

Customer Success Story: Recognition Program Helps Manufacturer Lead The Market



Donsco, Inc., is North America's leading single-source provider of machined iron castings, serving a wide range of customers from its two foundries in Pennsylvania. Working with a business model rooted in seamless integration and speed-to-market, Donsco has outperformed its competitors for many years. The depth and breadth of its manufacturing capabilities and technical support organization have elevated the company to its market-leading position.

Company executives recognize the valuable role employees play in its success. Donsco workers are always ready to hustle to meet tough customer deadlines or surpass a scrap reduction goal. The company worked with Registry for Excellence to develop a program to provide recognition to all employees for service, performance and individual accomplishments. Donsco's former president, Arthur Mann, Sr., established the practice of recognizing employees in front of their peers to enhance the value of the recognition and boost morale.

Donsco honors employees for:

- **Company Service**—At the five-year milestone, employees receive a customized Donsco plate and medallion. Those reaching ten years receive a 10-year medallion and the Donsco jacket. Medallions and monetary awards are given at five-year intervals. A special 25-Year Club dinner recognizes those with continuous service for 25 years, with a custom Donsco watch.
- **Safety**—Awards for safety are given on a select basis.
- **Outstanding Accomplishments**—Employees may be recommended for special monetary bonus awards by department managers.

“The Registry for Excellence is a great vehicle for an employer to provide their employees with an established recognition program. Quality of products, service and delivery are outstanding.”

Kathy Keller
Employee Relations Manager
Donsco, Inc.

