

## inside this issue:

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## kudos!

“We could not be happier with Barrett. I am impressed by the excellence of effort and also by the superb morale of everyone connected with your company. I have been on all sides of leadership and morale issues and it is always a treat to see an organization that is a good community of people working together toward common goals.”

**Jim Whitters, President**  
Alkalol Medical Products

“It has been an excellent experience working with Barrett & we would consider using your facility again in the future. Your team of **Kevin Rich** and **Roseanne Morris** are ‘First Class’!!!!”

**Larry Rubino**  
DevTech Labs

“Thank you for making this happen. Most freight companies would have disregarded my request because their internal systems were not set up to handle the special needs of one customer. Barrett really means it when it says the customer comes first!”

**Stephen F. Yedinak**  
Vice President of Manufacturing Operations  
SuturTek, Incorporated

to **Holly Butler**, “I truly enjoy working with you... You are extremely understanding, patient and helpful and can always make me laugh.”

**Leah Steeves**  
Comptoire de Famille

to the **Franklin team**, “Congratulations! This letter is the 2006 year end summary detailing quality and service related complaints involving products shipped from your warehouse for Harwick Standard Distribution Corporation. I am please to tell you there **were none!**”

**Russell A Dorsey**  
Corporate Quality Assurance Manager  
Harwick Standard

## congrats!

to **Rose Anne Morris's granddaughter, Katie**. She has been accepted to Philips-Andover Academy on a full scholarship, from the George H.W. Bush foundation. Katie was 2 when Rose Anne came to work for Barrett in 1995. (Rose Anne—you must have been 22 at the time?)

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# THE Barrett Bugle

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

April 2007

## CUSTOMER SPOTLIGHT

# Original Style

Accuracy is key when dealing with this manufacturer of premium tile.

BY JORDAN MCLAUGHLIN,

Original Style is a UK-based designer and manufacturer of ceramic tile that was started in 1986 by Stovax Ltd, a supplier of Victorian fireplaces. Original Style's main focus at the time was to create tiles to complement their many fireplace designs. Two years later their US dealers began selling the tile to celebrities as “wall tiles” for their elaborate bathroom settings. Quickly realizing the demand for other types of tile, they started producing a wide variety of fireplace, wall, and floor tiles.

Sales took off, and Original Style set up a distribution center in Boston to handle all of their US orders directly. Last year the company outsourced their North American logistics to Barrett.

Andy Maltby, US Customer Services Manager,

described the relationship with Barrett. “It was paramount that we identify a distribution partner in the USA who is both accommodating to our expanding needs and focused on a high level of service to achieve a common goal. In Barrett Distribution Centers we have found such a partner.”

In the first year we picked over 1000 orders per

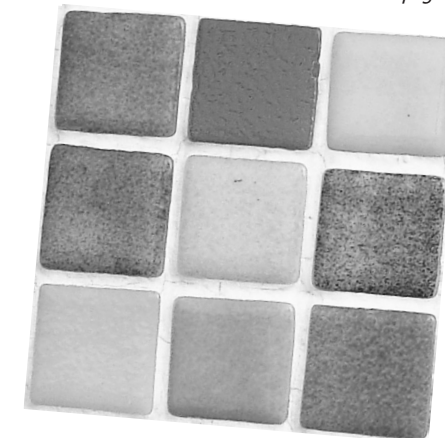
“... a distribution partner in the USA who is both accommodating to our expanding needs and focused on a high level of service to achieve a common goal...”

month that ranged in size from shipping a single tile via UPS, to picking 100s of lines and consolidating multiple orders and pallets onto an LTL truck. Luis Blanco Jr, one of Barrett's key contributors on this account, recognizes the importance of his job: “These are custom orders of very expensive tile for builders and remodelers. I am very careful about how I position and protect each tile in the box when I am picking an order. I also know that my accuracy drives customer satisfaction for Original Style, from both their dealers and the homeowner.” One year into the relationship, Original Style conducted their first “stock take” at Barrett, and were very pleased with the results, a 99.7% inventory

accuracy.

Original Style forged a strong partnership with Barrett from the outset by allowing us sufficient time to plan prior to transferring inventory to us. We installed new racking and shelving, set up over 3000 pick fronts, configured all of the item attributes and the picking and replenishment rules in our WMS; all in advance of receiving any inventory. Chuck Collins, our operations manager in Franklin, acknowledged the collaborative relationship that has been present from day one: “By affording us the time to set everything up properly, Original Style gave us the opportunity to start off on the right foot with their requirements. Andy and his team worked side by side with us at the outset, to define product

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## Great Game off to a great start

BY TOM SHIELDS, DIRECTOR OF CUSTOMER INTEGRATION

The introductory year for The Great Game of Business was a noteworthy success at Barrett. This program offers gain sharing to Barrett employees and creates ownership thinking. By contributing to the success of the company, employees can increase their payout. The keys to our success are providing great service to our customers and improving productivity. Reducing waste and raising productivity result in higher

profits that are shared with every employee at Barrett.

