

April 6, 2011

Priority News

Upcoming:

April is Anniversary Month

- Priority 38 yrs. later
- Before & After Clean-up
—Take a photo & send in your results by 4/25
- Priority Pet Parade
--Send in a picture of that little cutie by 4/15
--Let's see if we can match owner to pet!

Dan Nutaitis, CLE Sales Manager earned his 2nd Degree Black Belt 4/2/11: (see photo on right)

- Dan's New Year's resolution was to earn his 2nd Degree & has been training since December
- Dan has been taking 'Tae Kwon Do' for 5 years; he earned his 1st Degree in 2007
- Training & teaching others this art is one of Dan's life goals
- More importantly, Dan now shares his passion w/his son!

Top of Mind:

Service – Superior

Customer Service will be best achieved when we stay committed to two priorities: High Quality Performance & Personal Commitment.

Efficiency – We will continually strengthen our performance to ensure better execution.

Growth -- We will maintain steady, sustainable, profitable growth for our Customers & our Company.

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PDI's Infectious Substance Certification

Newly developed process for certifying IC's & Associates....



Dan Nutaitis, 2nd Degree Black Belt



Tricia Viars & Vickey Gaskins, during taping



Guy Cook, Author of our IC Compliance

Believe it or not, when we look back over our 38 year history, it was just a few short years ago that Priority was coaching new IC's on delivery compliance through the use of VCR videos. Do you recall these titles – "The Role of Priority Dispatch; Do's & Don'ts; Manifests; Compensation; Good Driver, Bad Driver?" Well, Jeff Miller, 24/7 Dispatcher can tell you a little bit about "Good Driver, Bad Driver" because he was one of the stars! Those were good days...but, now, Priority has taken a step forward and modernized its processes along with improving its compliance requirements. Kathleen Grady provided the following "State of PDI-IC Orientation" communication detailing the DVD upgrade. This new process now fills a compliance niche that needed to become more efficient. The learning module, developed for maximum ease, was launched last week.

"As 2010 unfolded, it became evident that Independent Contractor certification for 6.2 Infectious Substance Control and OSHA Blood Borne Pathogens needed to take center stage. The first phase of this process was for Guy Cook, Compliance Manager, to become certified. The second phase was for him to develop a process in order to certify 384 Independent Contractors for four large corporate customers, and 20 Associates who had an immediate need for certification.

To quickly address the compliance issue with one of our CMH corporate customers', Guy adapted the D.O.T. and OSHA certification material and during July of 2010, completed certification with 14 of the Columbus IC's. Then, in the fall of 2010, he developed a PDI certification guide and visited each delivery center to cascade the process to the IC Contracting Coordinators and Operations Supervisors. The IC Contracting Coordinator (ICCC) team identified the number of IC's who required this certification, and began the process of certifying all newly on-boarded STAT IC's. The task remained daunting, and the ICCC and HR team knew the process needed to be streamlined. Their ultimate goal was to improve productivity while ensuring the certification process was seamless, and repeatable.

This past year, a health care group submitted a RFP requiring Priority to provide certification information for each Dayton IC. Tricia Viars certified 100% of the 27 DAY pharmaceutical delivery IC's, throughout 5 certification sessions, and was quickly identified as the operational expert in certification of 6.2 and OSHA Blood Borne Pathogens. The team decided to capitalize on Tricia's expertise. Tricia and Vickey Gaskins worked together to streamline the presentation and created a turnkey voice-over PowerPoint, with a very succinct map for coordinating the certification.

Talk about process improvement! Let's look at the immediate results of this team effort.

- The presentation that took over an hour, now takes about 25 minutes, and is focused on ensuring that the IC learns exactly what they need to support our customer base!
- PDI has 19 associates who are certified to certify other associates or Independent Contractors.
- 100% of two corporate customers and 50% of company-wide customers IC's have been certified through March.
- The IC Contracting Coordinators save an estimated 15 to 20 hours per month.
- The IC also realizes time savings, by removing the inefficiencies in the certification process.
- PDI uses this process to differentiate ourselves from other vendors.

This has been teamwork at its best with very measurable outcomes. Thank you Guy, Vickey and Tricia for leading the charge!" – Kathleen Grady

Priority