



Kevin Hogan Writes...

It appears that another summer is coming to a close. I don't know if it is just me, or the seasons are passing faster. It just seemed as though we were entering spring yesterday and now summer is almost gone. I guess as we get older, we need to savor every moment of every season.

I know that the Sales & Marketing Team have been very busy quoting new projects. Andy and Tim have been working closely with Dino McNabb (COO), Tony Chiodini (CFO), John Mullin (VP) and John Bednar (Executive Mgr.) on some projects that could lead to some new facilities. Larry Hickey (Belvidere GM) also has been helping put together some proposals. Ray Lanpher is busy becoming more familiar with Pierce and his new prospects within his territory. I know that Jeff Knapp (ICP) and Randy Cantonwine (ICP) have been quoting some new business from the Portland, Oregon area. They have had a busy eight months in 2011. Jason Smith (Director of IT) and Tom Hogan (Special Marketing Ad-

visor) have been working with Andy, Tim, Ray and Chris Cacciatore on the new Pierce website which was recently launched. I hope that everyone will get a chance to check it out at piercedistribution.com and send any comments to

Tom.Hogan@pdsc.biz.

We are trying to keep it fresh and on the cutting edge.

Bolingbrook recently had a luncheon and sent me a group picture. The picture was great and Matt Jurasek (Bolingbrook GM) said the food was great and everyone had a great deal to eat.

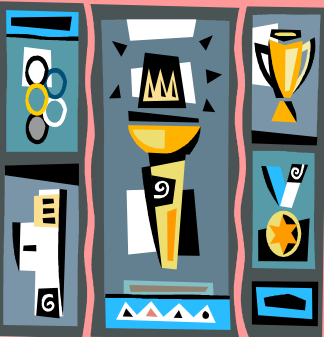
Thank you so much for the picture and I am glad that everyone enjoyed themselves. I know that Matt accompanied Dino on his normal visit to the Navistar Las Vegas PDC for the first time. This is our effort to give Matt an opportunity to meet all within the PDC and keep the communication lines open. Matt will also visit our Las Vegas operation and meet Mark Tavarez (Las Vegas GM) and his Pierce team.

I would like to wish Erin Sparrow, Procurement Administrator (Pierce Procurement) all the

success as she has decided to relocate to Florida. Erin started at Belvidere East in October of 2002, then transferred to our Aurora plant. She started with the Procurement Company in August of 2007, taking over for Donna Hogan scheduling, buying and shipping parts to our customers. She worked closely with Tony, Larry and Tim Charles. I know that we appreciate all of her hard work and dedication. Erin has been training Deborah Largent as her replacement. More on Deborah will follow. Good luck Erin and don't forget your Pierce family. Looking forward to September, it will be a busy month. I will spend a week at our Ripley plant looking at ways that Jay Hogan (GM) has changed it since my last visit. I will also be visiting Matt in Bolingbrook. I would like to thank everyone with the four Pierce Companies (Pierce Distribution, Pierce Procurement, ICP, Security Packaging) who had service anniversaries this month. We appreciate your service and dedication.

As we approach September 5th just around the corner, I wish everyone a safe and Happy Labor Day.

Kevin Hogan



Jack's Words of

Wisdom...

"I believe two people can look at the exact same thing and see something totally different."

Ray Lanpher Writes...



Safety Programs and the Benefits in the Workplace

When Kevin asked that I write this article for the newsletter I was a little excited and concerned.

Excited because of the importance of the subject matter, yet concerned that I may not have enough room here to convey the message.

I will start by saying that safety is a subculture that must be embraced and supported from the top of the organization on down. Without the full support of an organization's Senior Management team, your safety program will not be successful.

"The safety culture of an organization is the product of individual and group values, attitudes, competencies, and patterns of behavior that determine the commitment to, and the style and proficiency of, an organization's health and safety programs." (ACSNI, 1993)

"Shared values (what is important) and beliefs (how things work) that interact with an organization's structures and control systems to produce behavioral norms (the way we do things around here)." (Reason, 1997)

Read these quotes back a few times. I believe any successful Manager will tell you that having a robust corporate Safety program is the most important ingredient to their success. In the last 5 ½ years I managed two different facilities for my previous employer. In that time frame my sites had only three OSHA recordable incidents. I think when you consider the amount of employees, the hours worked, and the nature of the product, this is a major accomplishment for our team.

