



Kevin Hogan Writes...

This month, a long time valued employee retires after spending almost 34 years with Pierce Distribution, Carol Monti. It is hard to sum up Carol's career in a short paragraph but I will do my best.

Carol is one of the few who have been with the company longer than me (by two years). I remember Carol working on the Cat account at the Broadway facility when I joined Pierce. She had probably seen other salesmen come and go, so didn't pay much attention to me. She reported to Carl Malazio, the Broadway Plant Manager, who ended up being one of my mentors. The office group in that facility (which Carol was part of) was a very nice group. There was a lady who was part of our HR group named Alice Olson who managed her areas with an iron fist. I was suspect that everyone was scared of Alice as she made sure that all handbook issues were followed to the letter. Alice's office was across the hallway from the customer service bullpen. When she walked across the hallway to enter the bullpen, fear gripped the ladies. As a salesman, when she walked down to my office, fear also gripped me. To be fair to Alice, she was only being a 'company oriented associate' and wanted everyone to follow the same rules. I actually became quite close to her before she retired. Like Al-

ice, Carol has never been someone who was afraid to speak her mind. She gave me advice all the time whether I wanted it or not. Much of the advice was valued information on how to be successful with Pierce Packaging (Pierce Distribution). In her years she worked on many accounts; ie: CAT, Komatsu, Agco returns and service parts, Kubota returns, VW returns, Barber Greene, Agco export, Nissan, Cedar Rapids returns, AxleTech prepack and Navistar returns. Her favorite service to work with is dealer returns. Carol's journey took her from Broadway, Blackhawk, back to Broadway, Loves Park plant #1, Loves Park plant #2, and ended up at Belvidere West where she works today. The reason I talked about Alice at the beginning is because Carol turned out to be our Alice. She is all company, loyal, hard working and dedicated. She has been the backbone of Belvidere West since we opened that facility. Carol worked with our GM, Laura DeVries to have one heck of an open house. We were able to get Navistar, Paccar, Freightliner to send some trucks (like 12) and VW sent a new Beetle. She has worked through a few ownerships (Mr. Pierce, Larry & Jerry, John Mullin and me, Johnny & me) and then just me. She could probably tell you some interesting stories. I have enjoyed our

journey together and hope that she spends her newfound 'free time' with her family and of course at the boat.

I would like to recognize all who celebrate Service Anniversaries in July but especially those with service milestones like Bertha Gonzalez (Belvidere West) 10 years, Alex Ramos, Ofracina Diaz (Bolingbrook), Ana Yeli Parra, Francisco Valdivia (Belvidere East) all who celebrate 5 year anniversaries. I hope that everyone has a safe and enjoyable July 4th celebration.

Kevin Hogan

Quality Writes...



"Lean 5S" Corporate Kick Off.....
On June 14th, Pierce began its "Lean 5S" program training. The training is designed to provide the basics

of Lean Distribution and 5S fundamentals (Sort, Straighten, Shine, Standardize, and Sustain). In the next couple months, each facility will receive the necessary training to initiate the program within their facility. This is another step forward as Pierce looks to identify areas to reduce waste, reduce cost, increase profitability and continuously improve our processes, and the overall operation. I encourage everyone to do their best to make Pierce's "Lean 5S" program a success.

Virgil Sansone



Jack's Words Of Wisdom
"I believe that you can keep going long after you think you can't."

Our CFO Writes ...



10 Ways to Control Your Health Care Costs

Health care costs have been continuously increasing over the recent past. Not only is the cost for the employer increasing, the out of pocket costs for health care for the employee is increasing as well. There are some simple

steps you can take to control your personal cost of health care.

1 Use In-Network Providers

Our health plan allows you to choose from preferred in-network providers that typically discount their services by 20 to 30 percent or even more on your out-of-pocket health care costs.

2 Use Generic Prescription Drugs

A generic drug is essentially the same as a brand-name medication without the recognizable brand name. The biggest difference is price. Ask your physician or pharmacist for the generic brand the next time you fill your prescription.

3 Take Advantage of Preventive Care Services

Preventive care services include physical and wellness exams, immunizations, blood test and cancer screening. These services are designed to prevent you from becoming sick or to detect a health issue before it becomes serious.

