

CUSTOMER SPOTLIGHT

# "Making life fun and easy"

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GUEST CONTRIBUTOR

That's our vision at Best Buy. It is pretty easy for the home theater sales associate to achieve this when he's selling a nice new plasma TV, but in logistics we have to find a different path to making that vision a reality.

As a Delivery Distribution Center (DDC), we service 40 stores covering New England and Upstate New York, as well as conduct home delivery for Eastern Massachusetts and Rhode Island. For the past eight years, Barrett Distribution Centers has been making life fun and easy for Best Buy by providing exemplary service to our stores and partnering with Spirit Home Delivery to extend the same level of service to our delivery customers that they experi-

ence in-store.

Best Buy has fourteen Delivery Distribution Centers throughout the United States, but the Boston DDC is the only one that we outsource to a 3rd Party. Internally, we treat Barrett employees as though they are Best Buy in all aspects of the business. Recently, we have seen some great successes with this partnership.

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One specifically was an effort to reduce home delivery returns and exchanges through a gift card pilot program, improved handling practices, and enhanced customer service training. Another win consisted of improved audit and cycle count procedures to lower the number of SKU variances. Finally, through retail store visits with Barrett personnel and hosting retail meetings at the DDC, we are confident that there is not another DDC in Best Buy Logistics that has a better relationship with our retail outlets.

When Barrett and Best Buy began this partnership there was just a handful of stores in the

region and only a small number of home deliveries. Over the course of this relationship Best Buy has grown to the #1 Electronics Superstore in America and as such has demanded a great deal from our partners to assist us in that growth. As each new initiative rolls out we have become accustomed to Tim and Arthur getting on board and ensuring that every employee beneath them is just as engaged. In addition to making life fun and easy, the Barrett team has been living another Best Buy value: Embrace Challenge and Change. We will continue to develop and adapt to the landscape to remain #1 and I am sure the Barrett team will step up to each challenge to stand alongside us.

Thanks to everyone at Barrett for all you do. 🇺🇸



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