How did we do it? Of course we had the corporate safety program as our guideline; however, each site had the freedom to expand on the corporate program to fit the individual sites' needs.

The Columbia, SC facility received many accolades from Corporate management for the work they did outside the parameters of the corporate safety program.

Although corporate set the standard, the Columbia safety team raised the bar to an all new level. Where most sites just "go through the motions", this safety team practiced what they preached.

The numbers don't lie. Without proper measuring tools there is no possible way to prove your results. You can sit in a meeting room and say anything you want; however, at some point you will have to prove what you say and you better have the back up. I will list a few of the measurement tools the Columbia safety team implemented. All results were posted to the safety board in the warehouse for all to see and question if they liked.

BOS (behavioral observation study) - This program measured the number of unsafe acts an individual would commit over a thirty minute period. Now, thirty minutes was the baseline standard; it could be expanded to one hour or the entire day. A designated member of the safety team would randomly select an associate to observe. The form was then turned in to be recorded on the master data sheet and the results would be announced at each of the shift kick-off meetings and posted on the safety board.

Hazard Survey (safety walk) - The safety team would walk the facility and identify any potential hazards in the workplace. If the team discovered a potential hazard they would identify the person, group, or team that was responsible for correcting the problem. They would also assign a risk factor and correction time to the individual, group or team to have the problem corrected. This form was also posted on the safety board. There may be an occasion where you have an empowerment issue—for example, lighting in the warehouse. If you

are in a customer facility and maintenance of the facility is their responsibility, it would be noted on the document as an "empowerment issue" and the customer would be notified of the concern; it is then their responsibility to correct the problem.

Safety Team - The safety team is made up of volunteers from each area of the operation. The safety team meets every two weeks. Associates could/would report any issue or concern to a member of the safety team to be discussed in the meeting. However, if there are issues or concerns that need to be addressed prior to the meeting, it was brought to the attention of the Management team and corrected real time.

Safety bucks rewards program - This program was managed by the safety team as well. The goal of the program was to recognize employees who followed the guidelines of the safety program. Employees would be awarded safety bucks that could be spent once a month at the "company store". Associates could purchase items such as: T-shirts, jackets, and pens....

Safety citation - Members of the safety team were empowered to issue safety citations to associates they observed performing unsafe acts or not following the safety protocol. If associates received two citations within a month, they would have to forfeit any safety bucks that they had accumulated and could not redeem them at the company store.

Root Cause analysis - General Managers were required to perform a root cause analysis for ANY measurement that did not meet the corporate standard in any given month. Trust me when I tell you, it only takes one for you to get on board with the program! Albeit a very valuable tool, they are not fun to do. For the record, in 5 ½ years I only had to perform four and hated every minute of every one of them. There is your incentive for the Management team to be on board with your safety program. The completed root cause analysis was

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Ray Lanpher Continues...

(Continued from page 2)

reviewed with the GM, Regional Manager and VP of Operations. Trust me when I tell you those calls are not fun to be on.

TIR (total incident rate) - This is, in my opinion, the most important measurement of all. The TIR is a simple calculation that measures your facility/company against the industry standard. If you are interested in the calculation/formula, just let me know and I will send you the document.

Daily safety tip -This is presented at the START of the shift kick-off meeting. Safety first!

Good catch/near miss - Another in-

centive program that rewards associates for reporting an incident or potential incident.

I can almost guarantee that if your customer is looking at your monthly measurements they are comparing them to their internal measurements. No matter the results, they will be asking questions of you or of themselves. Why are our internal numbers not where they should be? Why is our service provider's numbers not as good as ours? This presents the opportunity to have a joint safety team that not only addresses their internal wants/needs but the service providers as well. This will also eliminate the empowerment

issues discussed above in the hazard survey.

