

NEWS FROM COLMAR

By Richard Berman

Happy 30th–90th Birthday!

DORMAN *New since 1918*, is 90 years old. Our Company (the old Motormite and R&B) was started in November, 1978, and is now 30. We acquired Dorman in 1994.

These milestones are a good time to reflect on some of things we have learned and to be sure we are well positioned for our 100th birthday in 2018.

Focus on the contribution. Nothing defines our Company clearer than our focus on contributors and our culture of contribution. Everything that we do must deliver value. There is no excuse for politics, lazy assumptions, or unjustified habits. We must hold ourselves to a standard where we can confidently explain what we are doing and why we are doing it.

We are either the solution or the problem. There is enough talent, support, culture, and resources in our Company to accomplish our goals. We look to individuals and all of us together as a team as the answer.

Having this accountability ensures that we don't settle for comfortable excuses. There are more challenges today with the economy, oil, industry consolidation, vehicle technology, international trade, and changing supply chain, than ever before. This means we have to work harder and smarter to contribute and overcome these impediments to growth.

Businesses require a strong foundation. Our foundation is built on Profitable Growth, Risk Minimization, and a Culture of Contribution that emphasizes a long term view. We have seen what happens when companies get desperate for growth, sloppy in their controls, and are short term oriented. Our disciplined approach provides balance and security for the future.

Each of us has experienced the changes that take place from year to year. In many ways, we get both stronger and weaker. While we may be wiser, this usually comes because of tough



experiences. Change comes from within and from the outside, which forces us to constantly “reassess the situation.”

2008 is another Happy Birthday. Sure, we have had disappointments in reaching some of our goals, and the stress of so many challenges at the same time has had an impact. But we are confident and determined to always look to the future with excitement and self-reliance...

Thank you for your commitment and contributions which have enabled us to come so far and to plan for even more.

NEWS FROM COLMAR

Contributor of the Month

Our PIM system (product information management) is a tool that is used to manage and store information about our products in a centralized location. The first phase of PIM transitioned the creation of new part numbers from QAD to PIM and established high level workflow tracking of the New Product Process. Eventually we will use PIM as the single source for all product information.

Candice Diliberto, Dave Grasso, Laura Cooper, Lauren Petty, Tara Linden and Debbie Curran were assigned as Super Users for Phase 2 of implementation on this new system. These individuals spent 8 months and

countless hours hashing out the details of the QAD PCO process and making enhancements to the process so that it could be converted to the PIM system in a streamlined format. This team did a phenomenal job in taking the original concept for PIM Phase 2 and driving the project through discovery, planning and implementation. From the beginning of the project, they willingly challenged what they did not believe was right with the tool and did not accept anything other than resolution prior to launch. Their questions and testing have been key in ensuring that the perfect tool was developed for Product Management's use.

Dorman would like to thank these 6 contributors for embracing and owning the PIM Super User role. They successfully completed this project

while at the same time maintaining their normal job responsibilities as contributors of the Product Management department and ensuring that Company product was where it should be, when it should be there! For these accomplishments, the contributors of the PIM Super User team are being recognized as Contributors of the Month for October. Congratulations!



NEWS FROM COLMAR

By Gerard Yanuzzi

EFFECTIVE LEADER SERIES - PART NINE

Building Organizational Strength

Welcome to Part Nine of our series on Effective Leadership.

Someone strong in Building Organizational Strength is focused on creating an achievement oriented environment by being clear about objectives, holding others accountable for results and recognizing and rewarding individuals and teams for a "job well done."

An Individual Working to Build Organizational Strength:

- ❖ Recognizes the need for proper recruitment, development and training to attain the appropriate people for the position to be filled.
- ❖ Identifies and cultivates high-potential talent as a Company resource.
- ❖ Helps Team Members to acquire a broader perspective on their work; maximizes opportunities for their exposure beyond just their functional area.
- ❖ Clearly communicates expectations by setting measurable objectives.

Some On-The-Job Development Ideas to Build Organizational Strength:

- ❖ Give recognition to Team Members who strive for excellence and improve overall quality in the Team.

- ❖ Take every opportunity to coach, train or mentor a colleague or subordinate. Consider time spent on these activities one of the best contributions you can make to the Company.
- ❖ Be a role model for continuous development by openly pursuing your own learning opportunities and taking measured risks. Share "lessons learned" with your Team to show how learning can occur on the job.