Record revenue and profit in 2006 resulted in a payout of \$1,344 for all full time employees who worked the full year. We have achieved steady growth in revenue for the past 12 years, and plan to continue this trend.

For 2007 we will be publishing our GGOB goals and the payout format. Increasing the impact of the GGOB is a priority for this year. We will

achieve this initiative by increasing the communication about our performance and getting everyone to grab an oar and pull the boat in the right direction!

In 2007 each of you has an opportunity to contribute to a great year at Barrett and share in the profit you create. Share your suggestions and ideas with your manager. Look for ways to contribute to our success. The best results come from a TEAM effort. 🚣

# Creating an environment for encouraging ideas

BY ARTHUR BARRETT, PRESIDENT

If you are looking for a good book that is a quick read, pick up a copy of *Ideas are Free* by Robinson & Schroeder. Tim and I are both reading this currently. The main point of the book is that simple ideas that make small improvements go a long way toward improving both efficiency and morale. It can be much more uplifting to see a steady stream of simple ideas, as opposed to that one huge initiative that comes along every decade and requires a lot of effort to complete.

The other key point in the book is that your people, who are closest to the action, are the best source of ideas. Just ask them; so often they have great thoughts and are just waiting for an opportunity to share them. This thought traces back to the point we made when we rolled out the Great Game of Business last year: "For 30 years I dedicated my labor to this company. You could have had my mind for free." Engage your employees, ask for their input, and prevent each of them from falling into the mindset of this quote from Jack Stack's book.

We plan to start a regular feature in the Bugle, where we tout the ideas of our employees. The point of this feature is to let others benefit from the brilliance of our employees; and at the same time prime the pump for even more ideas from our great team at Barrett. The end game for Barrett is to use the concept to energize our Mini Games, and really drive outstanding results for our GGOB

program. Here are just a few to kickoff this initiative:

▶ In Methuen, the staff assembled house-keeping carts and placed them strategically in the building. Having a self-contained unit with barrel, broom, sweeping compound and dust pan makes this tedious chore a bit more pleasant.

▶ In Mansfield, **Tom Maloney** initiated replacement of our dumpster with a compactor, to reduce cost, improve appearances, and eliminate a hazard (savings of over \$200 per month)

▶ Tom Maloney also initiated a meeting with CSX to deliver training to our staff on the safest and most efficient method of moving bulkheads in boxcars.

▶ In Franklin, **Jim Lambert** reused dunnage from import containers to assemble work stations for the pick-n-pack areas. He not only made his teammates more productive, he eliminated a disposal cost and environmental waste.

▶ In Albany, **Ray Hebert** came up with idea to place all license plates in the same corner on each container, thereby improving cycle count accuracy and efficiency.

It is just great to see our staff introducing ideas that reduce cost and improve productivity. These are great examples of the "thinking contribution" we promote in our leadership training classes. 🚀

**To succeed as a team is to hold all of the members accountable for their expertise.**

—Mitchell Caplan  
CEO, E\*Trade Group

*Original Style, continued from page 1*

attributes and affinity, so that together we could set up the pick fronts with efficiency and accuracy in mind."

Our outstanding inventory accuracy is the result of unwavering commitment on the part of our employees to follow our ISO quality procedures and execute the WMS tasks without any departures. We have a throughput of 1000s of SKUs and over 40,000 units each month. Cobie Pettingill, our Supervisor for this account, explains why attention to procedure is so critical to Barrett's success. "This product is extremely susceptible to damage. We gave our vendor a particular spec for the carton and the packaging material that would protect the shipment and ensure the customer's satisfaction with Original Style's product."

Having gained great confidence in Barrett's ability to execute, Original Style will be launching brand new product lines in the US in the next few months. If you are considering any kitchen, bath, or hearth remodeling, visit their website at [www.originalstyle.com](http://www.originalstyle.com) 🚀

## Real-life experience for Northeastern students

BY ANDREW KEANE AND RUSSELL ENG

We are proud to have a group from Northeastern University pursuing their final term project here at Barrett Distribution Centers. The five students are: Tiffany Arnone, Marion Gaillardet, Arthur Marchal, Vincent Prou, and Elizabeth Schwartz. They are all preparing to graduate in May with dual concentrations—one being Supply Chain Management—from the business school.

Earlier this year, Tim Barrett was invited to present a project to their supply chain management class. The project is designed to give the students some real-life experience to go along with the theory they study in the classroom.

The project we defined deals with the oper-

ating efficiency of some of our fast moving accounts. The students were asked to develop an analysis tool that would allow us to measure the profitability and efficiency of any current or prospective account. We have provided the students with resources and information to create this analysis tool with almost no guidance from Barrett. The students are asked to think independently and be creative as they develop this tool as well as prepare any recommendations to improve our efficiency.

