

June 8, 2010

Priority News

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Operational Excellence....here, there, everywhere!

Our Vision... To be the most efficient, secure **Delivery Event Management™** Company

June – Brand/Marketing

- Customer Touch Points
6/9/10 – 6/16/10
- Hoagie Lunch 6/25 – noon

Acknowledging Superior Customer Service!

- Dan Schellenberger – 24/7 for delivering an order to out-of-the-way Foster, KY!
- Jamie Wisman – CVG for keeping SCS “top of mind” in email correspondence!
- Ron Healey – SIM Card Replacements!
- Jeff Humble – CLE Distribution KPI’s!
- HR & IC Coordinators – numerous driver hires!

Courier Enterprise Go Live Dates!

PDI – PLG WMS June roll-out:

- Charleston, U.S. Cargo, 6/8
- Louisville, Zip Express, 6/15
- Staples CMH, 6/22
- Lexington, Prestige, 6/28

New Hire!

- Joe Aiken – 24/7, 5/28/10

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.



What could have been a catastrophe...Ron greeted with a smile!



A full CLE Warehouse....hard to tell which end is up!

Implementing Strategy! John Detling, our IT Manager, always needs to make sure that each week at Priority is better than the last. On May 21 he assigned a daunting task to Ron Healey, one of Priority’s IT technicians. Ron’s job was to visit some Ohio DC’s and Kentucky locations to convert 154 MC-70s from AT&T to Cincinnati Bell Wireless SIM cards. John meant it when he said that a “one-week conversion” was the deadline – or else....number porting requests would have to be regenerated, and most of all, the process would suffer from “too little, too late.”

But just like any “superior customer service” IT Road Warrior, Ron, in five days time, converted almost all of the 154 MC-70’s in Cincinnati, Dayton, Ashland, Lexington and Beattyville, KY. For these lucky SIM Card exchangers, Ron was on hand to initiate other repairs and corrections, as well. Fortunately, Ron had the foresight to take along extra styluses, tethers, and hand straps. He also employed his auditing skills by making sure each scanner rule set was up-to-speed. In the end, he identified five scanners needing closer inspection and repair, and by the end of the week, only 11 SIM cards were un-deployed – simply because Ron could not physically get his hands on the devices.

What’s next in John’s bag of tricks? We’re pretty confident that everyone can expect that the IT “Action” Team’s Action Plans will continue to be “efficient and secure” day by day, and week by week.

Confident DEM Leadership in CLE! You may want to ask CLE what it feels like to fill their warehouse space to its capacity, because last Thursday, June 3, their distribution department underwent one of their busiest days (picture above). On hand to move orders in and out efficiently, securely and with control was Associate Jeff Humble, who discovered what “a sense of urgency” truly means. To let you know just how well they conduct this process, take a look at these statistics:

- The weekly Ensenda Masterbrand KPI report has PDI CLE ranked 5 out of 60 US carriers in overall achievable KPI percentage
- May Masterbrand total service score: 99.11% (exceeding their goal of 98.5%)
- Ensenda United Stationers “POD on-time KPI” score: 100% for a 30 day period of time
- CLE overall 100% KPI score on meeting PDI requirements (dating back to 4/19/10)

Sometimes, too much attention is focused on short-term solutions for our customers. But the CLE DC recently demonstrated that this type of piecemeal approach does not provide the best service for one of our largest distribution customers – Ensenda. This is great news about Priority’s distribution growth and warehouse operations throughout the company. Calling the shots at each DC & coordinating the distribution duties: Jeff Humble, CLE; Jamie Wisman, CVG; Steve Nickell, DAY; Ron Tilton, TOL; CMH Associates – currently sharing the task. **Delivery Event Management™...begins and ends with distribution coordination!!**

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