I would be remiss if I did not recognize the leaders of the Columbia safety team who made us so successful. These folks chaired the meetings and provided the monthly minutes to be posted and submitted to corporate management. Thank you for your support—Sarah Hinchee, Karen Arnett & Ronetta Pringle. Safety is not an individual responsibility; it is the responsibility of everyone!

Ray Lanpher

Columbia SC Writes...



Much like the rest of the country, the temps have been in the 100's with high humidity. We did get to enjoy half a day in the air conditioning being First Aid/CPR trained. Pierce had 6 employees trained to

be First Responders in minor medical situations. This was a 5 hour course that covered all manner of First Aid. We were also certified for CPR. With the product that we handle in the warehouse, we wanted to be sure that a first responder was available in all of the different departments and shifts. The employees who took the course are willing to jump in and help out anyone in the warehouse, not just Pierce employees. Not everyone is able to assist in an emergency situation, but we know we have trained personnel ready to step in and ensure the safety of an injured employee. Pierce employees who have been certified are Sarah Hinchee, Doug Ries, Brandon Dunn, Nick McDowell, Karen Arnett, and myself.

Gabe White

Columbia Trains for Emergencies



Pictured in the top left photo are Doug Ries and Gabe White demonstrating hands on directions from First Responders Instructor.

Pictured in the right photo are Sarah Hinchee and Nick McDowell as Sarah demonstrates chest compressions during training for their CPR certification.



Belvidere West Writes...



Greetings from Belvidere West. Fall is just around the corner which means the kids are going back to school. I am not sure how I should take it, but my kids seem very excited

to be going back. I guess our house is boring.

Boring is not the word to describe activities at Belvidere West. We have kicked off our 5S program which so far has included basic clean up and painting the offices. They haven't been painted in years and it looks great. The Carraro account continues on a

solid year. Orders are up and more parts are coming later this year. Kyle White and his crew continue to hit our goals. Re-warehousing is next on our agenda as we need to make room for new parts.

Alex Zavertkin and Sue Fortune visited the plant from Komatsu America Corp. in August. Alex has implemented a new audit schedule which will bring him to the plant more often which we look forward to. Sue is working on improving reporting between Komatsu and Pierce. This was Sue's first visit to the plant. After a brief tour, we discussed the current reports with Lois Patmythes and Ken Holze. A brainstorming session followed where we kicked around possi-

ble improvements to PIPS and the Pierce system.

Donaldson has kicked off their new packaging standard which requires changes to every part we package for them. It has been crazy getting all the BOM's updated and labels formatted. Linda Ross has returned to run the Donaldson desk. Linda worked on the Axletech account and in Belvidere South before her return. We welcome her back, and what a welcome - I throw her right into the fire. No, boring is not the word for Belvidere West.

Larry Hickey



Hi, I'm Linda Ross and I'm happy to be back at Pierce. I have been assigned to the Donaldson account and it really keeps me busy. I

really enjoy the people I work with at Pierce. In my spare time, my husband and I enjoy auto racing, the Bears, playing cards, and taking long walks.



Schools are back in session and soon the hot, humid summer will be replaced by cooler autumn temperatures. Last week, Alex Zavertkin

(Komatsu Peoria) returned to BDC for a visit. After a tour of the warehouse area, we were joined by Sue Fortune (Komatsu Rolling Meadows). We had a productive meeting and an enjoyable lunch.

Alex is one of our Komatsu Factory Campaign contacts. He comes to the USA from Russia and he shared some very interesting experiences with us. Alex will be coming to Belvidere on a quarterly basis and we look forward to his next visit.

Lois Patmythes

Tips from the IT Corner

For those of you who love to find an easier way to do things on the computer, this column is for you! Some of you may already use these shortcuts. If so, congratulations. For others, have fun incorporating these into your daily tasks.

*Did you know that you can use Google to do math for you? Pull up the Google screen and type the equation, like $23*7+15/3=$, and hit Enter. Voila.

*You can switch from one open program to the next by pressing the Alt key and tabbing back and forth (Windows) or Command-Tab (Mac).

*You don't have to type "http://www" into your Web browser. Just type the remainder: "nytimes.com" or "dilbert.com," for example. (In the Safari browser, you can even leave off the ".com" part.)

