



RULES OF PLAY

THE OBJECT OF THE GAME

To improve Paul Mueller Company's Customer Experience.

HOW WE WIN

The improvement goal is directional. We are looking for ways to serve our customers better and deliver a first-class customer experience. Success is defined by improving our net promoter score as a company, rather than a specific number.

SCOREBOARD

The Scoreboard is housed on employee.paulmueller.com at the top of the page under the menu tab, "Maxx Game Score."

THEME

Go For The Gold Maxx Game will follow the Olympic Games Theme.

PLAYERS & TEAMS

Open to all Paul Mueller Company coworkers in Springfield, MO, and Osceola, IA.

Each team must choose an official Olympic Sport to represent their group. Only one team per Olympic sport.

GAME PIECES

- Must have an approved Mini-Game Charter directed at improving the Customer Experience (Charter can be dated from April 2020 forward-to be considered for the Go For The Gold Maxx Game)
- Mini-Game Binder (resources under employee.paulmueller.com tab: Go For The Gold Maxx Game)
- A photo of the Mini-Game Team (horizontal display) submitted to kvaughn@paulmueller.com.
- Completed Mini-Game Conclusion Report (submitted five business days after the Mini-Game ends)
- Remember, your team must have an Official Olympic Sport Registered with the Go for the Gold Maxx Game.

GAME TIME FRAME HEAT ONE & HEAT TWO

Go for the Gold Max Game is played in two heats. Heat One October 2020-December 2020 and Heat Two January 2021-March 2021. There is no limit to the number of Mini-Games that can be played in a Heat; however, there is a hard stop at the end of Heat One (December 31, 2020) and Heat Two (March 31, 2020).

During each Heat, every team is encouraged to play Mini-Games to affect the Customer Experience positively. Every coworker ultimately impacts the customer experience, even if it is in a support role to other coworkers or a Mini-Game participant.

OFFICIAL START, WEEK OF OCTOBER 5, 2020

We will have a virtual parade of players on the TVs as part of the Go for the Gold Opening Ceremonies. Please submit a group photo or a couple of photos representing your group. The photos will be included in the Opening Ceremonies. Make it a fun picture! Opening Ceremonies will be October 9, 2020.

HOW TO PLAY

1. Play your approved Mini-Games, give great customer experiences, and win!
2. Participate in "Go for the Gold Activities." Approximately one activity a month, for example, Opening Ceremonies, Olympic themed huddle contest, Steps Contest, Closing Ceremonies, etc.

WHEN DOES THE GAME END?

The Go For The Gold Maxx Game ends on March 31, 2021. We will have Closing Ceremonies the Week of April 12, 2020.





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COMMITTEE MEMBERS

Brenda Crebs

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TEAMS LIST

SPRINGFIELD:

Beer & Beverage / Serving Tanks: **Jessica Presley**

BioPharm: **John Minor**

Chemical: **Jean Erwin**

Components: **Jeffrey Phillips**

Dairy Farm Equipment: **Mike Mills**

Food & Dairy: **Kyle Garber**

Heat Transfer: **Blake Hohensee**

Mueller Field Operations: **Jeremy Rogles**

PyroPure: **David Clarke**

Refrigeration Products: **Russ Williams**

Maintenance: **Travis Fulks**

Warehouse: **Rick Smart**

Machine Shop: **Ron Kelley**

Human Resources: **Jennifer Hohensee**

Information Technology: **Bryan Penney**

Marketing/New Business Development: **Jay Holden**

Operations Support: **Whitney Thompson**

Mueller Transportation Inc.: **David Clift**

Safety & Security: **Bill Hewett**

Accounting: **Ken Jeffries**

*If you feel your team has been left off this list, contact one of the committee members.

IOWA:

Temp-Plate: **Tyler Clark**

Refrigeration Products: **Alex Ripperger**

Condensing Units & Other: **Pennie Dissinger**

Tank Line: **Brad Anderson**

This information is subject to revision. Check <http://employee.paulmueller.com> tab Go for the Gold Maxx Game for the most current Maxx Game information.

