

THE Barrett Bugle

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

February 2007

CUSTOMER SPOTLIGHT

Advance- ments in medicine

The Alkalol Company has proven itself for over a century; SuturaTek is a start-up company with a revolutionary product. Both have recently chosen Barrett to distribute their innovative products to the medical sector.

BY MARK SOTIR, DIRECTOR OF CUSTOMER RELATIONS

The Alkalol Company

The Alkalol Company was founded in 1896 by pharmacist James P. Whitters, who developed the original formula in a small laboratory above a pharmacy in Taunton, Massachusetts. This unique product is a solution that uses the finest natural ingredients to provide soothing

relief from allergies, colds, sinusitis, chronic congestion, and throat irritation. Alkalol is carried by major retail chains such as Walgreen's, CVS, Rite Aid and Wal-Mart.

Jim Whitters, President and grandson of the founder, states, "We decided to take over the distribution of Alkalol from our manufacturer and deal directly with our national distribution network, including McKesson, Cardinal Health

"... a longtime family company with deep roots in the past and great pride in its ability to approach absolute perfection in its work."

and others, and for the first time searched for a warehouse/distribution firm that would work effectively with us." Jim goes on to say, "In our research and subsequent communications, only one organization stood out, and that was Barrett Distribution. Barrett, like us, is a longtime family company with deep roots in the past and great pride in its ability to approach absolute perfection in its work. We were impressed not only by Barrett's determination to reach perfection but also by its vision in developing what is becoming a nationwide company serving its customers with excellence."

SuturaTek Incorporated

SuturaTek, based in North Chelmsford, Mass.,

has developed an entire productline of suturing devices that replicate traditional hand suturing techniques, eliminating needle sticks—the primary source of deadly bloodborne pathogens entering the caregiver's bloodstream. The SuturaTek 360° device has won the Gold Medal Design Excellence Award—considered the leading award within the medical product design industry. The company has also recently won a Silver Award in the Annual Industrial Design Excellence Awards. The device is currently used in many of the leading medical institutions in the country, and is fast becoming the preferred solution in the operating room.

Both of these companies have a remarkable product and Barrett Distribution looks forward to working with them, and delivering the same level of first-rate service that we deliver for all of our valued medical sector clients. ☛



Mansfield: doing a *superior* job!

BY KEVIN MORAN, OPERATIONS MANAGER

The American Institute of Baking (AIB), founded in 1919, has a mission to protect the safety of the food supply chain through rigorous inspections, audits, and training.

In September, our Mansfield facility was audited. The processes, procedures, and physical facilities

were meticulously reviewed. We are proud to say that Mansfield received the *superior rating*—the highest rating possible—on the first-ever audit.

The audit was performed by Charles Obert of the AIB, along with Director of Operations Bob Willert and Mansfield Operations Manager Kevin Moran.

This rating is a reflection of the effort and dedication of the entire staff in Mansfield, who have embraced Barrett's corporate sanitation standards to achieve the same high score as our other food-grade facilities. We take pride in continuing to provide outstanding food and sanitation control for our clients. ☛

Leadership to exceed

Introducing Shawn Doyle, Vice President of Operations

BY TIM BARRETT, COO

Over the past three years, Barrett Distribution Centers has grown over 60%. Through this growth and change, we have remained focused on the fabric of our Guiding Principles—Delivering service that is unsurpassed in quality, delivered by people of integrity who are compensated fairly and who share in the financial success of the company. Through this growth, Barrett has maintained a culture that *goes beyond what is expected*.

To support this exemplary growth, Barrett has invested in the deployment of a new WMS, and brought in tremendous management talent. People such as **Tom Shiels, Russell Eng, Kevin Moran, and Brian Davis** have allowed us to achieve this growth and implement new systems—all while maintaining our extremely high service levels.

In order to continue to improve our service levels and remain true to our commitment of developing our people, we have hired **Shawn Doyle** as Vice President of Operations. This is a newly created position, designed to provide even stronger leadership for our operations team. Shawn will be focused on creating *leadership to exceed*—helping Barrett to exceed customer expectations, helping our manage-

ment team exceed their own expectations, and driving our mantra of unsurpassed quality throughout our larger organization.

We were fortunate to work with Shawn for the past five years in his role as a Director of Distribution at Best Buy, one of our largest customers. Shawn has hit the ground running because we know him and he knows our organization. Our customers and employees will be seeing an immediate impact from Shawn in the first quarter of 2007.