The students have done an excellent job so far and we are anticipating their presentation of this analysis tool with great interest. Barrett is pleased to be partnering with Northeastern University for this unique experience. 🚀

## Thinking Positive

BY MICHELLE SICARD, BARRETT MANSFIELD

Think about how you think about things. What? Really, stop and think about how you prepare for your next step. Are you ready to succeed or preparing to fail? It's something we never really think about. However, chances are it will change your results if you give it a little thought. A little positive thought is all it takes to receive a successful result!

It doesn't matter how big or how small your goal may be. It matters more on how you approach this goal.

A perfect example would be the water ball. For those of you who do not know what a water ball is, it is a golf ball that is more banged up and worn out than the others. It is ok if this ball lands in the water. This water ball is used when the golfer is preparing to fail. He is not planning to make the shot and ready to lose the ball. Most of the time this is exactly what happens. Try to picture a new shiny ball that is better than all the others, what do you think happens then? The golfer makes the shot. The ball was too valuable to lose and the golfer has changed his mindset. He has prepared himself to succeed!

The next challenge you are faced with, remember the water ball and hopefully you can have a more positive result! 🚀

## Six Flags New England for half the price

Are you looking for a thrilling family experience at a reasonable price? For 2007, Barrett has secured family outing tickets to Six Flags New England for half price! Hurricane Harbor, New England's largest water park is included with admission!

- ▶ *Good Any Day* Tickets Only \$25
- ▶ Valid any operating day through October 31, 2007
- ▶ Children under 36" are FREE!
- ▶ Convenience of having your ticket ahead of time and avoid waiting in lines at the ticket booths

Please call Diane Alfred at 508-553-8800 for details and to purchase tickets. 🚀

## Free info!

Tired of paying fees for Directory Assistance? Now there is a service available that will provide the same information for FREE!

1-800-FREE-411 is free nationwide from both land lines and cell phones. There is a short advertising message (about 12 seconds) from their sponsor that plays during this call. When you consider the fees that are charged to obtain a phone number, 12 seconds is a small price to pay. This free service is a great way to save money both at work and at home. Try it out and start saving today! 🚀

## Use your head: be safe!

BY LINDA SKRZAT, BARRETT MANSFIELD

Summer is just around the corner, and that means your kids will be spending a lot of time outdoors and on their bikes. The sad fact is that sports and recreational activity contribute to 21% of all traumatic brain injury among children and adolescents in the United States.

A lot of these injuries are preventable.

### The facts:

- ▶ 52% of children ages 5 to 14 *do not use* a bicycle helmet.
- ▶ Children whose helmets fit poorly are twice as likely to sustain a head injury in a bicycle crash.
- ▶ A helmet which is worn too far back on the head is 52% less effective.

Source: Safe Kids USA

### How to reduce injuries:

- ▶ Always purchase and use protective headgear approved by the ASTM (American Society for Testing and Materials Standards).
- ▶ Helmets and headgear must fit properly to provide maximum protection against head injuries.
- ▶ Supervise younger children at all times.



▶ It's not just bikes, diving in water less than 9 feet deep or in above-ground swimming pools is also a major cause of head trauma.

Have fun this summer and be safe! 🚀

For more information on preventing head injuries, visit the [www.cdc.gov](http://www.cdc.gov) site or [www.pedbikeinfo.org](http://www.pedbikeinfo.org).

## Happy Birthday!



**APRIL**  
Mark Sotir  
Paul Johnson  
Bruce Hunter  
Douglas Davis  
Noel Carmenatty  
James Lambert  
Joao Monteiro  
Jose Pereira

**MAY**  
Arthur Barrett  
Mark Marino  
Kevin Rich  
Samuel Rosado  
Richard Miller  
Keith Lawton  
Jean Laforest  
Danette McDermott  
Luis Blanco

**JUNE**  
Chuck Collins  
Sal Zitano  
William Ketchen  
John Flynn  
Jairo Restrepo  
Heather Burch

*A special Happy Belated Birthday to Francisco Lopes (February)!*

## Happy Anniversary!

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

**APRIL**  
John Bacci • 9 year  
Francisco Lopes • 8 year  
Paul Johnson • 8 year  
Jean LaForest • 6 year  
Denny Corrales • 3 year  
Kevin Milligan • 3 year  
Jose Pereira • 1 year

**MAY**  
Ken Getsick • 9 year  
Edel Blandon • 4 year  
Gabriel Rosa • 2 year  
Joao Monteiro • 2 year  
Bruce Hunter • 2 year

**JUNE**  
Tim Barrett • 14 year  
Bob Willert • 7 year  
Max Cante • 7 year  
Thao Ngoc Do • 2 year  
Thao Xuan Do • 2 year  
Cris Morin • 2 year  
Carols Torrijos • 1 year  
Noel Carmenatty • 1 year  
Manuel Restrepo • 1 year

## Welcome to the Team!

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

**IT**  
Mark Marino

**Albany**  
Samuel Rosado Jr

**Best Buy**  
Jason Anderson, Jordan Anderson,  
Faith Echols, Tina Samayoa,  
Carol Silvia, Sue Wilson