

THE Barrett Bugle

News and information for
and about the customers
and employees of Barrett
Distribution Centers

July 2006

CUSTOMER SPOTLIGHT

"Making life fun and easy"

BY MIKE DAVIDSON, BEST BUY
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.

" . . . Best Buy has grown to the #1 Electronics Superstore in America and as such has demanded a great deal from our partners . . . "

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. ☺



Our goal: Exceed customer expectations

BY BARRETT DISTRIBUTION CENTERS ISO TEAM

Five years ago the Barrett management team made a strategic decision to adopt a quality management system. We adopted the ISO 9002 standard in 2001; and registered under the ISO 9001:2000 standard in 2003. Today we are excited about our new online paperless quality system that is making it easier for employees to engage the ISO program and take ownership

of our quality improvement.

The basic requirement for the quality management system is the organization must identify and manage the processes needed to ensure conformity. The quality management system ensures compliance with our quality policy, and holds us accountable to meet our quality objectives.

Since our first ISO registration audit in 2001, our

quality objectives each year have focused on achieving higher levels of operational excellence as a means to exceed customer expectations.

Our objectives for this year (below) are measured and reviewed by the management team on a weekly basis. We are currently on track to obtain these results. The ISO standard requires that the quality management system is audited annually for its effectiveness by an

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Our employees are taking control!

BY ARTHUR BARRETT, PRESIDENT

Our goal, continued from page 1

ISO approved auditing organization. This year Moody International will conduct our recertification audit August 14th to August 16th.

We have a passionate commitment to quality and to the ISO process. With our investment in our new quality system software, we are now engaging every employee in this commitment. This robust program from TQMS has increased functionality and gives all associates much more immediate access and input to the documentation and processes that drive our continuous improvement.

Our ISO goals for 2006

- 1 Achieve a ship accuracy goal of **99.97%**
- 2 Increase productivity by **10% over 2005**
- 3 Maintain inventory location integrity at **99%**
- 4 Maintain billing accuracy at **99%**

Barrett Distribution Centers' employees are more involved than ever with the daily workings of the company, and it's paying off for everyone.

In January we rolled out the Great Game of Business (GGOB), a gain sharing initiative that lets our employees step up and take responsibility for results, and share in the financial reward for outstanding performance. The managers have been holding weekly *Chalk Talks* with their staff, reviewing each month's forecast and eliciting ideas for improving operating results. We have already begun to see positive results from our new philosophies of *open-book management, ownership thinking*, and planning for your future.

Enlightened thinking on the part of our employees was evident in the recent enrollment meetings for the Harvard Pilgrim health plan and the Principal 401k program. For the first time, Harvard Pilgrim gave each employee options to weigh when choosing a health plan that makes the most sense for their budget. The GGOB training we delivered last fall helped our employees grasp the differences between these plans, and navigate a work sheet that arrived at the appropriate plan for them and their family.

When we held our July 1 enrollment meetings for the 401k program, we saw more participation in these meetings than ever before. The repetition of financial planning and budget analysis, stemming from our kickoff GGOB training and weekly *Chalk Talks*, is paying off for the 401k participants. More employees than ever before are maximum participants in the 401k program, taking full advantage of the 50% company match and the corresponding tax benefits.

The leadership training Phil Sanborn delivered to our CSRs, supervisors, and key associates in the 2nd Quarter also built on the GGOB principles. The most effective way to successfully complete Mini-games and drive results to our bottom line is to embrace the key concepts of the training program:

- ▶ 1. Put your goal into a SMMART format.
Specific, Meaningful, Measurable, Attainable, Responsible, Timebound
- ▶ 2. Write out the action steps you need to complete in order to achieve your goal.
- ▶ 3. Put a deadline on each of your action steps (7-day goal cards are a great way to track progress).

- ▶ 4. Plan your day and your week, so that you are taking control of your own agenda and spending time on your high-payoff activities.

- ▶ 5. Schedule time to work on the first action step.

- What gets scheduled gets done!
- Often the biggest roadblock to high achievement is just getting started.

- Once you complete the first action step, you will build on the momentum and be amazed at the progress you will enjoy with the succeeding action steps.

Scheduling this time is all about moving into Quadrant II—*Important but Not Urgent*.

	Urgent	Not Urgent
Important	Quadrant I: -Crises -Pressing Problems <i>"Fighting Fires"</i>	Quadrant II: -Well planned -Goal oriented <i>"Focused on highest results"</i>
Not Important	Quadrant III: -Interruptions -Working on the goals of others <i>"Addictive"</i>	Quadrant IV: -Trivial -Busy work <i>"Irresponsible"</i>

Covey's Time-Management Matrix® is a great tool for analyzing how you spend your time.

"Courage is the willingness to let go of the familiar!"

- If you are living in Quadrant I (Important/Urgent), you are constantly responding to circumstances that result from a failure to plan (see Step 4!).

- If you are living in Quadrant III (Urgent but Not Important), you are not keeping the commitment to yourself (Step 5) to work on your action steps, and guard against interruptions during this block of time and honor it as you would a meeting with any customer or manager. When in Quadrant III, you are under the deception that you are actually operating in Quadrant I. Because the work is urgent, you think it is important.

- ▶ 6. Focus on your high payoff activities.

- If there is a task that exposes one of your weaknesses, seek help and see if a teammate is in better position to tackle that one and keep the Mini-game on plan.