4 Take Advantage of Health Information

Health information can be found anywhere. Ask your physician, search the web or visit your local bookstore. Be aware of all of the factors you need to make informed, cost-effective health care decisions.

5 Choose the Right Care for the Right Time

If you are seriously injured or ill, a trip to the emergency room may be warranted. If you have a less serious condition, consider visiting a less expensive alternative such as a walk in clinic or after hours urgent care center. This will not only save you money but in most instances save you time as well.

6 Eat Right

A well-balanced diet can save you money by keeping you healthier and also helping to minimize the chances of developing more serious and costly conditions.

7 Exercise

Regular exercise, even as little as 30 minutes of walking per day can help you to manage your weight, stress and potentially your costs.

8 Make Healthy Lifestyle Choices

The negative effects of unhealthy lifestyle choices such as tobacco use, excessive alcohol use and stress. Make every effort to stop or reduce your use of substances. Not only will you feel better you will save a few dollars as well.

9 Review Your Explanation of Benefits (EOB)

An explanation of benefits is provided to you whenever you seek medical advice or services. Review your EOB to ensure that you are not being overcharged or there is a billing mistake. If you suspect you have been incorrectly billed, contact your provider.

10 Make Wise Health Care Decisions Year Round

Decide to incorporate the above steps in your everyday life. By making good, sound, informed decisions, you can save yourself unnecessary costs and you will enjoy the savings.

Tony Chiodini

Happy

Anniversary

July Anniversaries

Name	Date	Plant
Kevin Hogan	7/09/79	C
Bertha Gonzalez	7/19/01	2
Daniel Yates	7/12/04	8
Alexis Ramos	7/24/06	3
Ofracina Diaz	7/24/06	3
Ana Yeli Parra	7/24/06	8
Francisco Valdivia	7/24/06	8
Tabitha Chandler	7/02/07	7
Claudia Godoy	7/07/08	3
Elia Perez	7/07/08	3
Angel Vasquez	7/08/08	3
Maritza Hernandez	7/09/08	3
Martina Pizano	7/14/08	8
Richard Villanueva	7/21/08	3
Derek Messink	7/28/08	7
Miguel Arreola	7/13/09	3
Jesus Gonzalez	7/28/09	3
Cathy Knapp	7/01/10	ICP
Khun Ngoy	7/01/10	ICP
Michael Atkins	7/01/10	ICP
Nestor Angulo	7/01/10	ICP
Victor Morales	7/01/10	ICP
Reth Chey	7/01/10	ICP
Seung Chheung	7/01/10	ICP

Happy Birthday

July Birthdays

Name	Date	Plant
Martina Pizano	01	8
Warren Bouknight	02	4
Rebecca Hickey	05	2
Tom Hogan	07	C
Eav Tan	7	ICP
Derek Messink	14	7
Judy Spitsen	17	C
Erica Williams	17	7
Robert Vialva	18	3
Maritza Hernandez	20	3
Edward Prignano	21	8
Randy Cantonwine	21	ICP
Isaac Thompson	22	ICP
Jackie Freeman	27	7
Gregory Taylor	30	7
Cathy Knapp	31	ICP

Happy

Anniversary

July Anniversaries

Name	Date	Plant
Horn Choup	7/01/10	ICP
Steven Chipman	7/01/10	ICP
Steven Costanzo	7/01/10	ICP
Jody S. Edwards	7/01/10	ICP
Manuel Hernandez	7/01/10	ICP
Neng Nguon	7/01/10	ICP
Roman Fernandez	7/01/10	ICP
Sakhan Paun	7/01/10	ICP
Ulises P. Cobos	7/01/10	ICP
Daniel P. Flores	7/01/10	ICP
Bradley Herr	7/01/10	ICP
Sarin Sek	7/01/10	ICP
Eav Tan	7/01/10	ICP
John L. Sundberg	7/01/10	ICP
Douglas L. Tyler	7/01/10	ICP
Linda Kennel	7/01/10	ICP
Luis Vazquez	7/01/10	ICP
Brett Downey	7/01/10	ICP
Christina Niska	7/01/10	ICP
Jon Munchus	7/01/10	ICP
Jeff Knapp	7/01/10	ICP
Ronald Hansen	7/01/10	ICP
Mark Tavarez	7/12/10	10
Vladimir Yadlovskiy	7/19/10	ICP

Belvidere West Writes...