Suggested Reading Material:

GROUPS THAT WORK. *J. Richard Hackman*, Editor. San Francisco: Jossey-Bass. Detailed descriptions of twenty-seven work groups including taskforces, top management, production teams and customer service teams. The book presents insights into what factors affect group productivity and what leaders and group members can do to improve group effectiveness.

MASTERFUL COACHING. *Robert Hargrave*. San Francisco: Jossey-Bass. The author presents a one-of-a kind guide for motivating employees through coaching, facilitating, and mentoring.

Please join us next month for the continuation of our series.

**NEWS FROM SALES**

By Randy Lawrence

Dorman Receives an Award

Moog Louisville Warehouse, which is a customer of Dorman Products and a member of the Alliance buying group, is located in Louisville, KY and has 16 company owned stores. **Dean Washbish**, 80 years young and the founder of Moog Louisville, is now retired but is still very much involved with the company. Every September, Dean heads up an annual golf outing for their customers and suppliers where Moog Louisville Warehouse recognizes one of their suppliers.

This year was their 37th golf outing and they chose to recognize Dorman! Doug Washbish, who is now the President of Moog Louisville, presented the award

to Dorman Products in recognition of our years of partnership and outstanding sales and service of New to the aftermarket OE Solutions items offered by Dorman Products. Our volume of new products has allowed Moog Louisville to increase their sales volume!

At the presentation, Moog recognized **Mike Price**, Dorman's local rep that works for Sherman Pearson, and **Randy Lawrence**,

Dorman's Sales Representative who deals directly with Moog Louisville Warehouse.



C O N G R A T U L A T I O N S
to all Dorman contributors for making this award possible

NEWS FROM WARSAW

By Jennifer Sturm

Dance Like There Is Nobody Watching

I blame **Norm Maag** for it, I really do. During the week he is a Material Handler in Distribution. On weekends, he is “Stormin’ Norman” the drummer for a groovin’ band – *The Metcalfe Project*.

Norm and his band played at our picnic at Camp Kysoc on September 13th and

despite the hot, humid weather they got folks on their feet dancing. Dancing like there was nobody watching. Except we were. Clapping and hollering.

And **Tina Crooks** was there with her camera to capture it. From the pictures, I hope you can tell that everyone had a blast.



Appreciation BBQ at Colmar

On Tuesday, September 23, Colmar contributors enjoyed a BBQ luncheon to thank them for their hard work and dedication. The luncheon, which included grilled burgers, hot dogs, chicken, and several side items and desserts, was prepared by Catering by Mario's. Everything was set up in the parking lot under a large canopy tent.

Due to the beautiful weather on September 23, it was difficult to find a place to eat outside. Contributors utilized the gazebo and all of the picnic tables in order to take advantage of the nice weather (and the good food)!



Thank you to everyone who helped make the BBQ a success; and *thank you to all of our contributors for your dedication to Dorman.*

NEWS FROM ALLPARTS

By Dianne Taylor

Oktoberfest at Allparts

The German celebration of Oktoberfest is September 20th - October 5th. On Friday, September 19th we kicked off this celebration Allpart's style.

We had snacks in the afternoon for all contributors: German chocolate cake, cheese cake, rye bread and dill dip, pretzels and beer (root beer, of course). Two contests were held where **AJ Allred** won the Beer Guzzling and **Derek Johnston** won the Longest Belch. Thanks to everyone for being willing to have fun and be a little silly.

Some may ask why we do these silly types of events at Dorman, what does it have to do with getting work done. Well, every day we are aware of deadlines, sales, fill rates, safety, accuracy, and productivity, but at times contributors need to laugh, be silly, cheer others on and take a break from the daily stresses.

Thanks to all for working hard and playing hard!



NEWS FROM PORTLAND

By Raquel McElyea

Portland Expansion Update

The excitement is building as the final touches are going on. The outside of the new addition is just weeks away. Inside, the racking is being installed and product is being moved in. During the weeks of October 13th & 20th, the Receiving and QC teams will move across the building into the area where they will have access to 33% more dock door space and 150,000 sq. ft. storage space. This is an exciting time for the Portland team as we continue to grow and succeed.



NEWS FROM PORTLAND

By Cheryl Townes

Safety Bingo

For the month of September, the Safety Bingo winner at the Portland facility was **Jason Greer**. Jason had the lucky bingo card with the winning numbers and received a \$40.00 gift card to Wal-Mart. To be eligible for the game, Jason also met the "safe and

incident free" criteria for the month of September.

