



December 2022

Pierce Distribution Services Company

Kevin Hogan Writes...

On November 18th, Donna, Russell, and I left for our Holiday trip starting with Ripley, Tennessee where I spent two weeks with Mark Strawn (Ripley, GM) and his team. It was great to see everyone again. I joined the Ripley Team for their Thanksgiving luncheon. I had conversations with Mark and his team, mostly one on one. We spent Thanksgiving with our daughter Candice, son in law DJ and our two grandchildren Hartley and Trace. We also ate Thanksgiving Dinner with the Donna's family, the Jackson clan.

After leaving Tennessee we headed for Mundelein, Illinois to spend time with our other daughter, Meg, her husband Spencer and our newest grandchild, Paul Thomas. I also had my annual CTCA appointment, and I am good for another year. We spent a week there while I worked from her home.

Afterwards, we headed to Loves Park where I spent a week at the Corporate Office having meetings with our Management Team, Dino, Tony, and Jason. I also met with Tim Charles and our newest Business Manager, Lisa Timmerman. I had our yearend meeting with our attorney Craig Thomas and consultant Mike Smith. Yearend always brings so much to talk about preparing for 2023. We had our Christmas Party, and it was very nice. Thanks to Chris Cacciatore. I also had time to meet with some old friends from my hometown, Rockford. I was able to spend my

birthday at a place I have gone to with my parents since I was 5 years old, Baumgartner's in Monroe, Wisconsin.

On December 18th, we headed back to Tennessee for Christmas and another two weeks at the Ripley, plant. I was in time for the Christmas luncheon, choir singing and sleigh races where Hartley was able to participate. On my last day Jason Smith and Chris Cacciatore stopped by as there were at the Memphis plant earlier. Donna and I also celebrated our 20th wedding anniversary with Candice, DJ, Hartley, and Trace. We spent New Years Eve and Day there. We headed back to South Carolina on January 2nd. It was a very successful and nice trip (about 4,000 miles). The only real cold weather was in Illinois and the second trip to Tennessee.

Tony, Craig, and Mike are still trying to finalize the agreement with the South Carolina company. This is taking much longer than we anticipated.

Dino, Jason, and Tim are negotiating with a major company to open up a big new facility. Tim also has some other good prospects in the quoting stages. After meeting with our new Business Manager, Lisa, I am expecting some good results due to her contacts.

I would like to wish a Happy Birthday to all celebrating Birthdays in January and February.

We have 3 milestone anniversaries in January, Frankie Williams (Rockford) 5 years on

January 7th, Jose Ramirez (Rockford) 5 years on January 29th and Mark Strawn (Ripley) 20 years on January 20th. We have two notable anniversaries in January, Tim Charles (Corporate) 17 years on January 23rd and Mo Jordan (Memphis) 27 years on January 29th.

We have no milestone anniversaries in February. We have 17 notable anniversaries in February, David Frye (Corporate) 11 years on February 20th, Lisa Finch (Ripley) 11 years on February 26th, Gerhard Jerding (Ripley) 11 years on February 26th, Marcko Clemons (Ripley) 11 years on February 27th, Londell Curry (Ripley) 11 years on February 27th, Violet Glenn (Ripley) 11 years on February 27th, Jeffrey Graves (Ripley) 11 years on February 27th, Balinda Hairfield (Ripley) 11 years on February 27th, Debra Isom (Ripley) 11 years on February 27th, Rachel Langley (Ripley) 11 years on February 27th, Leslie Mayberry (Ripley) 11 years on February 27th, Mary Smith (Ripley) 11 years on February 27th, Teresa Scott (Ripley) 11 years on February 27th, Terry Johnson (Ripley) 11 years on February 27th, Randy Terrile (Las Vegas) 12 years on February 7th, Jerry Hankins (Ripley) 17 years on February 20th and Donna Oliver (Ripley) 22 years on February 5th.

We would like to thank all Pierce Associates who are



**Russell's Words
Of Wisdom...**



"Being different isn't a bad thing. It means you're brave enough to be yourself."

~Luna Lovegood



celebrating anniversaries for your commitment and dedication to Pierce.

**KEVIN
HOGAN**

CORPORATE QUALITY WRITES...