Shawn has held many roles over the past 18 years at Best Buy, helping them grow from a 20 store local chain to the largest electronics retailer in North America, with over 800 stores. Shawn has worked in both line operations roles and in corporate staff positions. He has delivered results running distribution centers, overseeing operations at a regional manager level, and has functioned at a strategic level while designing and rolling out new distribution concepts in his corporate staff positions.

We are pleased to have Shawn on our team and look forward to growing our organization and delivering superior results for our customers through his leadership! 🚀

Targeting 2007

A look at the Barrett Distribution game plan

BY ARTHUR BARRETT, PRESIDENT

In 2006 we enjoyed a second consecutive banner year. While 2005 was a record high in terms of revenue, our profits were drained a bit by the implementation of Synapse, our new warehouse management system (WMS). In 2006 revenue was up 20% and profits rose from 4% to 7% of revenue. The effort we put forth to implement our new WMS in 2005 clearly paid dividends in 2006.

Our game plan for 2007, then, must come right out of New England Patriots Head Coach Bill Belichick's playbook:

"With three [consecutive record setting years] we are at the pinnacle, and the pinnacle is the most dangerous of places."

We have positioned ourselves to have a truly breakthrough performance in 2007. When we look back on 2006 and 2005, we should do so merely to recognize the foundation we have built, and get motivated to reach for even greater results in 2007. It is incumbent

upon each of us to make the most of the position of strength we have established for ourselves.

The corporate goals we have established for 2007 are as follows:

- ▶ 23% increase in revenue
- ▶ 6% gain in labor productivity
- ▶ corresponding increase in net profit
- ▶ 5% improvement in employee retention

When the Patriots were coming off their 2003 championship season, their mantra during training camp was "targeting September". The coaches knew that going 4-0 in September would launch the team into peak performance and build the foundation for a championship season. We can take another page out of this playbook by targeting Q1. In 2006 we earned 40% of our profit in Q1-Q2 and 60% in Q3-Q4. If our performance in the first half of 2007 can match our performance in the last 6 months of 2006, we can increase our profits an additional 20% and increase each employee's 2007 gain-sharing payout by \$650.

Our corporate leadership meeting on January 20, was spearheaded by **Shawn Doyle**, our new Vice President of Operations. Shawn was our key customer contact in his most recent role with Best Buy. Shawn left Best Buy in September last year, and joined our organization in November. Shawn clearly reinforces our winning formula of accountability that leads to outstanding results.

Our leadership meeting on the 20th included all managers and supervisors, and established the groundwork for new management responsibilities. We emerged from this meeting with clearly defined goals, and a renewed sense of accountability. We must ensure that accountability permeates our organization as deeply as it does the Patriots, so we can hit our targets for 2007.

By February 5 each of us must be fully engaged in our work plan and striving for superior results in 2007. Let's make 2007 our championship year! 🚀

Employee of the Year awarded

BY BOB WILLERT, DIRECTOR OF OPERATIONS

This year Barrett Distribution Centers was pleased to present the Richard Barrett Employee of the Year award to **Jose Araujo**.

Jose has been with Barrett for six years, having started in Mansfield in 2000. Jose has always performed his work with the highest accuracy. The level of care and sense of urgency Jose demonstrates makes him an informal leader among his peers. He really embraced the new warehouse management system and became an advocate for the implementation team.

Because of his demonstrated passion and ability, Jose was selected to serve as the primary point person for the start up of our newest facility in Albany NY. Jose spent 3½ months diving into all of

the details of opening a new facility. It is also important to acknowledge the sacrifice Jose's family made for him to take a position at a remote location, and make these strides in his own development. Jose's efforts and dedication to this assignment resulted in the successful start up of this 350,000 square foot food-grade distribution center.

Jose has been recently assigned to our Best Buy operation to make a key contribution and improve our receiving process.

Congratulations to Jose on this well-deserved award. 🎉



Arthur and Tim were pleased to present the Richard Barrett Employee of the Year award to Jose Araujo for his outstanding achievements.

Finalists recognized at holiday party

BY KEVIN MORAN, OPERATIONS MANAGER

On Sunday, December 3, Barrett Distribution Centers held their annual holiday party at the Charlie Horse restaurant in Bridgewater, Massachusetts.

During dinner **Mark Sotir** recognized the important role **Helen Marie Barrett** played running the organization until Tim and Arthur were able to take over. Without her efforts, the celebration we were having that evening would not have been possible.

