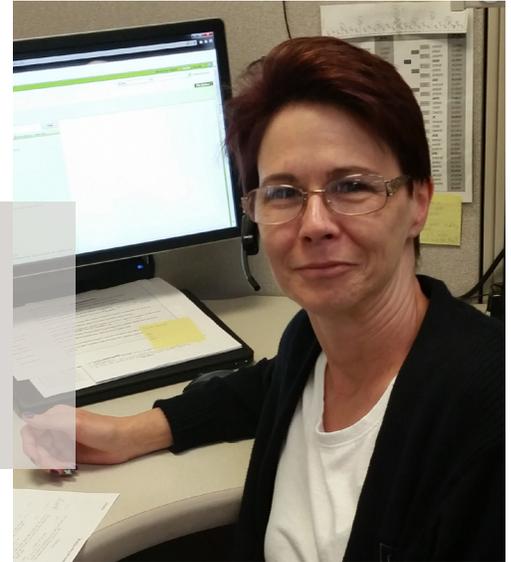




## TEAM MEMBER SPOTLIGHT



**KERRI  
STANTON**



**GRATZ** · CustomerCare · 21 years at MI

*What do you like about working at MI?*

Family values. MI's been great when it comes to family. MI has always worked with me when it came time to attend my son's activities when he was younger.

*Can you take us through a typical day, from the time you get in to the time you leave?*

The CustomerCare Dept. deals with warranty-related issues for the entire company. Every morning I create reports of the amount of calls, emails, orders that were addressed the day prior. I address any emails/calls regarding legal issues daily. I assist with the team regarding questions they may have. Helping them to assist the customer with the warranty needs. I work with the plant and engineering regarding products. Take care of any department needs to assure the department is running smoothly and efficiently. Assure that the customer needs are taken care of correctly and in a timely fashion.

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

My ability to get the job done, correct and efficiently. I am very organized. I do make mistakes like everyone else and I take the responsibility for those mistakes, correct it and move on to the next project/issue.

*If you had to work at another one of our facilities, which one would it be?*

Arizona, I would like to learn more about their products and how they are made.

*If you had to go to one country to introduce the MI brand, which one would it be?*

England – I find the culture interesting and would love to see their countryside.

*Finish this sentence: My favorite thing to do on my days off is ...*

...spend time with my granddaughters. I have two granddaughters and love to go to the park, cook, do crafts with them as much as possible.

*If you had to choose one person, who at MI has had the most impact on you and how?*

Larry Enders – previous employee – Larry was a salesman at the company when I first started at MI. He and I became good friends and remained friends since. Larry has held many positions in the company and now owns his own service company in. I admire his work ethic and can only hope for success for him.