

Kelsey Sikkink

From: Kendra Lunt <Kendra@reichelfoods.com>
Sent: Thursday, April 6, 2017 8:27 AM
To: Luz Pizano; Mike Schumacher; Lisa Campbell; Kelsey Sikkink
Cc: Alfonso Cerda; Karin Grzanek
Subject: RE: Abdulkadir Nuh

Mike,

Would Supervisors be able to get together at 2 PM today?

Thanks,

Kendra Lunt

Quality Assurance Manager

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www.reichelfoods.com

From: Luz Pizano
Sent: Thursday, April 06, 2017 8:22 AM
To: Mike Schumacher; Lisa Campbell; Kendra Lunt; (Kelsey@corpmanagementgroup.com)
Subject: FW: Abdulkadir Nuh

To all,

Here is a summary of the conversation that took place yesterday afternoon with Noka Chea:

I spoke to Chea just now about this, she said she didn't feel that she disrespected Abdulkadir, but felt as if she was disrespected because Abdulkadir was not complying, he was asking "why" in a rude manner, as if saying "why should I". Chea mentioned that she said "excuse me, can you please put another hairnet to cover your ears and hair on the side, because its sticking out." Chea said in order to avoid arguing with the employee, she asked the lead Issais the following: "Issais can you please help me, tell the guy to put one more hair net", Issais went to Abdulkadir to ask him to please put on another hairnet. He didn't comply, She also said that Sam made some hand gestures as to say "its ok, its fine" after Abdulkadir failed to comply to the QA and Leads' instruction to wear another hairnet. MV2 went to break, after break Sam called Chea to the office and Heng was there as well and Sam asked Chea, In the future, to please talk to lead or supervisor when there is an issue because Abdulkadir is a good employee, and Heng said if there issues with employees just tell them first, in order to avoid issues. Chea says she is doing her job because wearing the hairnet appropriately is written in the GMP policy/procedure, she mentioned feels discouraged at times when there is no support from Production Supervisor. She gets sad when she sees Sam point at his head with his index finger and spin in a circle as to say "she's crazy". She stays quiet about certain things because she doesn't want conflict or to have issues because she says the supervisors have talked to her already and just doesn't want any problems. She also brought up that Shukri chews gum every day, when she sees Chea looking at her, she closes her mouth; Chea doesn't want to say anything anymore because she feels Supervisors will think she's making it up. She asked me if there was anything we could do to stop her from chewing gum in the production areas, I told her I would speak to you.

If we could please get together as a group, supervisors and managers only, to get on the same page, this continues to be a problem and we get conflicting information, we are coaching Noka Chea weekly on communication skills and she says she is polite, it seems like it's only an issue in the MV2/R1 room, we need to find a resolution.

Who was the QA Heng? Did Abdi need two hair nets and has been a problem before with Abdi not wearing a hair net to cover all his hair?

Thank you,
Kelsey Sikkink
CMG Client Services Manager
507-923-0366

On Apr 4, 2017, at 6:00 PM, Heng Somark <Heng@reichelfoods.com> wrote:

At around 5.30pm Abdulkadir Nuh come to the office reporting about one of the QA disrespect to him.

I ask him what did she or he do?

HE said that QA come to tell him he need to ware double hair net and when he ask why ? is anything wrong ? she just walk away.

Then couple minute late the lead come to tell he again he need to put another hair net on he ask him why he need another hair net is anything wrong with my hair the lead response maybe your hair net not cover completely on your hair.

He just feel disrespectful if you ask me to do something why just walk away without given any reason if he did something wrong i still need explanation though if she want to correct me I need to know what I did wrong. the way she did just disrespectful.

I told him I will pass that on to their supervisor or manager so they can look into it.

He said he just need the explanation what he did wrong. Don't need to walk away.

Thank you

Somark Heng
Production Supervisor

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