

BLISS **ROBINSON**
SYSTEMS

blissful **News** letter

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Total Blissful Process In Action!!!

September 1992 will go down in history at Bliss Industries!!! It marks the first time we have been able to implement the *Total Blissful Process*. We feel this is not only a milestone for Bliss, but for the feed milling industry in general. In the past, we have worked with various customers, developing and proving the theory behind this process, but only after securing the technology for an innovative pellet mill and cooler, were we able to complete the total process.

Simply stated, this process requires proper size reduction of ALL ingredients going into a pellet, the proper conditioning of the mixture immediately before pelleting, the proper combination of power and die specifications to produce the pellet, and the proper curing and cooling of the finished pellet.

The first feed mill to incorporate all these steps with Bliss equipment is Premium Standard Farms. Located near Princeton, Missouri, this integrated swine producer proved to be an excellent candidate for the *Total Blissful Process* for two primary reasons. First, they were in the process of building a new feed mill and we were able to influence their mill flow design. Secondly, with their excellent cost center analysis, they are in a position to accurately measure the benefits accruing from the implementation of our process.

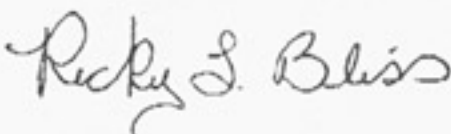
Immediately after beginning operation of the feed mill in September, PSF has seen a dramatic improvement in pellet quality and nutritional value over that they had been purchasing from a well respected commercial feed mill in their area. They are also seeing improvement in feed efficiency of their animals.

In order to produce 40 tons per hour of high quality feed, Premium Standard Farms uses a 125 horsepower hammermill to pregrind their whole grains through a coarse screen. Then, after scaling and mixing all ingredients required for each formula, the total ration is sent to one of two pelleting lines.

Each pelleting line utilizes a 150 horsepower hammermill equipped with an extremely fine screen, a Bliss Robinson *Pioneer* pellet mill having 250 horsepower and 554 square inches of working die area, and an *OP><FLO*™ Cooler. Mark Warren, Vice President of Feed Operations for Premium Standard Farms, has been very enthusiastic about the results.

Although Premium Standard Farms is the first example of the *Total Blissful Process*, we are not resting on our laurels. From our experience with this first implementation, we are doing what Bliss Industries has always done, which is to listen to our customers and then improve our process. We continue our commitment to all our customers, with or without the *Total Blissful Process*, and ask for your comments and suggestions. It is only through your active participation that we will continue to improve your operations and our service.

Sincerely,



A Newsletter for Customers of Bliss Industries

**Bliss Industries Names
New Sales Manager**

Greg Alles has joined Bliss Industries as the new Sales Manager. He will be responsible for the development and training of all sales representatives as well as the marketing that will help Bliss Industries to expand its representation.

Greg comes to Bliss with a unique background, having grown up and worked around our industry all his life. He has worked for an equipment manufacturer, supervised construction crews, serviced various equipment and been an active manufacturer's representative since 1974. We believe Greg has a comprehensive view of what Bliss Industries must do to continue to be a success in the industries we serve.

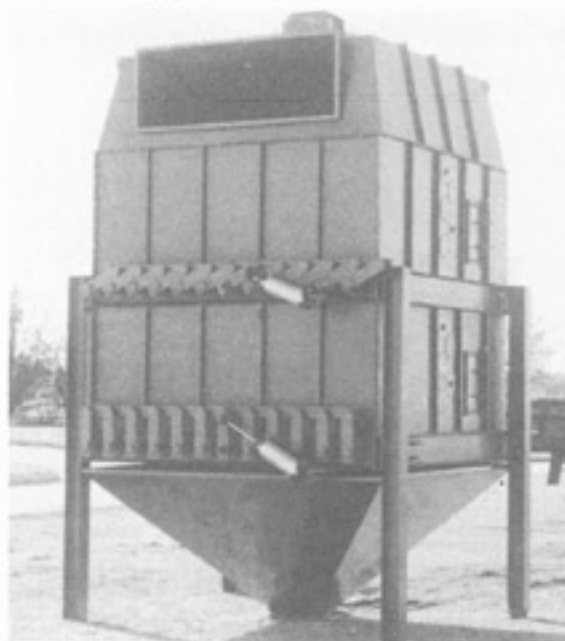
We welcome Greg and look forward to his guidance in further expanding Bliss Industries and its range of products for the processing industry.

**Sales Meeting Scheduled**

Friday, March 19, 1993, has been scheduled as the beginning of the sales meeting for all Bliss Industries' representatives. Plans include in-depth training on all equipment and how it pertains to the *Total Blissful Process*. For those not having a previous opportunity to see the process in operation, mill tours of Premium Standard Farms will be arranged either before or after the meeting.

**An *OP><FLO*™ Cooler
for 60 Tons Per Hour**

November saw the shipment of our first *OP><FLO*™ Cooler having a capacity of over 25 tons per hour. They are being installed in a renovation project at Cargill Poultry Products Divisions' feed mill in Oglethorpe, Georgia.