Greetings from Belvidere West. We have complained for months of the cold weather and now that summer has arrived, it is too

hot. It seems we are never happy with the weather. What does make us happy is when we are visited by our customers.

Carraro visited us last month for a review of our quality procedures. Roberto Fioravanti, Quality Manager, Otello Salmaso, Spare Parts Senior Engineer, and Tania Ravani, After Sales and Spare Parts Manager joined Andy Oltremari, Virgil Sansone, Beth Futrell and me from Pierce for the meeting. We reviewed our procedures and the status of our ISO certification. We then provided a tour of the facility. We were able to review several areas of concern on both sides including part inventory, preservation, and metric updates. There is nothing better than to put a face to a voice/email to improve relations. As a result, we were able to implement several changes to ensure the quality of Carraro parts within the facility.

Greenlee also visited last month. Jerry Potter, Director of Materials, Lilia Henn, Sr. Commodity Manager, and Tim Downey, Procurement & Materials Manager met with Erin Sparrow, Tony Chiodini, Tim Charles and me from Pierce. Lilia and Tim have visited Pierce in the past but this was Jerry's first visit. We reviewed the status of the current project and discussed opportunities for future programs that we can partner on. The Greenlee project is less than a year old but is off to a good start. Greenlee has Pierce managing suppliers and inventory for JIT shipments

which allows them to work on their core disciplines. We were also visited by a potential customer in June. John Deere Power Systems visited Belvidere West on June 1st. Marla Clark-Hlas, Manager Service Parts, Kim Bargman, Supply Management Specialist, Erin Biesterfelt, Supply Management Specialist-Service Parts, and Sarah Clark, Supply Management Specialist joined Virgil Sansone, Erin Sparrow and me. They have never visited the facility so we treated them to a tour and reviewed all the services that Pierce can provide for them. John Deere is exploring several projects for 3rd party services and I was happy to inform them that Pierce can provide everything they are looking for. I hope in a future newsletter to inform you that they are no longer a potential customer but engaged in another partnership with Pierce.

Larry Hickey

Last month, we celebrated another 10 year anniversary at Belvidere West.

Maria Medrano has worked in Agco dealer return account for most of those years. Maria is an excellent associate and performs high quality work. This is one of the reasons she has worked other accounts when needed including



Donaldson, Procurement and government packaging. We celebrated the day with cake, a big Mexican luncheon and gift of a digital camera. Please join me in congratulating Maria on this milestone.

Customer Visit—Carraro



Belvidere West Continues ...

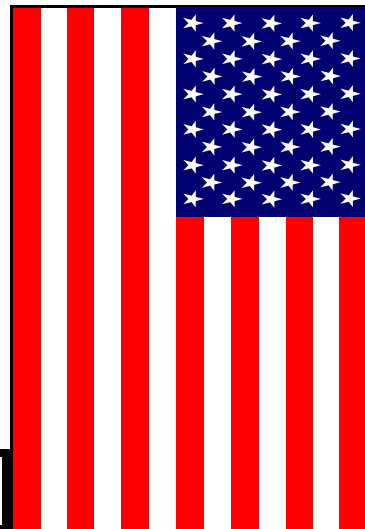


After over a year of preparation and many grueling hours, I am so proud to say that Procurement is ISO 9001:2008 certified!!!! Everyone came together to make this possible and it is a very reward-

ing feeling that all of our hard work has been recognized. Thank you, Virgil Sansone, for all your patience, leadership and direction. Spring is nearly over and soon the dreaded humidity of an Illinois summer will be rolling in. The warehouse gets extremely warm during this time of year. Please make sure to get plenty of fluids in your system to avoid dehydration. Independence

Day is right around the corner and you know what that means....parties. Please be safe during this time and please acknowledge the importance of Independence Day (not just a day off). I hope everyone has a wonderful summer.

Erin Sparrow



Columbia Writes ...



It might still be spring but the weather here is screaming summer. We went from cool 60's straight to the high 90's and the heat brought its good friend, humidity. As the heat continues to rise, we are still seeing our volumes increase. The month of May has seen the best production numbers so far for the year.