In the late fall of 2016 as I was preparing the 2017 quality metrics for Pierce, I realized that Pierce needed a longer-term solution that did not require the use of Excel and was accessible to all, regardless of what network drives each facility and individual user has access to. In addition, it took more than one hundred hours to update the metrics at the end of each year, so it only made sense to produce a better solution.

This was a significant task undertake so I developed a 5-year plan with the intent to provide Pierce with better Quality Management System. This plan consisted of three main options – deploy one using Microsoft Access, deploy one with more robust and sustainable features in Microsoft Excel, and find or develop a web-based solution.

The plan started with exploring options in Microsoft Access, then quickly shifted to focusing on more robust and sustainable features in Microsoft Excel. From that plan was born the Pierce Performance Metrics 2017-2022, which was designed to mimic a website, as seen below on the pseudo-landing page of the app, and which will expire at yearend.



Sometime in mid to late 2018 Beth Futrell and Larry Hickey introduced me to Smartsheet, with which they had previously experimented. From there I saw an opportunity and pushed forward with the plan, which started small at first, with each facility submitting the Excel version of the Performance Metrics using a Smartsheet form.

Fast forward to the current time and thanks to the help and cooperation of the dedicated folks at each facility, that fledgling program successfully paved the way for more than 500 other projects (430 currently that utilize 339.4 out of an available 1000 GB) and as planned, the new Performance Metrics powered by Smartsheet. These metrics will be deployed and fully operational by December 31, 2022.

Please look for emails containing invites and links to the metrics, as well as instructions for use.

Thank you to all participating Associates and facilities. None of this would have been possible without each of you. I look forward to working with each facility in the implementation and utilization of this valuable resource.



DAVID FRYE

Corporate Quality Cont...

Here are a few of the benefits that the Performance Metrics in Smartsheet offer compared to the previous iterations that utilized Excel.

Pierce Performance Metrics 2017-2022	Pierce Performance Metrics in Smartsheet
Only accessible at a Pierce facility	Available anywhere with internet access
Requires access to the network drive where the file is stored	Accessible with Smartsheet login and password
Could take up to several minutes to load, save, and close	Loading, saving, and closing times as fast as the internet connection allows
Customization and updating may require extensive knowledge of Excel formulas, functions, and VBA Coding	Smartsheet's no-code solutions offer customization that can be done by anyone with just a little bit of training
Operational awareness dependent on user actively reviewing and interacting with Excel	Automated notifications and reminders push information or requests for information to a customizable email recipient list
Version control is virtually nonexistent – if a file is shared via email or other means, the user must distinguish between the oldest and newest versions, leading to use of outdated or incorrect versions	Users can be certain that they are using the latest version because version control is built in through cloud-based data storage and web-based interface
In a business environment with customers that increasingly demand transparency, Excel is limited to the disciplined behaviors of users who must choose what to share, when to share, how frequently to share, and with whom to share it	Smartsheet administrators can grant various levels of permissions to whomever is deemed to be worthy of such access

Facility leadership can gain critical insights into the successes, struggles, and overall operations of their team through intentional and regular review of the Quality Operations Dashboard, containing easy to read metrics and charts, as seen in the twelve examples below.

1. Quality Metrics – displays bar graphs that quantify total inspections completed, external errors reported, and internal errors detected.
2. Detailed inspection results over the last month
3. Links to dashboards, metrics, data, and forms



Corporate Quality Cont...

- Operational Metrics that capture outbound volume
- On Time Delivery metrics that express delivery performance over the last 12 months
- Late order totals per month displayed in histogram format



- Error rates per month vs pieces and lines shipped
- Overall order accuracy expressed as a percent vs lines and pieces shipped
- Monthly customer complaints broken out from valid external errors
- Leading internal and external error types quantified in pie charts



Inspections Completed in Last 7 Days

11

Created	Name of Inspector	Part Number	Deficiencies Noted
12/19/22 9:28 AM	David Fyfe	TEST	NO DEFICIENCIES NOTED
12/19/22 9:28 AM	David Fyfe	TEST	Wrong Parts/Part# Wrong Pkg. Spec./Poor Pkg. Incorrect/Missing Label Damaged/Rusty/Poor Condition Parts
12/19/22 9:28 AM	David Fyfe	TEST	NO DEFICIENCIES NOTED
12/19/22 9:28 AM	David Fyfe	TEST	Wrong Quantity
12/19/22 9:28 AM	David Fyfe	TEST	Wrong Parts/Part#
12/19/22 9:28 AM	David Fyfe	TEST	Wrong Pkg. Spec./Poor Pkg.
12/19/22 9:28 AM	David Fyfe	TEST	Incorrect/Missing Label
12/19/22 9:28 AM	David Fyfe	TEST	Wrong Paperwork/Paperwork Wrong
12/19/22 9:28 AM	David Fyfe	TEST	Mixed Parts

