

# ISI Insider



## Millwork Expertise Extends Far Beyond Cabinetry

ISI's field staff is widely thought to be in a class of their own when it comes to installing panel systems, wood furniture lines, architectural wall systems, and window shades. Given the nature of the materials involved, projects performed by our Millwork Division often do a particularly good job of showcasing ISI workmanship. Consistent demonstration of millwork expertise has led to more complex installations as well as substantial growth in this area of the business.

In a healthcare corporation headquarters, for example, an ISI millwork team installed a corporate logo wall that was approximately nine feet wide and more than two stories tall. The wall was composed of raised painted wood blocks that came in sections varying in size up to 4 feet by 8 feet. Setting these sections into the opening created by the removal of existing wood panels was a lengthy process and required the use of scaffolding and lifts. The install became more challenging as the team worked to level and secure the sections at the higher elevations. As part of the same project, the ISI team installed wood slats designed to go over some new product display walls, adhering to precise layout specifications required for image and lighting alignments.

Another ISI millwork team installed a high-end reception/security station at a private university. The station was delivered to site in about 40 pieces, including the curved crown molding, trim and column wraps. Our team installed all elements of the station except for the tile fascia below the transaction counter. "We were very impressed with how meticulous they were with every detail," the Security Manager said.

Sometimes how the job gets done is as distinctive as the trade craft that goes into it. One project called for making approximately 100 custom cuts for power drops in table tops at a site where construction was in full swing. Our foreman turned an ISI trailer into a shop where the cuts could be accomplished, thereby minimizing the client's product handling costs.



## 2016 in Review

Following are some highlights of *ISI Insider* stories published in 2016.

**January** – ISI once again proves its versatility when a specialty team is requested to install steel-framed fabric domes to protect recycled scrap materials from the elements.

**February** – The ISI Family pays respects to ISI founder Bud Sprezel. The first Foreman Meeting of 2016 draws more than 60 installers.

**March** – ISI foremen meet with our industrial health and safety consultants, gaining knowledge for maintaining safe job sites and managing accident and injury situations. Our apprentice mentoring program gets underway.

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## KUDOS

*Thank you to everyone at ISI for your professionalism and consistent efforts to make each project a success. We appreciate that our clients have taken the time to recognize the hard work of those mentioned below.*

**From:** Project Supervisor, Electrical Firm  
**Installers:** Fred Howard (foreman), Bob Cullen, Nick Klem, Mike Palka, Jeff Strliko, Craig Swiecki

"It's been a while since your guys finished the previous project but I wanted to compliment ISI for a job well done. As the electrician, I had the privilege of working closely with Fred and his crew during the complete install and I couldn't have been more impressed. The level of craftsmanship and profession-

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## CAREER MILESTONES

We wish to recognize the accomplishments of the ISI staff members with employment anniversaries in December 2016:

### Years of Service

Dave Selep.....	31
Ed Pulido.....	23
Tony Panici.....	8
Talarisha Brunson.....	3
Michael Guyette.....	3
Richard Stachura.....	3
Modelle Jonkins.....	2

## PLANNING AHEAD

ISI will be closed for holiday observance in 2017 on the following dates:

- Memorial Day**, Monday, May 29
- Independence Day**, Tuesday, July 4
- Labor Day**, Monday, September 4
- Thanksgiving**, Thursday, November 23
- Christmas**, Monday, December 25
- New Year's Day**, Monday, January 1

## USING OUR MULTIPURPOSE ROOM

ISI's multipurpose room is available for use by industry organizations free of charge. The space is suitable for training, professional talks, product demonstrations, and small-scale events and there are adjoining refreshment and rest room facilities. To check availability and get details, contact Kelli Conway, [kconway@isi-install.com](mailto:kconway@isi-install.com).

## CLARK STREET BRIDGE WORK

Repair work started on Clark Street Bridge. Lane closures are inevitable. If you can't avoid the bridge entirely, consult your favorite traffic advisory service for workarounds. The repairs are expected to be finished by September.

## CONNECT WITH ISI



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**Proven Progressive Professional**

## 2016 in Review Continued

ISI provides logistical support for the Chicago area's 2016 Save A Sample! program. Teknion holds a week of systems installation training in our multipurpose room.