We are just getting into the busy season for Metso and hope to see the increases continue for the rest of the summer and into fall. One of the big concerns of any operation is HAZ MAT. We recently had our Shipping Su-

pervisor Doug Ries, Shipping Clerks Deona Odom, Denise Christian, Jill Berg, and Receiving Clerk Karen Arnett participate in Haz Mat training. We also invited Metso to be involved in the training who were Ariana Suarez, Steven White from Metso Logistics and Mike Smith, Kevin Carder from Metso Manufacturing. This was a one day class that included Domestic Ground/Air, International Air/Ocean Haz Mat documentation and regula-

tions. For most of the people in the class this was their first Haz Mat training. For those who had Haz Mat experience this was a great refresher course. Everyone came away from the class with a better understanding of Haz Mat shipping procedures and penalties. Proudly, everyone in the class is now certified to ship Haz Mat out of our building. Special Thanks to Safety Specialists and Ken Holloway conducting this class.

Gabe White



HAZ MAT TRAINED

Left to Right Deona Odom, Jill Berg, Denise Christian, Karen Arnett, Mike Smith (Metso), Ariana Suarez (Metso), Doug Ries, Steven White (Metso), and Kevin Carder (Metso)

Ripley Writes ...



The challenge of any HR position is the ability to assess the needs of the company and secure the right person for the job. And what

better way to do that than to have someone who virtually knows the community inside out.

Hello! I'm Mike Moore and I became a member of the Ripley team the first of June. It's great to be back working in Lauderdale County. I was born, raised and educated right here in "God's country". Everyone has had a big laugh when I walked through the facility to be introduced to many of our associates and they would quickly respond – "I've known Mike forever". Giving back to our community is one of my personal goals. I have served as the Lauderdale County Chamber President, served two times as the Lauderdale County Tomato Festival Chairman (annual event here in Lauderdale county), as well as served as an alderman for the Town of Halls. I currently serve on the Lauderdale County Chamber/Economic Development Board and the Lauderdale County Commission on Aging Board of Directors. In my spare time I often have the opportunity to emcee community/civic events – the Dyersburg Army Airbase Veterans Museum annual Air Show in Halls and let's not forget emceeing all the beauty pageants here in the county. (Lauderdale county has the most articulate, beautiful and charming young ladies that you will ever find.)

Believe it or not – I know everybody. I graduated with a degree in business from Lambuth College and worked for over 17 years as a counselor for the State of Tennessee Department of Human Services. My enjoyment with working with people led me into management as a job developer where I synchronized potential employee's skills with local job opportunities. I was fortunate to marry my high school sweetheart, Donna, and we

have two children. Our son, Jon Michael, is deceased. Our daughter, Kristen, is a registered nurse and is married to John, a registered flight nurse. Our lives have been blessed with two grandsons, Brecken and Ethan (who referred to me as "Gran").

My family are active members of Halls First United Methodist Church where I sing in the choir and serve as Vice Chairman of the Administrative Board. My wife, Donna, is the Children and Youth Director for the church.

I am an avid gardener and assure you I'm proud to share those wonderful Lauderdale County tomatoes with you and invite you to be a part of our annual Tomato Festival activities the first week of July.

I personally would like to welcome Pierce Distribution and all their associates to Ripley and Lauderdale County. We're proud to have you as part of our community.

Mike Moore

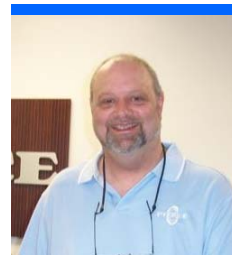
**Associate
of the Month**



"I'm not going anywhere!"

Ripley's Associate of the month is none other than 2nd shift's Tommy Ingram (pictured on the left). Tommy has been with Pierce for six years and he is a runner in service parts. He was selected for his great "can do attitude" and his ability to help others in training and answering packaging questions. He loves working here and especially enjoys the people he works with everyday. He states "I'm not

going anywhere". He made the move from Humboldt, and I mean he really moved as he relocated his family to Lauderdale county. Working at Pierce is really a "family affair" for Tommy and his family as his wife, Sherri, and his step-son, Justin Hendrix, are also employed here. Sherri was proud to learn of Tommy's selection and stated he is the love of her life. In his spare time Tommy enjoys collecting miniature diecast toy cars, especially the American Chopper series. He has over 40 cars in his collection. His love for fishing has been enhanced since moving to Ripley as he has had the opportunity to fish in the backwater (over flow water from the Mississippi River) from the back of his pickup truck. Congratulations Tommy! We're proud of you.



