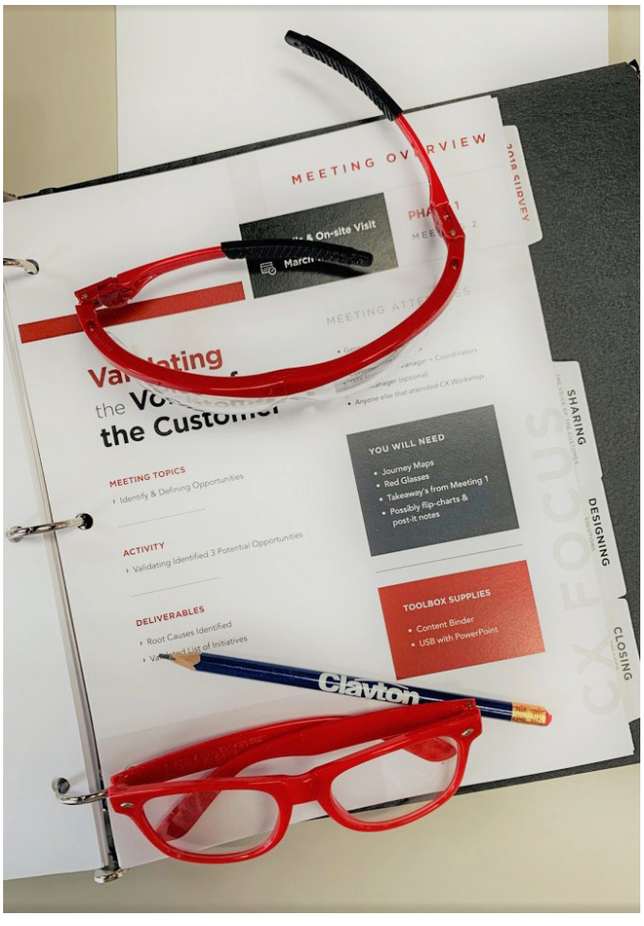
APRIL 2019

Sulphur Springs

News Roundup

Don's **DID YOU KNOW?**



In our last newsletter, we focused on our CX (Customer Experience) training received by our entire team here. Our next step in the evolution of Sulphur Springs becoming completely Customer Obsessed, is to evaluate the results of our recent B2B retailer survey.

Thank you to everyone that took the time to provide us with some excellent feedback. Our management team recently met to review all of the results and work on some action planning. We then met with several retailers to basically validate our summary of the survey results.

I'm happy to report that we are spot on with our plans. In the next week or so, you will see a separate letter that outlines in detail our plans to improve your experience with us. Thanks again for your time and support!

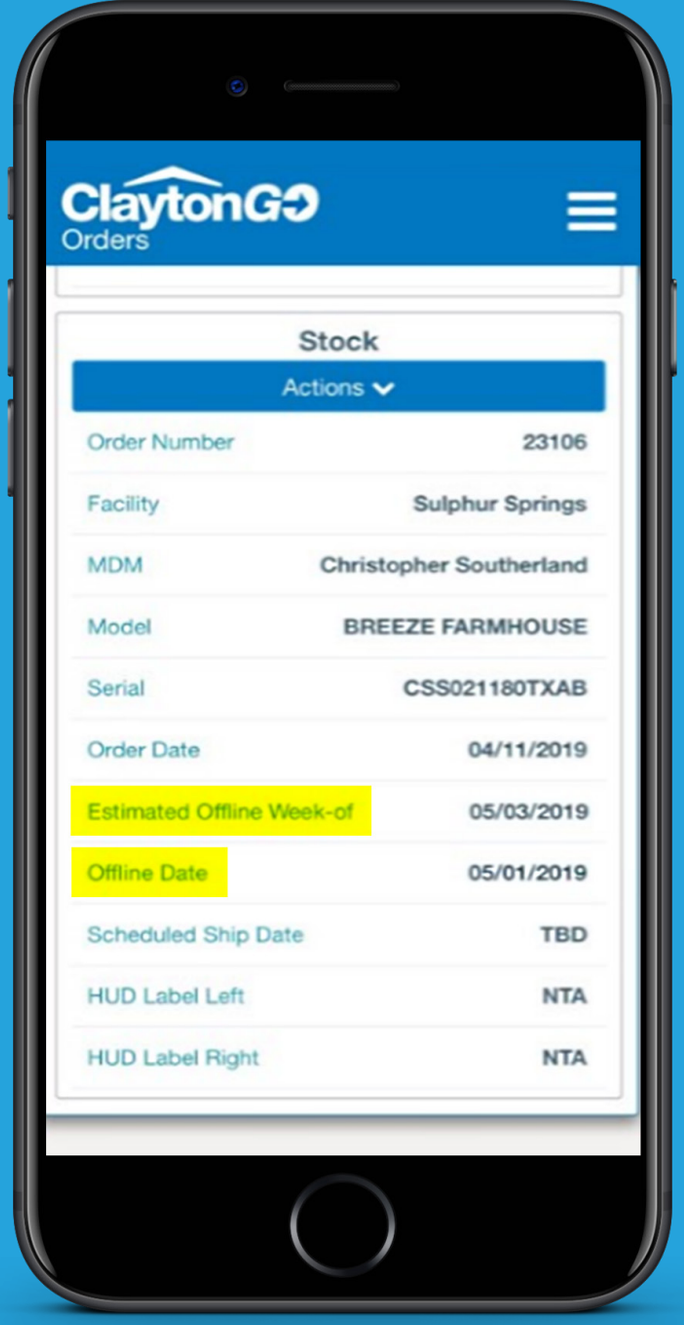
SALES UPDATE

The Home Building Group is excited to reveal that the position formerly known as Market Development Manager (MDM) now has a new name: Customer Success Manager. The announcement was made late February during the CSM 2019 Sales Summit where attendees heard from executive leadership on the direction of the company as well as updates from our design and marketing teams.