*You can double-click a word to highlight it in any document, e-mail or Web page.

*You can enlarge the text on any web page. In Windows, press Ctrl and the plus or minus keys (for bigger or smaller fonts); on the Mac, it's the Command key and plus or minus.

*You can also enlarge the entire Web page or document by pressing the Control key as you turn the wheel on top of your mouse. On the Mac, this enlarges the entire screen image.

*You can tap the Space bar to scroll down on a Web page one screenful. Add the Shift key to scroll back up.

*When you're searching for something on the Web using, say, Google, put quotes around phrases that must be searched together. For example, if you put quotes around "electric curtains," Google won't waste your time finding one set of Web pages containing the word "electric" and another set containing the word "curtains."

Enjoy testing these out. We did!

tips: courtesy of

<http://pogue.blogs.nytimes.com/2008/10/02/tech-tips-for-the-basic-computer-user/>

Bolingbrook Writes...



Here at Plant 3 Ofracina Diaz just celebrated her 5th year with Pierce.

Ofracina works as a Lead on our Main Line. She is photographed with her Supervisor Pablo Ruiz. Pablo presented her with a certificate and a shiny Pierce watch. Ofracina was very excited and honored!

We also ended the incredibly hot summer with a cookout! We indulged in burgers and brats with all the fix'ens.

Many employees participated in preparing all the delicious food, and some brought something to share. Michelle Elwell, Office Manager, and Debbie Martinez, our Customer Service Manager cut the onions and the rosy red delicious tomatoes.

Fernando Patino, our Doosan Warehouse Supervisor, prepared the mountain of burgers and brats! Dario Nanni, our Production Coordinator, Kevin Gerding, our Quality Control Manager and our greatly appreciated Plant Manager Matt Jurasek cooked on a 2' x 5' grill. Jason Smith, the Director of IT, came from our Corporate office and had lunch with us. We all enjoyed eating lunch together and celebrated all of our hard work and dedication, even though it was a tremendously hot summer.

Andrea Scott

Bolingbrook Celebrates with a Cookout



5 YEAR ANNIVERSARY



Ofracina Diaz was honored for her 5th year of employment with Pierce. She is congratulated by Pablo Ruiz.

SEPT. BIRTHDAYS

Name	Day	Plant
Lorenz Gonzalez	05	ICP
Angel Vasquez	05	3
Reth Chey	06	ICP
Silvina Aceves	06	3
Luis Vazquez	07	ICP
Anne Jarnigan	09	7
Douglas Tyler	10	ICP
Leticia Medrano	10	2
Khun Ngoy	15	ICP
Jody S. Edwards	16	ICP
Ronetta Pringle	16	4
Dario J. Nanni	18	3
Moe Jordan	19	7
Cynthia Mena	20	8
Tony Strawn	21	7
Pablo Ruiz	22	3
Iain S. Brown	25	ICP
Elia Arroyo	27	3
Karina Sanchez	27	7
Jennifer Mareska	30	3

SEPT. ANNIVERSARIES

Name	Day	Plant
Carol Monti	9/12/77	2
Jorge Perez	9/20/93	2
Elia Arroyo	9/17/97	3
Juana Huerta	9/22/97	3
Tereso Cervantes	9/09/02	3
John Mullin	9/01/04	C
Ray Brown	9/15/06	7
Matthew Jurasek	9/08/08	3
Larry Sindelar	9/08/08	8
Kyle White	9/21/08	2
Randy Cantonwine	9/20/10	ICP

Humboldt Writes...