**April** – More than 150 staff members attend the first companywide meeting of 2016. ISI attends the Spring meeting of FSN, our best-practice peer group.

**May** – ISI participates in the 2016 Chicago-area Safety Stand Down. We hold our first on-site CPR/AED training course. Eric Sprenzel joins the ISI Sales team as a project manager.

**June** – 107 members of our field team complete the OSHA 30 Construction Safety Course, collectively recording more than 3,200 hours of study and test time. The summer golf and networking season gets underway.

**July** – Our sales, project coordination, warehouse and field teams pull off an amazing feat with the installation of 5,000 new passenger seats in a commercial airline terminal at O'Hare International.

**August** – ISI field teams continue to demonstrate their problem-solving abilities. Teknion holds training for several Midwest installation teams.

**September** – A big milestone in ISI history is reached when 100 jobs are scheduled for a single day! 12 members of our warehouse and asset management teams become certified forklift operators.

**October** – ISI attends FSN's Fall 2017 meeting and introduces industry-specific safety training forms to be delivered weekly to our foremen via the ISI-developed iPhone app.

**November** – The Chicago Cubs win their first World Series title since 1908! Thanksgiving celebrations seem cheerier than ever.

**December** – The ISI Employee Holiday Party is a delightful event for the fourth year running. ISI sends 26 volunteers, including several from client dealer Office Revolution, to work at the Holiday for Hope 2016 event. ISI corporate giving actions are announced.

## January Stumper

What statue was moved 50 feet east to its present location because the original site, along with heavy traffic volume and three-street intersection, had become a frequent site of car accidents?

\$25 gift card to the first person who submits correct answer by 2/17/17 to [kellie@isi-install.com](mailto:kellie@isi-install.com). Please put **January Stumper** in subject line.

**Last Month:** No winner. **Answer:** As of December 15, ISI had recorded 309,000 total project hours in 2016.

## Kudos Continued

alism demonstrated by the men was pretty remarkable. You should know that your guys represented the company well."

**From:** Project Leader, Manufacturer  
**Installers:** Ken Maschek (foreman), Eric Strom, Ted Vandersnick

"The boys did amazing. It was a beast of a project!"

**From:** President, Design Firm  
**Installers:** Rich Green (foreman), Tom Antonik, Albert Garcia, Ken Kruk, Matt Schmeski, Tim Webster  
**PC:** Michelle Koller

"Thank you for handling this promptly, Michelle. I should also tell you that your installers did a fine job at the site on Monday. In particular, they went beyond the call in dealing with some confusion regarding placement of the ergonomic accessories. No one should have to move a keyboard tray three times but they did without complaint. While all of the installers were exceptionally good, the installation foreman in particular deserves credit for extremely responsive customer service. Thanks for assisting on our project."

**From:** Account Manager, Dealer  
**Foreman:** Dan O'Keeffe

"Danny stayed on today (after working all night) to straighten everything out. As always, he did a great job! Most people don't have that kind of work ethic."

**From:** Chief Estimator, Manufacturer  
**Re:** The ISI Team

"We've only used you guys a few times but everyone from my office has very positive things to say about your company. Hopefully, we will get to work together more often in the future."

**From:** Sr. Account Executive, Dealer  
**Installers:** Rich Stachura (foreman), Jesus Zanabria

"Great job! Thank you."

*Forwarded from Office Manager, Healthcare Facility:*  
"Your installation team did a wonderful job! There was minimal to no disruption to the department. They were professional, considerate and accommodating. Please tell their managers how pleased we were with the crew. Thanks again for all your help. I love the new space. Can't wait for the rest of it."

**From:** Project Design Consultant, Dealer  
**Installers:** Al Ziarko (foreman), Alejandro Barrera, Scott Cahill, Bill Crespo, Juan Cruz, Ro Fierro, Leonel Figueroa, Paul Gaddis, Albert Garcia, Gary Gocal, Juan Gomez, Jeryl Hemphill, Xavier Jimenez, Steve Markasovic, John Miniuk, Frank Pileggi, Kevin Reynolds, Bob Sexton, Paul Thoreson, Chris Vermeulen, Rick Ziarko  
**PC:** Meghan Winkler

"Exceptional attitudes, perfect work, not to mention working in a space with multiple other trades who are in your way and moving your things over and over again. Receiving multiple truckloads a day with nowhere to put the product and everyone still worked with a smile. I am so grateful for every one of you!"

