ray Leiby. Ray teaches composting through the Lancaster office of the Penn State

Extension's Master Gardener Program. Ray notes, "Everyone uses eggs and if we could get even a small percentage of those people to re-cycle the used egg cartons by adding them to their compost piles, that would help reduce the amount of waste going to the landfills." If you have a compost pile, consider eggs packaged in paperboard cartons.

THANKS FROM A DRIVER

In the May-June issue, Wenger's profiled a company driver who went above and beyond his job duties to help a customer. In this issue it's our pleasure to relate a story of a Wenger Customer who went to great lengths to aid a Wenger driver.

A few nights ago I was unlucky enough to have my boom chain break on me. Though, not the end of the world, it was a major setback to the start of my night. I was several miles away from my mill without a spare link, usable tools, or cell phone service. In addition, it was raining.

About this time, I was welcomed by the owners of the Dennis Willard farm, where I was making the delivery. Dennis, his wife, and his son came out to help. Dennis got on his tractor and used it to take pressure off the boom. His son went and took apart one of their chains and got a link for my broken chain. With everyone's hands in grease and oil, the

chain was fixed, and I was back in business. After offering, "Anything else you need?" I politely said, "No...thanks for everything." The Willard family left as quietly as they came.

As a driver, I know we all have a lot to deal with—weather, new places, construction, and breakdowns. When things do breakdown, it can really rain on your evening. How quickly your spirits can be restored when someone so graciously offers their assistance.

My many thanks, again, to the Willard family, you are all a true example of something that makes being a driver for Wenger's a rewarding experience.

—Jeremy Hockensmith, WFM Driver





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In This Issue:

Barry Shaw Nominated for Award
 WFM Participates in Green Plus
 Corn Particle Size Testing
 Thanks from a Driver

6

MilloGram

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What's Behind a Better Return?

We partner with suppliers to test the latest ingredients and management techniques in our research facilities. Our innovations in swine feeds can give you the competitive edge.

Wenger Feeds: Let our research be your advantage.



WHAT'S NEW

► **RESEARCH** Did you know that Wenger's Technical Service department utilizes research barns to test feed and feed ingredients before they're offered to our customers? Our innovations are tested in our barns before they reach yours.

► **HOW CAN WE HELP YOUR BUSINESS?** See www.wengerfeeds.com for a complete list of our services.

Learn More

www.wengerfeeds.com or 1-800-692-6008

Certified Processes
 Quality • Environment • Health & Safety
 ISO9001 ISO14001 OHSAS18001