Hi! I am Stan Bowie and have just been promoted as the second shift supervisor after coming to work here in May, 2011. I was with Bowater for 7 ½ years before the

plant closed in Covington, TN. Before that, I was a supervisor at Marvin Windows and Doors here in Ripley. I appreciate the opportunity to work with all the great people of second shift as they are a fun group with whom to work. Please be patient with me as I learn all your names and your job responsibilities. I'm originally from Lauderdale County, born and raised in the Nankipoo community near Halls, TN. I am married to Pam Lampert (for 17 years). I have two children, Quincy, age 22, and Lindsey Jo, age 16. My hobbies include motorcycles (yes, that's my bike on the parking lot) and my family and I really enjoy the outdoors as we go camping as often as possible. Another interest that I find comforting is hanging out with musicians and listening to their music. Although I have only been here a short period of time, I enjoy being a member of the Pierce team here in Ripley.

Stan Bowie

Belvidere East Writes ...



On June 14th, we were visited by Virgil Sansone, Corporate Director of Quality Assurance to meet, greet and present the new Lean 5S program to the Plant 8 management and office staff. The program developed and introduced by Virgil will better serve our customers and improve overall management of the company. The Lean concept is a system designed to reduce cost and increase quality by eliminating waste. There may be wasted time in a particular process or functions such as picking, packing, binning, inventory control, etc. One good and simple example would be storing fast moving inventory parts in distant locations away from the packing and shipping departments. The travel time suffocates picking and packing productivity and turn times. This wasted time costs the company and the customer money. The Lean program will help us focus even more on our processes to create a "Leaner" running operation for the customer. The program 5S is one of the most widely adopted Lean techniques used in the industry. 5S is considered a "foundational" lean concept, as it establishes the operational stability required for making and sustaining continuous improvements. The program is rather simple in practice to create a clean and orderly environment where there is a "Place for Everything and Everything is in its Place".

The 5 S are the following:

A PLACE FOR EVERYTHING

- 1S = **SORT**: Select what you need to complete the job and eliminate unnecessary items.
- 2S = **STRAIGHTEN**: Arrange those necessary items in order in the work area for easy access.
- 3S = **SHINE**: Make sure the work area and tools are clean and safe to use.

AND EVERYTHING IN ITS PLACE

- 4S = **STANDARDIZE**: Make the previous 3 steps part of our everyday routine!
- 5S = **SUSTAIN**: Maintain focus and positive attitude towards 5S!

Putting 5S into practice will create several benefits such as removing waste, improving safety, improving quality, and increasing production. Having an organized facility speaks volumes to the customers. Organization eliminates the confusion while increasing production, quality and performance. It just feels better working in a plant that is organized, clean and neat while being tour ready. The supervisors are taking before and after pictures of their progress. We are looking forward to taking plant 8 to even higher levels of organization and standardization. I also look forward to announcing Brandon Spitson as Associate of the Month. Brandon is currently our senior shipping supervisor on the day shift. He also recently had a 14 year anniversary with Pierce Distribution Services Company. Brandon has not only grown as a person but also in his leadership this year. You have certainly earned this award! Keep up the great work!

Joshua Moorehead



Hello! I hope everyone is having a fabulous summer so far! My Daughter and my Granddaughter both play softball so I have been busy watching them play. I love every minute of it! We have several birthdays and anniversaries this month. Happy Birthday to: Renee Hagan, Carol Hebel, and Ana Yeli. Happy Anniversary and Congratulations to: Renee Hagan, 10 years, Tom Monson, 11 years, Brandon Spitson, 14 years, and Brittany Thompson, 5 years.

This month, we are giving our "Associate of the Month" honors to a very deserving Supervisor, Brandon Spitson. Brandon has grown tremendously these past few years. He has grown in leadership and organization. His strength is really felt in the shipping department. Getting all orders out every night is his top priority, and our customer appreciates that! CONGRATULATIONS Brandon, you deserve this award! Keep up the GREAT work!

Jenny Ralston



**ASSOCIATE OF THE MONTH
BRANDON SPITSON [R]
Congratulated by
Joshua Moorehead**



**June Birthdays [L-R]
Renee Hagan
Carol Hebel
AnaYeli Parra**



**June Anniversaries
Tom Monson,
Renee Hagan,
Brittany Thompson,
Brandon Spitson**

Belvidere East Continues ...