"Matt, once again you pulled off a miracle for me! Al, you seriously saved me yesterday, coming by last minute for all the 'wait, one more thing...'"

*Note from the Dealer CEO:* "This is fantastic. Congratulations to the whole team. The space looks amazing. Nice job, ISI!"

*Note from the Dealer VP, Project Management:* "You have a great group of hard-working guys. We want Al Z on all of our jobs. Looking forward to working with everybody on the next phase."

**From:** Managing Director, Dealer  
**Installers:** Eric Strom (foreman), Bob Sexton

"Matt, want to thank you and your team on this project. Great to work with you!"

**From:** Executive Assistant, Corporate Client  
**Installers:** Mike Palka (foreman), Fernando Colunga, Mike Hermanson, Fred Howard, Nick Klem, Brian Peyton, Angel Vizcarra

"Mike Palka was a pleasure to work with during the installation process. Not only was he efficient and professional but also patient with all the questions I had throughout the process. We experienced some issues with the measurements taken by another party. It ended up delaying our install 2½ weeks. It was frustrating and we were not happy but having Mike and his team be so understanding and accommodating helped make the situation better. We look forward to working with you all in the future!"

**From:** Project Designer, Dealer  
**Installers:** Gary Gocal (foreman), Collin Armistead, Dave Bezak, John Biskup, Preston Blimke, Eric Buchignani, Kevin Burgard, Paul Edens, Joe Failla, Dan Faucher, Ricardo Garcia, Jeff Grau, Juan Gomez, Xavier Jimenez, Modelle Jonkins, Ed Kalupski, Terence Kohout, Brian Lunt, Ken Maschek, Jim Oesterle, Raul Rivera, Jeff Robbins, Matt Schmeski, Jim Sgrignoli, Jeff Strilko, Derek Strom, Angel Vizcarra, Mark Wakitsch, Rick Ziarko

"Couldn't have made this happen so seamlessly without you guys. I can't express my gratitude enough and also how impressed I am with the management of the project from start to finish."

**From:** Account Executive, Dealer  
**Installers:** Rob Manley (foreman), Rick Ziarko (foreman), John Duncan, Tait Erikson, Willie Gildart, George Melendez, John Miniuk, Willie Payton, Raul Rivera, Javier Saucedo, Craig Swiecki, Chris Vermeulen, Mark Wakitsch  
**PC:** Meghan Winkler

"You have one of the best outfits I've dealt with in my 24 years in this business. Thanks for being so accommodating always."

**From:** Sr. Project Manager, Manufacturer  
**Installers:** Fred Howard (foreman), Javier Angulo, Collin Armistead, Dave Banialis, Nick Klem, Steve Kosacz, John Miniuk, John Palka, Mike Palka, Thomas Riley, Joe Skubak, Mike Sprenzel, Angel Vizcarra

"At my last conference call with them, the GC and the client made special reference to your installation crew as a whole and to Fred Howard in particular. They are very pleased with the work that was done and went out of their way to praise Fred. They said Fred is extraordinarily knowledgeable, proactive, and attentive to detail. He managed the site and his crew well and made sure all details were covered, down to filling little gaps in the frames caused by floor misalignments. I met Fred twice on site. He deserves the compliments."

"Comments like these are not easy to come by in this business so I gladly pass them along when I get them. Thank you for a great job and I look forward to doing more projects with your company."

**From:** District Project Manager, Manufacturer  
**Installers:** Dave Banialis (foreman), Steve Kosacz (foreman), Collin Armistead, Jim Bard, John Biskup, Talarisha Brunson, Mike Hermanson, Fred Howard, Nick Klem, John Miniuk, Jim Oesterle, Jim Sheridan, Mike Sprenzel, Mike Tarara, Matt Wagner, Tim Webster, Al Ziarko

"The walkthrough last week with our president went well and he was very pleased with the install. Thanks for getting it done on time."