Preshipment Audits Completed in Last 7 Days

12

Created	Part Number	Part Number (Mult)	Purchase Order Number	Sales Ord Number
12/19/22 9:28 AM	TEST		TEST	
12/19/22 9:28 AM	TEST		TEST	
12/19/22 9:28 AM	TEST		TEST	
12/19/22 9:28 AM	TEST		TEST	
12/19/22 9:28 AM	TEST		TEST	
12/19/22 9:28 AM	TEST		TEST	
12/19/22 9:28 AM	TEST		TEST	
12/19/22 9:28 AM	TEST		TEST	
12/19/22 9:28 AM	TEST		TEST	

- Total packaging inspections completed in the last seven days
- Total pre-shipment inspection completed in the last seven days

Corporate writes...



JUDY SPITSON, GOVERNMENT MARKET ANALYST, CELEBRATES 45 YEARS WITH PIERCE



The Corporate office recently celebrated Judy's 45th work anniversary with an Italian luncheon from Nunzios in Loves Park. Forty five years!!! Luckily, Kevin and Donna Hogan were in town to be able to celebrate with us. For her anniversary gift, Judy chose a new laptop, printer, dock, and other computer gear for home use. Congratulations on such a fine accomplishment, Judy!! See next page for Judy's career recap...



**HAPPY
ANNIVERSARY**

**HAPPY
ANNIVERSARY**

Corporate writes...

Judy Spitson began her illustrious career with Pierce Distribution in 1977, at the Pierce Packaging building on Broadway Street in Rockford as a government account clerk. After that, she went into miscellaneous accounts and export, but keeping her government accounts and handling all of it. During that time, she started a new account for Teledyne Continental Motors. After that, the Pierce Packaging company moved to Material Avenue and was known as "Plant 2" doing government work, miscellaneous accounts, export, and payroll.

IN 1990, she became the Operational Manager of that plant, while also still doing the payroll and government work.

Plant 2 moved then to Belvidere Illinois and Judy moved with it, and stayed Operational Manager of that plant until 2000, when she then was promoted to Plant Manager.

Judy continued as Plant Manager until 2005, when she moved to the corporate office working in the Sales Department. Judy was kept busy doing pricing on new accounts and helping the sales force on new projects, while remaining the head of all the government work Pierce handled.

In late 2007 and 2008, she started doing all the govern-

ment work for Navistar International. Pierce opened a 250,000 square foot facility, handling all the spare parts for Humvee and government trucks sold to the government. She was a consultant with Navistar on government contracts for packaging, pack, and final inspection.

These days, Pierce keeps Judy busy growing government with new government accounts such as Woodward, Cummins, Kreis Manufacturing, and a variety of smaller accounts.

With an eye to the future and traveling when she retires, Judy is now in her last stages of working for Pierce. She is currently training two individuals (Tammy Carley (corporate) and Crystal Ruiz (Rockford)) who will carry on her work and keep Pierce Distribution moving forward in government for current and prospective clients.

In her spare time, Judy enjoys the company of her children Brandon (and his wife Amie) and Tiffany (and her husband Eric) and her five grandchildren...Lincoln (21), Teva (19) Tally (14), Lennon (6), and Logan (4).

CHRIS CACCIATORE



ICP Writes...

NIAH GORDON CELEBRATES 5 YEARS



SADDLES READY FOR DELIVERY!



But not the type of saddles you're thinking...Cody Chheung stands with saddles ready for delivery; solid 8x8 lumber with full plywood gussets and through-bolted with threaded rod.

RANDY CANTONWINE



Memphis Writes...

On December 21, Memphis hosted a Christmas luncheon for their employees. The menu from Southern Hands restaurant was ham, roast beef with potatoes and carrots, green beans, mashed potatoes and gravy, and who could forget the macaroni and cheese? It was absolutely delicious. The employees had a secret Santa gift exchange and lots of fun was had by all. Jason Smith and Chris Cacciatore were there as well (great timing, right?) and able to participate in the luncheon.