Hello to all from the Inventory Department. I first want to thank everyone in Plant 8. Everyone has been really supportive with my new promotion as Inventory Supervisor! I enjoy what I do every day and wouldn't change a thing. I would like to introduce my new assistant, Kate Montgomery. Kate was recently promoted to the inventory team as the cycle count and shop order clerk and is also my back up. She has done such an AMAZING job learning all of our procedures and is a GREAT team player. I look back a few months ago and think how in the world did I do this without her? I could not have asked for a better Inventory Control Assistant. I would also like to welcome aboard Kurt Haskett. Kurt is responsible for finding

lost inventory as well as shipping out internal orders to buyer/planners. Another associate I would like to introduce is Erwyn Shaw. Erwyn is our new cycle counter. He is in charge of counting our inventory that is due for daily cycle counts. Last but not least, I would also like to thank Jeremiah Arnold. Jeremiah is our Quality Control Inspector. He is in charge of making sure our inventory is correct and works very close with our CSR's. I couldn't do any of this without each and every one of you! Keep up the GREAT work!!! I am proud to say that with everyone chipping in and helping us with re-warehousing and bin checking we have hit our goals for the month of May. Shipping and Receiving, in their down time, will either help straighten up locations or help with counting! We counted 9287 part num-

bers. Our average is 1700 part numbers a month. We only had 89 adjustments so that gives our Location Accuracy a 99.04%. Our Dollar Accuracy is 99.88%, and our Net Accuracy is 99.999%. We counted a total of 213,555 pieces and only had an adjustment of 14 pieces; that left our Piece Accuracy at 99.99%. Our numbers couldn't look as good as they do without everyone who helped! We all worked together as a TEAM and I just want to say Thank You to everyone!!!!

Brittany Thompson



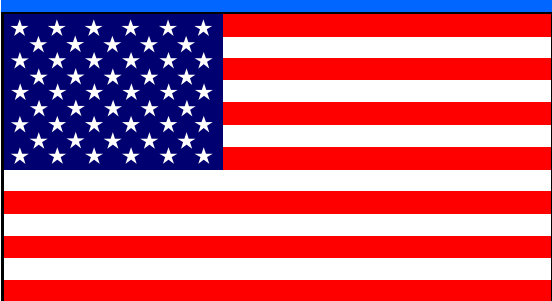
Summer has finally arrived and work is picking up! I've been working at plant 8 since September of 2008, where I started as a packer, then moved on to pick packing where the summer heat was less than desirable. I pick packed for almost a year then was put back on the packing line for a couple of months before getting a promotion to Order Scheduler. I printed the orders for about two months before another opportunity opened in the office for Inventory Control. So as soon as I learned all there is to know about printing orders, I was promoted to Inventory Control Assistant. So, for the present time I am trying to learn as quickly and efficiently as possible how to carry out this job. I am enjoying it and it keeps me

on my toes.

I've worked here for almost three years, and in that time a lot has changed in my life. I got married in August of last year, to a wonderful man named Joel. Our wedding was perfect and very much enjoyable. It was an outdoor wedding and we had great weather. My brother came home from North Carolina, where he is currently stationed in the Marines, for the wedding. Joel's brother, also a Marine, had just gotten home from Afghanistan and was unable to make it, but we got to see him when we got back from our awesome honeymoon on Mackinac Island. Joel had bought a house shortly after we were engaged, so all I had to do was move in after we were married. We bought a puppy a week before our wedding, because you can't live in a house without a dog. He was seven weeks old and six pounds when we got him. He is a chocolate lab and golden

retriever mix. Now, on June 7th, he was one year old and 74 pounds, a little bit of a change from the little fur ball that we picked up less than a year ago. His name is Magnum and he loves to get attention from everyone and everything. I also have two rabbits, Jet Black the Ninja Bunny and Albert. Jet is about 10 pounds!! If I could, I would have a ton more animals, but I'm not thinking the neighbors would enjoy it as much as me. We'll that's all there is to know about me! So remember, life is fun - enjoy every minute of it and have no regrets. Climb the mountains and swim the seas. Do what makes you happy and laugh more.

Kate Montgomery



*Have A Happy
4th of July*