This month we will be sharing our financial results for the first half of 2006 with all of our employees, and distributing the first gain-sharing checks. We need to build on this momentum, continue to increase productivity and improve results, and strive for a larger distribution in the third quarter.

United Way campaign raises bar even higher

BY LINDA SKRZAT, BARRETT MANSFIELD

Barrett Distribution Centers has once again taken workplace giving to a higher level. The caring and generosity of our associates and management has raised the bar even higher this year. Our campaign this year raised in excess of \$9,000 with 62% of our workforce contributing compared to 44% a year ago. This is truly an amazing increase in participants and dollars raised.

United Way of Tri-County assists 34 cities and towns by partnering with agencies that provide support programs and services for

children and families, basic human needs and education. Barrett Distribution Centers is proud to be recognized as one of the top 50 supportive organizations in dollars pledged for the 2005-06 year for the United Way of Tri-County.

Thanks to every associate for playing a role in the success of this campaign. We appreciate your enthusiastic support. Thank you for your input in the survey process, for taking the time to learn more about how the United Way helps those in need, and most of all for your generous gifts to the campaign.

It's all about the quality of people

TOM SHIELS, DIRECTOR OF CUSTOMER INTEGRATION

The quality of people at Barrett has always been the reason for our success. Developing the team to reach its potential is something that drives us. A key initiative in the development of our team is a recently completed program presented by Phil Sanborn of Management Solutions. The program was attended weekly by our management, customer service and key staff from March to June.

This development program covered communication, leadership, and one-call resolution. The one-call resolution is a philosophy of taking ownership when a customer calls and ensuring final resolution. Communication covered personal styles and how we relate to others. Leadership focused on being in the Leadership Zone to achieve outstanding results. We also rolled out a format

for setting goals and ensuring continuous improvement.

We have seen a positive impact from the program and begun to focus on keeping it alive. The supervisors have implemented tools to aid in assigning the staff and to train new hires. Customer Service has improved the communication process and teamwork. The program uses real life situations to develop on management concepts. This created a connection between the business and the program.

Our thanks to Phil for developing and presenting a quality leadership development program. Congratulations to all participants for the strides made in personal development. We will continue to focus on the development process as we strive to be the premier provider of distribution services.

Communication, leadership, and one-call resolution were the topics of conversation at this meeting.



Happy Birthday!

JULY

Sandra Ponce
Edy Molina
Dennis Warrington
Christina Morin
Kevin Milligan

AUGUST

Shannon Shippee
Jason Whittaker
Thomas Owens
Debbie Doyle
Melissa Hogg
John Bacci
Matthew Trainor

SEPTEMBER

Tim Barrett
Bob Willert
Buddy Cannata
Tom Maloney
Pee Jay Laureta
Steven Kawalek
Renee Moglia
Faber Restrepo
Adam Felix



Happy Anniversary!

Congratulations to the following employees who reach a milestone with Barrett this quarter:

JULY

Arthur Barrett • 22 year
Reinaldo Rodriguez • 6 year
Amado Santos • 5 year
Faber Restrepo • 2 year
Sandra Ponce • 2 year

AUGUST

Chuck Collins • 10 year
Edwin Molina • 4 year
Keith Lawton • 3 year
Thomas Burgos • 2 year
Terri Zerrien • 1 year
William Ketchen • 1 year
Luis A. Blanco • 1 year

SEPTEMBER

Buddy Cannata • 7 year
Debbie Doyle • 6 year
Jose Medina • 3 year
Linda Skrzat • 3 year
Hugo Moreno • 3 year
Luis Blanco • 3 year
Gracilela Gutierrez • 2 year
Ernestino Tornez • 2 year
Johneth Santangelo • 2 year
Thomas Lemoine • 2 year
Denise Canal • 2 year
Jose Nunez • 1 year
Matthew Trainor • 1 year

Welcome to the Team!

A big welcome to all those who have recently joined the Barrett team:

Franklin

Holly Butler—Customer Service
Jose Pereira, Manuel Restrepo—Warehouse
Cobie-Jean Pettingill, Andy Keane—Supervisor

Best Buy

James Mangile—Operations Manager
Melanie Lawton, Yolanda Colon, Joanne Costello,
Judy Vanhsy—Customer Service
Carlos Torrijos—Warehouse
Danette McDermott—Supervisor

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inside this issue:

- making life fun and easy
- employees taking control
- it's all about the quality

kudos!

to **Jordan McLaughlin**, Franklin CSR

"Thank you so much for all your efforts in getting that order delivered yesterday!

I am sure it took a lot to get the container received, verified by lot, select the order, and ship out.

I appreciate all your efforts! "

Tracie
Pollak Manufacturing

to **Mark Sotir**, Director of Customer Relations and **Keith Lawton**, CSR Mansfield

"I would like to thank you for all your help. You and Keith have always been complete gentlemen and very professional people in my dealings with you. I always make sure that I let all the shippers that I work with know about you

and your warehouse facilities and I hope that it will pay you back for all the help you give me in my hour of need. You have an A-number one operation and it is always a pleasure doing business with you."

Bill Messenlehner
Frontier Logistics

congrats!

to **Melissa Hogg**, our CSR Best Buy! She graduated from Bridgewater State College this past spring. She earned her masters degree in education. We are all very proud of her accomplishments and wish her the best!

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