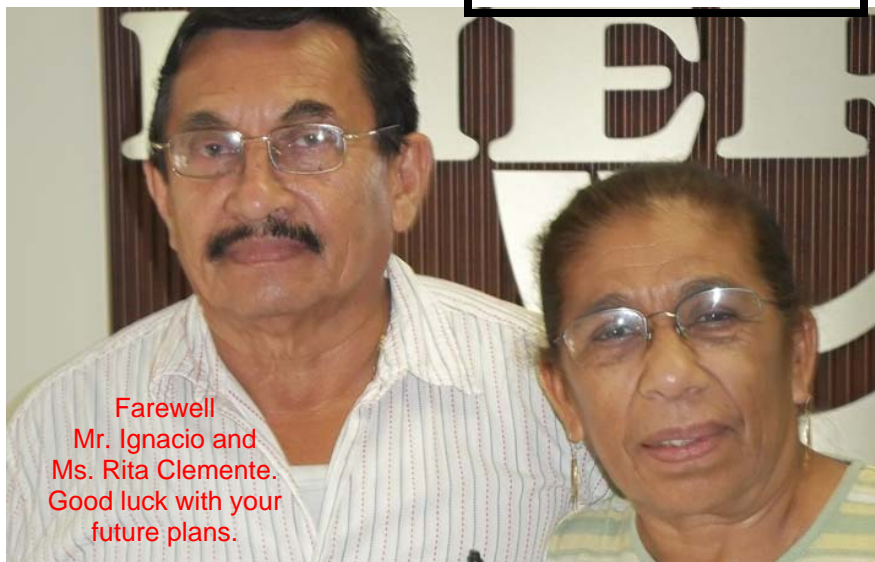
“Back Home and Back in the Saddle”...Ripley Says Farewell to Friends

On August 5, 2011, the Ripley plant said goodbye to Ignacio Clemente and Ms.

Rita - or better known as “Poppy & Mommie”. Poppy has been with Pierce since 2004 and Mommie has been with Pierce since 2006. Poppy worked in the Woodshop area and Mommie was a packer in Service Parts. They have decided to “slow down” and return to their native homeland - Mexico. The Ripley plant celebrated their “homegoing” with a huge cake enjoyed by all associates. The lovely couple will be sorely missed by their Ripley friends. Here are just a few little tidbits about them: Poppy has been working since he was eight years old and has never had any formal education. As a youngster, he would carry the older ladies’ bags of groceries home for them—thus the beginning of a strong work ethic. He has worked for 59 years and is not ready for retirement yet. Mommie had not held a job until starting Pierce; she has always been a homemaker & mom. They were always at work, never missing any days. When woodshop would get slow, Poppy would go to Service Parts and pack at the table with

Mommie. Tony Strawn (woodshop supervisor) said he never had any problems with Poppy, except to have to tell him to “slow down”. He just always had to be busy. They have been married for 45 years and have five children, two of whom are lawyers in Mexico City. A son, Omar, is an associate at Pierce here in Ripley. They have six grandchildren all of whom were born in the states. Back home in Mexico they own 80 acres of land and on that land is 100 head of cattle. They also own a company in Mexico which assembles and delivers anything that is electrical and industrial. Since returning home, Poppy has gotten “back in the saddle” riding his horse every day. We have received word that Poppy is scheduled to have back surgery. Let’s remember Poppy and Mommie during this time. Before they left Tennessee, Poppy told me that he may be back - you never can tell. PS – If you would like to send cards/letters to Ignacio & Ms. Rita, they can be sent to: Cerrada Santa Teresa #6 Cuautepec barrio bago Del.Gustavo A. Madero Mexico D.F. 07200

Vicki Watson



Farewell Mr. Ignacio and Ms. Rita Clemente. Good luck with your future plans.



Ripley’s Associate of the Month Susan Lovett



Susan is congratulated by her 2nd Shift Supervisor, Stan Bowie

“When the going gets tough – the tough get going!” This is how we describe our August Associate of the Month, Susan Lovett. Susan, from 2nd shift, is the lead person in our Breakdown department. Susan began her career through Metro (temporary staffing agency) on January 12, 2011, as a sorter on the Tokyo line. She gives credit to supervisor, Tabitha Chandler, and line lead, Angela Rivard, for teaching her the ropes in researching problems and other job responsibilities. Susan loves the challenges of her job and appreciates the people she works with each day. On June 13, 2011, Susan was hired as a full time Pierce associate as the line lead over the Tokyo line, but was later needed in Breakdown and accepted the new job – passing with flying colors. In fact, when second shift supervisor had to be out of the Plant for a few days, Susan was called on to direct the activities in his absence. Pierce management was pleased with her expertise in keeping things going without any problems. Susan is a busy mother of three, enjoys hunting, fishing and spending quality time with her family. Yes, Susan is a Team Player and we are proud to honor her as Ripley’s Associate of the Month.