During the presentation of awards **Jose Araujo** was recognized as the Richard Barrett Employee of the year. The following finalists were also recognized for the contributions that they had made through the year:

Debbie Doyle of the Best Buy operation was recognized for her outstanding efforts in quality control and her role as the *final check* for billing and transfer processes.

Jose Deandrade was recognized from the

Mansfield operation for his exceptional skills as an equipment operator and ability to perform at a high level with minimal direction on the evening shift

Cris Morin from Franklin was cited for her willingness to dig in and take ownership of challenges and the superior level of customer service she delivers.

In Franklin, **Kevin Milligan** was recognized for his ability to take ownership of a complex and important customer and handle the account seamlessly while allowing for a reduction in staffing.

Linda Skrzat again was commended for her efforts on the Barrett Bugle and the positive feedback that is generated by the newsletter, as well as her efforts in the United Way campaign where Barrett Distribution Centers raised \$10,000.

Chris Comee of Franklin was recognized for all the efforts she puts into payroll, monthly P&L's and her ability to step up and handle more responsibilities that have stemmed from the company's growth.

A special mention must be given to **Shannon Shippee** who did a superb job organizing the event. 🎉

Happy Birthday!

JANUARY

- Rose Anne Morris
- Brian Davis
- Amado Santos
- Beverly Tetreault
- Reinaldo Rodriguez
- Cobie-Jean Pettingill
- Manuel F. Restrepo

FEBRUARY

- Ken Getsick
- Bob Fay
- Adriana Montoya
- Graciela Gutierrez
- Luis A. Blanco

MARCH

- Christine Comee
- Russell Eng
- Gary Therrien
- Michelle Sicard
- Max Cante
- Tony Lima
- Melanie Lawton
- Joanne M. Costello
- Jose Araujo
- Edel Blandon
- David Maldonado
- Jose Timas
- Jordan McLaughlin
- David Cividino
- Robbie Joyce Yankee



Happy Anniversary!

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

JANUARY

- Mark Sotir • 6 year
- Renee Moglia • 4 year
- Christine Comee • 3 year
- Clinton Phillip • 3 year
- Elce Dos Santos • 3 year

FEBRUARY

- Shannon Shippee • 9 year
- Antonio Lopes • 6 year
- Sharon Pachak • 6 year
- James Lambert • 5 year
- Jordan McLaughlin • 3 year
- Beverly Tetreault • 3 year
- John Pesta • 2 year

MARCH

- Gary Therrien • 7 year
- Diane Alfred • 4 year
- Jairo Restrepo • 3 year
- Russell Eng • 2 year
- Holly Butler • 1 year

Welcome to the Team!

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

Corporate

Shawn Doyle

Mansfield

Rosa Matos

Best Buy

John Rodrigues, Adriana Montoya, Jared Gagne, Christopher J. Ludwig, Elizabeth M. Burge, Nelson Flores, David Maldonado

Franklin

David Cividino, Heather Burch, Mary E. Melendez, Robbie Joyce Yankee

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kudos!

🗨️ *"to **Chuck Collins, Cris Morin, Cobie Pettingill.** Thanks for getting the container unloaded at record speed.*

*A special thanks to all [of the **Franklin staff**] for getting yesterday's container unloaded and shipments sent out yesterday.*

You went above and beyond. I truly appreciate your help!"

Christophe Van Riet
Belgium's Best Chocolates, Inc.

🗨️ *"to **Cris Morin.** She goes above and beyond to get things done and to get things resolved quickly. I can't begin to tell you how good it is to have the confidence in someone as I do in Cris. It has freed my time up immensely and now I can focus on growing the business in other areas."*

Gail Romano
President of Sophia Basiaga Handbags

🗨️ *"to your **team in Mansfield.** They are dedicated and do a wonderful job for you."*

DeWolf Chemical

welcome!

🗨️ *to **JB Hunt.** Odo Butler, Steve Rodriguez and their team have successfully taken on their new role as Dedicated Contract Carrier for the Best Buy DDC in Mansfield. Odo, Steve and the drivers are doing a great job and they are a valued addition to the Barrett Team.*

congrats!



🗨️ *to **Pee Jay Laureta,** of the Mansfield warehouse, on the birth of his first child. **Preston Aiziah** was born in October and weighed 8 pounds and 8 ounces. What a big boy!*

Best wishes to the growing family!

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