



How Do You Define Excellence In Your Logistics Operation? By Arthur Barrett, President

At Barrett Distribution Centers, we look at 4 key performance indicators (KPIs) to measure how well we are performing as a company:

- ◆ Productivity – our ratio of payroll to material handling activity
- ◆ Quality – our pre-audit order selection and put away accuracy
- ◆ Level of Service – as measured by our customer satisfaction survey
- ◆ Attitude – as measured by our employee satisfaction survey

Our 2004 Strategic Plan includes a specific performance improvement measure for each of these KPIs. Each manager has a goal for improving productivity in his operation, while maintaining our high standards for quality and accuracy. We have improved both the content and the delivery method of our customer satisfaction survey (see Page 5 of this April newsletter).

Most importantly, we have invested significant resources in employee development. Ann Foley-Collins, our Workplace Learning and Performance Manager, has greatly improved our performance management system. Our employees enjoyed their first exposure to this new system with the annual reviews we delivered in March.

A recent article in *DC Velocity* magazine featured an interview with Chas Scheiderer, Senior VP of Logistics for Best Buy. Chas echoed these same strategic goals for his organization (productivity, level of service, employee attitude). Chas cited their training programs and frequent communication as the conduits by which Best Buy is achieving these goals.

Our training programs for the next nine months will address development needs that have been identified in this year's performance reviews. By aligning our training programs with our employees' development needs and goals, "Barrett University" will enhance the overall work experience at Barrett Distribution Centers. Reaching this goal will ensure that the first three goals (productivity, quality, and service level) are more likely attained.

It is reassuring to read that Barrett Distribution Centers is following the same path as a world class organization like Best Buy. Our clients are truly recognizing us as the leading provider of regional distribution center management and dedicated transportation services.

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