

July 25, 2023

Executive Message

Reframing Life's Setbacks Leads to Happier Living

Reframing our obstacles and circumstances can often lead to happier living.

Of course, we have all heard, "Attitude determines altitude," or "Looking at the glass half full." Most of us, including myself, often shrug these statements off quickly, even though the message is so completely true.

Here is another way of thinking about silver linings in an old Chinese Proverb that you, perhaps, have heard but may have forgotten. I invite you to deeply consider this proverb and see how it might make your life happier.

Sai Weng Lost His Horse

Sāi Wēng lived far away on his country's border where he raised horses for a living. One day, he lost one of his most prized horses. After hearing of the misfortune, his neighbor felt sorry for him and came to comfort him. But Sāi Wēng simply asked, "How could we know it is not a good thing for me?"

After a while, the lost horse returned with, surprisingly, another beautiful horse. The neighbor came over again and congratulated Sāi Wēng on his good fortune. But Sāi Wēng simply asked, "How could we know it is not a bad thing for me?"

One day, his son went out for a ride with this newly found horse. He was violently thrown from the horse and badly broke his leg. The neighbors once again expressed their condolences to Sāi Wēng, but Sāi Wēng simply said, "How could we know it is not a good thing for me?"

One year later, the Emperor's army arrived at the village to recruit all able-bodied men to fight in the war. Because of his injury, Sāi Wēng's son could not go off to war, and was spared from certain death.

Much like recent newsletter messages, I am working to help all of us find more joy in our living experience. We, of course, face ups-and-downs, lefts turns when we want to go right, and setbacks that are often out of our control.

What we can control, even though it can be so difficult to do, is our reaction, our feelings and our attitudes. This is something that, for most of us, does not come naturally but can be developed with conscientious effort and practice.

Several years ago, I saw a Facebook post that showed a video. The video showed a group of travelers riding along in their SUV on a snowy day. Somehow, someone in the group decided it would be a good idea to look up through the sunroof, not realizing that they pushed the wrong button which opened the entire window. As the sunroof window opened, thick stacks of snow started piling into the vehicle. The person recording the event started squealing and laughing uncontrollably. Pretty soon, the entire carload of people was laughing uncontrollably.

Was it funny or not funny?

There was a moment when the choice had to be made. I would have likely been angry but watching the video showed me that sometimes, crappy things can be quite funny.

Ask Nate Westbroek about that video because he was one of the passengers. He gave me permission to share the video at the following Facebook link: <https://www.facebook.com/melissa.westbroek/videos/10223643915755417>

He was covered in snow and laughing his heart out.

My challenge continues to be for all of us to reframe our circumstances, hunt for the good, laugh at misfortune, count on better things to come and trust the journey. Things have a way of working out.

This approach can turn seemingly frustrating moments into the opposite—which, of course, brings us happiness. Who does not want more joy in their life?

Thanks for all the hard work. You guys are killing it and I am so grateful for all the good that is happening day in and day out.

Respectfully,

Rich Marker

Employee Spotlight

Benjamin D

1. **What's something about you (a fun fact) that not many people know?** I eat mainly meat substitutes like vegan meats or animal parts not typically used in the US like chicken hearts and tripe. Most of my meals are vegan or vegetarian.
2. **What is your favorite hobby?** Mixology—crafting new cocktails and drinks with flavors I discover at the liquor store.
3. **First concert you attended?** A free Mac Miller concert on 25th street in Ogden when I was in 8th grade.
4. **What's the next place on your travel bucket list?** France. I am currently planning a trip next spring with my sister.
5. **Are you binge watching any shows?** I'm making my way through an anime called One Piece which has 1,020 episodes and counting. I am currently on episode 696.
6. **If you had to eat one meal every day for the rest of your life, what would it be?** Pasta...any pasta, but especially Bolognese pasta.
7. **One thing you cannot live without?** My car...I love road trips and have gone on several this summer already.
8. **Where is your favorite place to be?** Pineview Reservoir in the summer.
9. **Favorite Travel Destination?** Alaska! The Northern lights are amazing, and I recommend that everyone go if they get the chance to see them.
10. **Weirdest Job you have ever had?** Babysitting as a young teenager because it felt like a kid taking care of a kid.
11. **Any favorite line from a movie?** "Our lives are not our own. From womb-to-womb, we are bound to others, past and present, and by each crime and every kindness we birth our future." Cloud Atlas
12. **Want to learn some day?** More languages.
13. **What is your favorite Indoor or Outdoor activity?** My favorite outdoor activity would be camping for sure.
14. **What music is on your phone?** Everything from EDM, country, rap, indie, alternative and rock.
15. **What chore do you absolutely hate doing?** Sweeping and mopping the kitchen.
16. **Person you would love to meet?** The Wachowskis siblings. The creators of the Matrix Series.



Quality Message

Auditing and Quality Control

We just got notice of our annual ISO audit coming up on August 23rd -24th. As this is fairly new practice for our company, I wanted to discuss a short history of auditing and why it is important.

Quality auditing has a rich history dating back to the early 20th century. Its roots can be traced to the rise of mass production and the need for standardization in manufacturing processes. The renowned statistician, Dr. Walter A. Shewhart, is often credited with pioneering the concept of quality control in the 1920s, which laid the foundation for modern auditing practices. Over time, quality auditing evolved to become a systematic evaluation of processes, products, and services to ensure compliance with established standards and best practices.

In layman terms, auditing for quality has a recipe just like making cookies, lemon chicken or your favorite drink.

The importance of quality auditing comes from its crucial role to measure and verify organizational improvement and customer satisfaction. By conducting regular audits, businesses can identify inefficiencies, inconsistencies, and potential risks in their operations. This proactive approach allows them to rectify issues before they escalate, reducing waste and improving overall efficiency. Moreover, quality auditing fosters transparency and accountability within an organization, promoting a culture of continuous improvement. Additionally, adhering to recognized quality standards enhances a company's reputation, instilling trust in customers, suppliers, and stakeholders alike.

Auditors look for evidence of conformity to ISO standards as well as internal policies, procedures, and work instructions. They also look to ensure the company is continually improving. The way we prove conformance is through observation during audits as well as the records we produce while doing our daily activities, (e.g. router activity sign off with date of completion.). If we do our jobs correctly, we are always audit ready. This makes audits not something to be feared but an opportunity to prove that our processes succeed in making quality products our customers can be assured of receiving.

The history of quality auditing showcases its significant impact on industries worldwide. As a fundamental aspect of quality management, auditing ensures processes are optimized, products meet desired standards, and customer expectations are consistently met. By embracing this practice, we will help AMF stay competitive, deliver higher-quality goods and services, and maintain a commitment to excellence in the ever-evolving global marketplace.