Ripley Continues...



Carley Strawn, who is the daughter of Woodshop Supervisor, Tony Strawn, in

June, went with a team from the Tennessee Technology School of Newbern to the National Championship Quiz Bowl. They went to Kansas City, MO for the National Championship where they took home the gold medals. The questions focused on areas of professional development, current events, and academics. All contests were

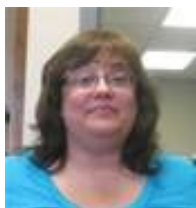
conducted with the help of industry, trade and labor. Congratulations to Carley and the whole team. Carley started working at Pierce on 2nd shift doing Data Entry. Since school has been out, she has been working full time on 1st shift in the office helping out. She is going to continue working with us while she finishes school. She has recently gotten engaged. Congratulations to you and Ronnie.

Vicki Watson

Ripley Associate Earns Braggin' Rights



Belvidere East Writes...



Greetings from Plant 8's Receiving Department. We are steady at the start of August with averaging 100 lines a

day at 12.97 LPH, which means the "Receiving Raptors Rock". I would like to welcome Shane Martin to the receiving area. Shane comes to us from the shipping truck department, where he spent a week in training. Shane has caught on quickly to the routines of binning, warehousing, and dabbled a bit in woodshop building boxes. We look forward in having you thrive here at Pierce. Brittany Thompson and I hope to improve our warehouse by revamping the T-section by the end of the month to make it more accessible for picking. Kudos to woodshops Bob Beghtel, Jack Hunt, Arnold Horton, and part timer Ed Prignano for the fast turn time. Whatever you're doing, keep it up! You're all doing a great job. Josh Moorehead and Nick Asprooth teamed up to build the new roll-



Belvidere East's Associate of the Month **Mike Jones**

Mike Jones [R] is congratulated by Larry Sindelar [L]

ing tool/work benches for the Receiving Department. They are a great hit with our Shipping truck department already, making their jobs much easier to have all supplies accessible when needed. Thank you to Martina Pizano and AnaYeli Parra for opening up to the training experience of the scanners over the last month. You guys are really awesome troupers when it comes to change. Last but not least, our Associate of the Month goes to a well-deserving person who remains focused and driven to be our #1 pick/packing—Mike Jones. Mike has been with us now for about 3.5 months and continues to surprise us with his talents daily. Great job Mike, keep up the good work.

Cynthia Mena



L-R Joshua Moorehead and Nick Asprooth team up to build the new rolling tool/work benches for the Receiving Dept.



What a summer in the state of Illinois. The last 2 weeks

in July were scorching with temps near 100 degrees with a heat index of up to 118! I don't remember the heat and humidity ever being so high but the folks in the operation pushed through it and continued to absorb and push out dealer

service orders for Gehl. I was impressed with their determination during this difficult time and want to say thank you on behalf of Pierce Distribution Services for sticking this out. The recent introduction of the Company Lean/5S Program has created several improvements in the Plant 8 operation. We have recently tested a new foam system for our injected foam molding

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Belvidere East Continues...

(Continued from page 7)

packaging in the woodshop department. This system is quite impressive because it is easier for the operator to use, lighter, with monthly maintenance, so no more messing around with the replacement cartridges, o-rings, and filters. We have also changed the flow in the department creating a leaner process while increasing productivity and improving safety. Company signage for each department is also being quoted and I look forward to seeing

this improvement. Several areas in the shipping department have been touched up with paint. The compressor room and wall that protects the International/Domestic Department has received a fresh coat of paint. New freshly painted boards have been installed on the wall in the woodshop department for safety signage. The program has been a good experience and we look forward to more continuous improvements made as a result of the new Lean/5S Program. The last high-

light is our associate of the month who just so happens to be Mike Jones. Mike is one of our star picker/packers on second shift. Mike has a role model attitude, such an easy going guy with great personality and work ethic! Mike, we congratulate you on this award!

Joshua Moorehead

Before and Afters

