

Trendway Corporation

News Release

FOR IMMEDIATE RELEASE

February 21, 2003

CONTACT: Susan Zalniss

616/399-3900

szalniss@trendway.com

Nancy Douglas

616/942-9868

n.douglas@attbi.com

Trendway workers are proud of their record of 84 days and counting of complete and on-time shipments.

TRENDWAY SETTING COMPLETE SHIPMENT RECORD

Holland, Mich. . . . “84 Days” say the signs throughout Trendway’s Holland plant location. A reminder and a sign of pride for the workers that for nearly three months have seen to it that all orders shipped have been complete and on-time. This literally means that everything on the order was shipped to the customer on the promised date. There were no partial shipments.

“Everyone at Trendway is invested in this effort,” says Bill Bundy, vice president/general manager Systems Business Unit. “If we’re in a tight spot, we just don’t accept that we’ll miss this one. We look ahead and figure out how to get it done. Our teams are always anticipating possible issues.”

The reason Trendway is having this successful run is because all departments have embraced GEMBA, a Japanese word that originally meant “real place” but in today’s management vernacular has come to mean “workplace,” the place where value is added or in manufacturing lingo, the shop floor.

How GEMBA works

There is a team that meets daily. The team maintains a GEMBA board on which every department is listed. The board is placed in the center of the plant, where it is updated daily with

- more -

Trendway Shipping Record continued

Page 2 of 3

colored dots. The status of each department on each day is clearly visible to anyone walking by. Green dots mean everything is complete and on time in that department, red means something is missing from an internal source, blue means something is missing from an external source, and black means they are anticipating capacity issues. The team addresses every dot that's not green, every day. When the board boasts all green dots, a smiley face is posted for the day.

Why it works

“This is working because the entire company has rallied together and exhibited relentless follow-up on everything until the job is done,” says Bundy. As an example, he related the following story. “One of the teams identified that they were going to have trouble getting one particular door from a supplier in time to make the total shipment. The supplier was called and a way to get the door at the last minute was worked out. However, it required someone from Trendway to jump in their truck and meet the supplier half way between Lowell and Holland to pick it up. Our employees are determined to do what ever it takes to get the job done, and done right!”

Members of the GEMBA team agree. “On any given day there is a new hero,” says Dave Williams, technical support manager. “There are countless examples of employees going above and beyond to keep the orders on time.” Jay Vrugink, manufacturing manager adds, “Our suppliers have also really stepped up to keep our record going. They’ve been doing everything they can to get us our materials. We’ve even had some personally deliver parts to help us out.”

Steve Pritchard, master planning manager, explains, “A cultural shift has occurred. The awareness of possible issues has permeated throughout the organization. When we used to count missed shipments, we’d read a report afterward and ask why did we miss it. Now, we’re in front of the process and anticipate problems, so we see any issues coming ahead of time.”

- more -

Trendway Shipping Record continued

Page 3 of 3

Keeping careful records

Trendway has been scrupulous in keeping a record of actual running number of days they have delivered on-time complete shipments. “Orders entered and acknowledged are the driving force behind the record.” says Bundy. “If we miss an order, we will consider it an interruption, as opposed to a break. Prior to this run, our best record was 32 days.”

Based in Holland, Mich., Trendway Corporation is celebrating 35 years of providing high-performance, fully integrated product lines and excellent customer service and support programs. The company manufactures private and open plan office environments and seating distributed throughout North America. Products include Choices[®], an extremely functional, high-value furniture system; Contrada[®] systems furniture including the highly acclaimed Contrada Raw and Power Arch[™]; TrendWall[®] Moveable Wall System; and Trendway Seating by Interstuhl, office seating for all environments. For more information on Trendway, please call (616) 399-3900 or visit www.trendway.com.

#