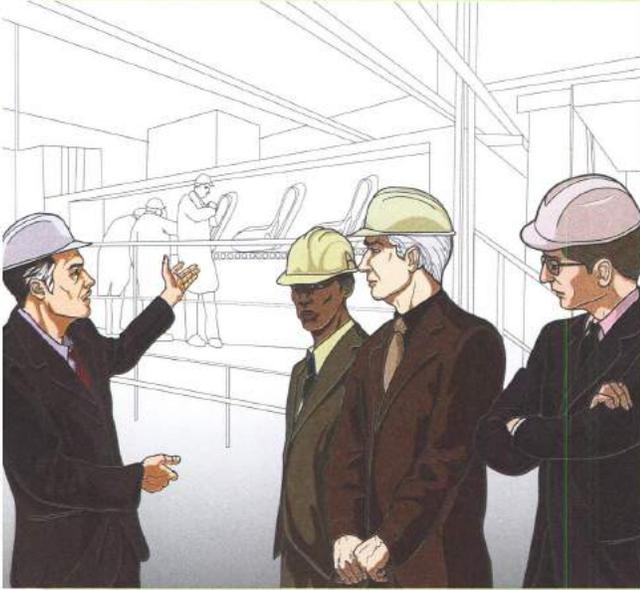


49. Luigi Barghini



Luigi Barghini is escorting three engineers from Mercedes Benz around his factory in Verona. He's showing them the different steps in the manufacturing process. Earlier in the morning, he, Anna, and the Technical Director of the company spent two hours with the engineers in the meeting room next to Luigi's office. They went over every detail of a supply agreement. The Technical Director described the raw ma-

terials used in making the car seats and the aluminum used for the frames. Anna spoke about the company's fine record in deliveries and in quality assurance. Finally, Luigi explained how the car seats would be shipped to Stuttgart. However, Dieter Mittelmann, the Chief Engineer, didn't seem convinced. He had never worked with an Italian supplier and he was afraid that strikes could delay shipments and cause production problems in Germany. Anna assured him that the company had suffered only one strike in ten years. It had been a general strike throughout Italy and it had lasted only two days. She went on to explain that the factory workers and employees in the company were paid well above the going rate in the area and in the automotive industry. Luigi added that he spent a lot of time with the workers and was proud of the spirit and collaboration on the factory floor. Finally, the Technical Director showed the three Germans four different awards the company had received from different customers for the quality of their work. Two of the awards were from Fiat, one from Volvo, and another from Rover, which was now owned by BMW. The German chief engineer looked at them but didn't say anything.

49. Luigi Barghini

1. Where is Luigi now?
2. What is he doing?
3. What is he showing the German engineers?
4. What happened earlier in the morning?
5. How many people attended the meeting?
6. Who attended the meeting from Luigi's company?
7. What did they go over in the meeting?
8. What did the technical director describe?
9. What did Anna Barghini speak about?
10. What did Luigi explain?
11. Who is Dieter Mittelmann?
12. What was his attitude during the meeting?
13. What was he worried about?
14. What did Anna assure him of?
15. What kind of strike was it?
16. How long had it lasted?
17. What did Anna explain about the workers' pay?
18. What did Luigi add about the workers?
19. What did the Technical Director show the Germans?
20. What were the awards for?
21. What company were two of the awards from?
22. What other two companies had given them an award?
23. How did the German Chief Engineer react to this?