Along with the name change, CSMs will have access to a new internal training curriculum that will help them bring more tools to the field in areas such as Customer Experience best practices, marketing, product improvement and more. The Sulphur Springs team enjoyed their time at the Lodge to learn how we can better serve our retail partners and end customers!

Sales Tidbit

As the selling season goes into full force and backlogs begin to increase, we understand it can be a huge pain-point to not know when your home is coming offline.



Sulphur Springs is committed to providing an “Estimated Offline Week-of” date within 24 hours of turning the order in our system.

Once we have the home on our production schedule, we’ll then provide an “Offline Date” which will typically give you a 2-3 week lead time.

These dates can be viewed any time by going to www.claytongo.com and clicking on “Orders.” If you do not have access to ClaytonGO, please email MFGSupport@claytonhomes.com or feel free to contact our sales team.

CUSTOMER CARE
SPOTLIGHT

This month, our Customer Care Department would like to acknowledge Liz Morrison, our Sales Manager at Clayton Sulphur Springs.

From day one of her joining our Clayton Family in September, she has been a great partner to our Customer Care Department. Her attitude and smile are infectious. She gives effortlessly without expecting anything in return and is always there to assist in any way that she can.

Thank you, Liz, for your inspiring work ethic, champion's mind set and competitive ambition that drives our team to provide the best customer experience possible. We appreciate the support and count you as not only a dear friend, but a blessing to us. We promise to always keep your little fridge full of diet coke!! We love you Liz!

Service Tidbit

We are seeing an increase in bill backs for loose tub/shower surrounds. Rivets are used in addition to adhesives to secure the surrounds allowing them to flex, ensuring that the product reaches the consumer free of damages.

To some consumers, this may appear loose although it is not. It's designed to move with the house during transportation. Please help us educate our homeowners that this is standard and there will be some deflection in the surround due to this.

Environmental Health and Safety

KEEP UP THE GREAT WORK!

At this time our Safety Record is:

Days without a Loss Time Injury - 2059 Days
Days without an OSHA Recordable - 277 Days

QUALITY ASSURANCE

From February 5th through the 7th we were visited by Steve Stahly and Herb Warner who conducted an IBTS Audit. These two individuals spent their days viewing our product, processes and even the finished product by

visiting a dealer lot.

Upon completion of the Audit we were found to only have 1 Systems and 2 Failure To Conforms. GREAT JOB TEAM!! In talking with them, each of them had nothing but good things to say about how friendly and approachable everyone was in the facility.

Thank you for your continued dedication every day and again, GREAT JOB!!

> **Quality means doing it right when no one is looking!**

Purchasing and Materials

Clayton Built

ecobee

Ecobee® Installation Instructions

Now in Black Home Packs

Beginning this week, each Clayton Built® home building facility will be including two sheets detailing the correct installation procedures for ecobee® thermostats in the black home packs. One sheet details the installation for a home that uses the in-house furnace only. The other sheet details installation for a home that utilizes a heat pump, ex. ENERGY STAR® home.

We've also distributed these installation procedures with large HVAC installation companies, and we're asking that you forward these to your vendors as well.

In-House Furnace Installation Instructions

Heat Pump Installation Instructions

OCTOBER 2018

Team Member of The Month

TOMMY BROWN

We're proud to announce Tommy as our Team Member of the Month for October!

Tommy's hard work and great attitude are evident every day! He is kind, puts others first and cares about the big picture.

What do you like most about your job?
Basically everything. I enjoy driving the forklift.

What do you like to do when you're not working?
Visit with family and friends, watch movies, and sing!

What was the best day of your life and why?

The day I got married because I love the woman I married!

Tell us about your favorites!

Favorite movie: Tombstone

Favorite food: Steak and baked potato

Favorite song: No Stranger, by Keith Whitley

When you were little, what did you want to be when you grew up?

I wanted to be a singer when I was younger.

If you could meet any historical figure, who would you choose and why?

I would want to meet Audie Murphy. To talk with him about why he chose to join the military at such a young age, and the obstacles he had to overcome after the military.

DECEMBER 2018

Team Member of The Month

CLEMENTE RESENDIZ

December's Team Member of the Month

award was presented to Clemente Resendiz!

After 20 years of service, he continues to show up to every day with a smile and his signature positive attitude. He sets the example of a what a truly great team player is, often being the first one to step up and offer other team members a helping hand.

What do you like most about your job?
My Team Leader and co-workers are nice.

What do you like to do when you're not working?
Rest and sleep

What was the first job you ever had?
Work at a feed mill

Tell us about your favorites!

Favorite food: Pizza

Favorite song: Anything country

If you could choose one place to go on vacation, where would you go and why?
Acapulco – it's very nice and looks relaxing

If you could meet any historical figure, who would you choose and why?
President Ronald Reagan – he helped end the Cold war and granted amnesty.