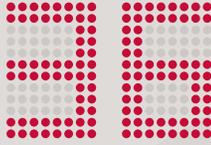


HALFTIME



PROFILE

YEARS



EST. 1981



HOMEBASE



POSITION

PROGRAM

MANAGER

## Jim Miller

*Todd: Jim, when you first started at MI Windows, did you think you'd end up being here 36 years?*

Jim: I was hoping. I really liked the company, liked the people. I saw a vision that Pete (DeSoto) and Sam Sitlinger had for the company, and I was sort of hopeful that it would be a long ride, definitely.

*Todd: Why do you think you've remained here all these years?*

Jim: I really enjoy the people. I enjoy the company. I enjoy the vision, like I said, that Pete had for the company, knowing that there was a lot of opportunity with the company. So that was the main goal of why I wanted to stick with MI.

*Todd: If you could, could you mention some of the positions you've held since you've been here?*

Jim: I was the first true customer service rep for MI, where my sole job was to make sure the customer was satisfied. That evolved into the customer service manager when we got bigger.

I then was the administrator for the Home Depot account when we had gotten some Home Depot business. I then became the Home Depot national account manager, and that evolved into the replacement products that we're trying to emphasize, and so I've been working mainly with R and R products for the last fifteen years in various roles as a sales manager and now as the Pricing manager for replacement windows and now new construction.

*Todd: How do you think you've contributed to MI's success through the years?*

Jim: I just think that I really valued working for the company. I enjoy it. I learned something from Robert Williams years ago; he said just do something good every day for the company. So I like to on my way to work still think what am I going to do today to help the company be better. Sometimes that doesn't work out that way and plans go crazy by about 8:15, but that's still my goal, to do something good every day.

*Todd: What was your goal this morning as you were driving in, what were you thinking you were going to do?*

Jim: Try to put the final touches on a new program within our quote department. We're trying to get them onto a better system that's easier for the people in the plant and in the office. It will also be easier for our customers to decipher what we are giving them and then also hopefully increase our margins on those products.

*Todd: Has the culture here at the company changed since you started here?*

Jim: No, I think the one constant has been the culture and the people. Obviously over 36 years, the technology has changed dramatically. I don't want to date myself, but I can remember when we got our first fax machine. We were in heaven. So the technology as far as making the product has changed dramatically, the communications, how the orders are processed obviously has come a long way. But the main constant has been the people, and the focus and the culture has always been the number one, I think, factor in why the company's been so successful.

*Todd: If you had to guess, how many people would you say you've worked with over the years, directly worked with?*

Jim: Wow. Hundreds, hundreds.

*Todd: I'm curious, how many weddings, birthday parties, baby showers would you say you attended through your connections with MI?*

Jim: 50, 60, I'd say. It's funny because a lot of us did start around the same time, the same age,

we were all coming into the company at the same time, so we went through the wedding phase and then the kids and the graduations and that. So it's evolved. After 36 years, you do evolve from weddings and kids and grandkids and graduations and things like that.

*Todd: What was the most memorable day or event that you've ever had here at MI Windows?*

Jim: That's a tough one. The most memorable... It might have been when we actually moved into this facility, the office, because I think that's when we realized that we were a real player in the industry, that we had a showcase that we could bring customers in. Like I said initially, before that, our offices were in the actual manufacturing plant. Machines were being shut down while forklifts drove underneath them. So to actually to have a showcase of an office building really, I think, showed customers that we were here to stay and that we were a true player in the industry.

*Todd: Along the same lines, what's your proudest accomplishment here at MI?*

Jim: I think it goes back quite a few years, when we actually did develop the first customer service department at MI. Like I said, when I started I think our sales the first year were 25 million, and we will go over 500 million this year, so you can see how much we have grown. And we really were more product-focused in the past. We would make a product and then we would force our sales team to go out and sell the product that we could make. And we started changing that around and became customer-focused, and we would go after customers and

find out what they needed and then we would design and manufacture products to their needs and wants. And so I think when we did that, we actually set up our first customer service department in Elizabethtown and I had a pretty big hand in that. I was very proud of that.

*Todd: How do you think the fenestration industry has changed just in the years you've been at MI?*

Jim: Fenestration itself has put a much bigger focus on energy efficiency. Obviously some of the energy shortages and oil shortages and things like that in the past has forced people and the companies to come up with products that will help the consumer save money through heating and cooling. So that's been probably the biggest focus. It's a lot stricter as far as structural when you get especially into hurricane zones and things like that. They've come a long way as far as the structural integrity of the product. And then probably the last thing is aesthetics. The reputation of vinyl windows when it started in the 80s was plastic junk. And I think it has come a long way to get the look of wood. So I think the aesthetics is the third thing, that it's come a long way as far as the look of the product.

*Todd: What does it mean to you that MI is one of the largest employers in this valley? Does that give you a sense of pride being a part of a company that's so important to this area?*

Jim: Absolutely. Like I said, seeing it grow the way it has over the last probably 40, almost 50 years we've been in this area and I've been part of it for 36, just to see where we've come from and to see the people who have showed the pride. It's nice to go around through the area and see the MI T-shirts and the hats. So you do know that it has had a big impact on this valley, especially for the other businesses who greatly appreciate MI being here. So, yeah, it's a lot of pride, seeing what it's grown into.

*Todd: If someone were considering coming to work here at MI, what would you tell them?*

Jim: Do it, definitely. Good company, great company. Great leadership. Matt DeSoto, Mike DeSoto, Stan Sullivan, and Pete DeSoto are doing a great job getting this company set up for the long haul. This isn't a short-term company any more. They're looking years down the road, so it's something where they can get in, get an opportunity, and grow like a lot of us had.