**BRDD-437 *OP><FLO*™ Cooler
ready for shipment**

No matter their design, all high capacity coolers have difficulty properly spreading the incoming material to provide even cooling of the product and no "gaps" in the product which would allow the cooling air to bypass the pellets. In order to address this issue, the high capacity *OP><FLO*™ Cooler, or coolers installed in applications requiring a high degree of product drying, utilizes a double deck design. This not only confines the surface area to a dimension which can be more easily controlled, but it also creates a bed depth of pellets nearly double that of the normal, single deck design.

As true with all *OP><FLO*™ Coolers, the "footprint", or floor space requirement, of these coolers is much smaller than any other cooler of similar capacity.

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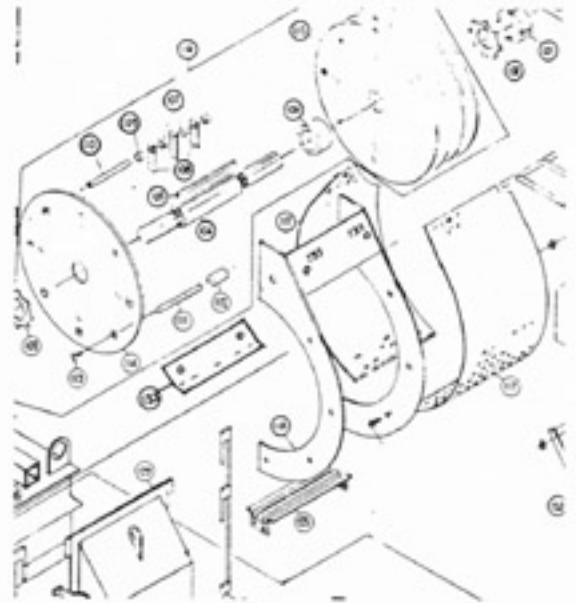
!! HOT TIP !!

A happy grinder is a well maintained grinder. Check the bolt heads on wear plates #133 and #118 on a regular basis. Also, check the center bar on part #125 for fatigue and wear around the welds. Replacing these parts is easier than allowing these parts to fall into the machine.

We wish your Bliss Eliminator hammermill a Happy New Year!



From left to right: C. Horinek, D. Harvey, C. Kassen, D. Hasselbring, R. Bliss, G. Alles, C. Brown, B. Bliss, A. Bliss, T. Southerland.



Parts to Check for wear as explained above.

Service Department Reaches an All-Time High in Personnel

As our customer base grows, so does our Service Department. Currently, we have ten people working in service, and will undoubtedly add more as the year progresses.

It is the intention of our Service Department to make regular visits to all of our customers. In practice, we will send a card to all customers within the scheduled area at least three weeks prior to our trip. Assuming the area includes you, this will allow you the opportunity to schedule a visit at your convenience. During his visit, the service man will inspect your equipment, update your maintenance staff on new service recommendations developed for our equipment, and point out any items needing service. There will be no charge for this service, unless of course, you request him to perform some maintenance service.

We hope this service will allow us to help you keep your employees current on all preventive maintenance schedules necessary for best operation of your equipment. However, if you should have any problem, or any questions about your equipment, please call us immediately.

A Newsletter for Customers of Bliss Industries

Bill Bliss Lies!!!!

Have you ever walked into a customer's office, only to be met by a snarling "You lied to me!!!" This experience happened not too long ago to a Bliss representative when calling upon Jay Gunderson, Feed Mill Manager at a feed mill near Sauk Rapids, Minnesota.

It appears that when Jack Frost Foods needed a new hammermill for their feed mill, they required a hammermill whose guaranteed capacity was 20 tons per hour on whole corn ground through a #8 screen. However, Jay says they have been consistently achieving greater capacities than had been quoted.

Needless to say, after the initial shock, the Bliss representative was quite pleased. How many times can you remember having a similar situation with other manufacturer's equipment?

**Bliss Continues to Expand
its Product Line**

As our list of customers continues to grow, Bliss Industries is challenged with more applications requiring an extremely fine grind of material and with applications where the product to be processed can easily agglomerate into lumps which impede the process. To meet these challenges, Bliss Industries is currently developing a *CollidaGrinder™* Hammermill and a *LumpBlaster™*. These products are a fine grind hammermill and a complete line of lump breakers.

The *CollidaGrinder™* Hammermill is designed to reduce particle size to between 20 and 100 microns. The *LumpBlaster™* will restore free flowing characteristics to otherwise "lumpy" products.

Look for these exciting products to be introduced this Spring.

Name Change for Coolers

In order to eliminate some of the confusion surrounding the operation of our new pellet coolers, we have given them a name which we hope says it all. The name is *OP><FLO™* and derives from the way the cooler operates -- drawing air OPPOSITE to the flow of pellets.

The first cooler of this design was installed at Effingham Equity Exchange, in Effingham, Illinois, in February of last year. Since then, we have sold over a dozen machines and are continuing to receive more interest daily.

We now have coolers operational in a wide range of applications and pellet sizes. Whether it be for high or low fat, high urea or many other normally "sticky" products, small pellets or large cubes, there is an *OP><FLO™* Cooler for your application. Please give us a call for a quotation.