Great job Jason and Portland contributors.

Keep working safely!



NEWS FROM ALLPARTS

By Dianne Taylor

ZERO at Allparts

Allparts contributors have worked 2 YEARS without a lost time injury! Zero lost time injuries for 730 days is a great accomplishment and something for our contributors to be proud of.

On October 3rd we celebrated this momentous occasion with a pizza lunch.

Thanks and congratulations to Allparts contributors for making safety your number one priority!



Picnic at Camp Kysoc

September 13th was the day – the day of the Picnic. A day we’ve planned for all year. A day we were looking forward to. And then on Monday before the picnic, the forecast of rain and thunderstorms came. As each day passed, the forecast remained steady. Rain, lots of it. Contributors asked: “what are we going to do if it rains?” **Jen** asked everyone to do a “Rain Rain Go Away Dance.” On Friday, we had heavy rain all morning. Then it cleared up. As of Friday afternoon the forecast for Saturday was early morning rain, clearing up around 10 a.m. with mostly cloudy skies until 4 p.m. when scattered thunderstorms were possible. Woke up on Saturday. No rain. There was sun! It was hot, it was very humid – the temps hovered near 90. Guess all those “Rain Go Away” dances worked. May have gone too far – we could have used a little less heat and humidity. But hey! There wasn’t any rain.

Like last year, Camp Kysoc in Carrollton was our site. A great place for a picnic. The staff of Camp Kysoc grilled up hamburgers and hotdogs for us and served them with mustard potato salad, German potato salad, baked beans, macaroni and cheese, potato

chips, cookies and chocolate cake. It was all delicious! After stuffing ourselves, it felt good to walk on one of the trails around the camp. Perhaps down to the lake, or maybe to the petting zoo, or just “around.”

Throughout the day we enjoyed the music of *The Metcalfe Project* featuring our very own **Norman Maag** on drums. Since it was so hot, the Hawaiian shaved ice was a HUGE hit. We also had funnel cakes, elephant ears and kettle

corn. Yum! **Gilbert Adams** made a return visit for storytelling and to create balloon animals – very intricate balloon animals. Gilbert is always very popular at our picnics. Of course, we always have a corn hole tournament – this year was no different. That is always a hard-fought contest.

Tower climbing, bocce ball, dancing, socializing and door prizes rounded out the afternoon. *All that – and not a drop of rain!*



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NEWS FROM PORTLAND

By Tim Duplisea

Quality Control Spotlight at Portland

This is an exciting time at Portland because we are getting ready to embark on a new era in our QC Department. We are making drastic changes in our QC processes and generally improving the way we do things. For example, we are totally revamping the way we inspect our parts. A major improvement we will be implementing in the near future is the brand new inspection database. This database is going to tell us how to inspect the part, which tools to use, how many to check and give us any past history of the part (such as if the part was ever in reject). This new database will totally simplify our job and make it more standard and universal.

One of Quality Control’s responsibilities is to manage and control all of the parts that we currently have on reject within the facility. *Webster’s dictionary defines a “reject” as: A person or thing that is not wanted, unsatisfactory, or not fulfilling standard requirements.*

So how does Dorman use that definition to define a rejected part?

- **Part is damaged when it comes in the door** – the box is crushed, part rusted, etc.
- **Part is incorrect** – should be left side, received right side etc. or if the part is not what it says it is. For example prime rib/tuna sandwich syndrome.

- **Part is not labeled properly** – i.e. the part should have our part number, country of origin and vendor number somewhere on the part. As you know some parts, such as inserts, do not have this but we are working with the vendors to get this changed.
- **Part does not meet our standards** – The Dorman name is huge in the automotive industry and we need to be proud of the product we are selling.
- **Field Report** – this is when we get an email or a phone call from Corporate about a customer complaint in the field. For some reason the part is not working up to our or the customers standards.

Any part that meets any of these criteria will go into reject and is entered into the rejection database. Once in the database, the information will “give a visual” to contributors here in Portland, and also in Corporate, to signify that the part is not correct. *This will trigger action to get this part cleaned up.*

These decisions come about from a group effort between Portland contributors and the quality team in Colmar. That is good news for the customer and good news for us. The customer is more likely to buy more parts from Dorman if they are correct and meet our strict standards.

ADDITIONAL PHOTOS FROM WARSAW PICNIC