Thanks to Moe Jordan who took all the pictures!

CHRIS CACCIATORE



Ripley Writes...

HAPPY BIRTHDAY MIKE MOORE

Not going to tell everyone how old he is but he was born 12/15/1954!!

Mike is our HR Manager at Plant 7 in Ripley Tn! He is more than just HR! Mike, and his wife Donna, (Mike tells us he just does what he is told) always decorate the office for every holiday! It is always beautiful especially at Christmas!

When we started planning for his birthday several associates out on the floor came to us and asked could they please be involved? We told them well sure... then they went to work! What a wonderful dinner not to mention the TN-Vols cake!

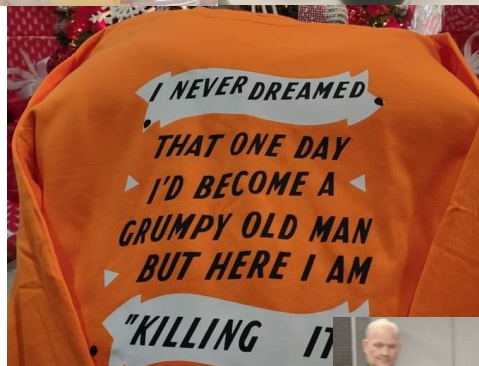
One thing that was strange was some associates stated that they were Mike's favorite! Well, it shocked me that he had so many favorites. One stood out (as you can see in the pictures) She gave him socks with her picture on them! Mike loves to wear what we call HAPPY SOCKS! Mike was very appreciative; may have gotten a little choked up! We all had a great time! The associates showed out on the food! Happy Birthday, Mike, and wish you many more!



A note from Mike...

Plant 7 celebrated Mike's birthday on December 15th with a huge meal and a beautifully decorated TN Birthday Cake (picture is of Mike, Donna & Smokey). Many useful gifts, lots of birthday greetings and most of all sharing the day with my BEST friends! Love you guys!!

KRISTI TAYLOR



Ripley cont...

THE HELEN TUCKER CENTER SINGERS

We CELEBRATED Christmas at Plant 7 on December 19th with our annual visit from the associates of The Helen Tucker Center. This wonderful and talented group of challenged adults entertained us with their beautiful Christmas selections. Our hearts are bursting with joy and excitement as we cherish this wonderful group who give of their time to provide Christmas blessings! We love this group!

MIKE MOORE

MERRY CHRISTMAS!



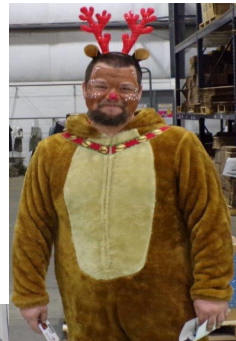
Ripley cont...

Plant 7 celebrated our annual Reindeer Games on December 21st. The plant was divided into six teams - each team selected a theme, building a small float and dressing accordingly. Second shift's Service Parts team was declared the overall winner as they depicted "Christmas Past". And then, the good times really got started with competition (rolling of dice by President Kevin in Hogan's granddaughter, Hartley & calling by Plant Manager, Mark Strawn) with strong encouragement by all associates from both first and second shifts. Several Santa Clauses, reindeers (Rudolph), ghost, elves and a Christmas snow globe represented the different departments. It is always so great to enjoy and fellowship with each other on this special day. Even more exciting was the presence of Kelvin Cole and his wife. We had designated our Plant's Christmas Fund Raising to support Kelvin who was seriously injured in an auto accident back in November. Plant 7's associate's raised over \$2,300, with Pierce corporate matching our efforts - WOW, what a great bunch of associates - y'all amaze me!

MIKE MOORE



Winner of Team Theme for 2022 Reindeer Games - Second Shift - Service Parts

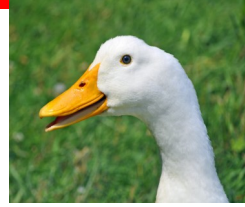


Ripley cont...
ADDITIONAL PICTURES OF THE REINDEER
GAMES



Ripley cont...

QUACK QUACK...YOU GUYS ROCK!



So PROUD of our Aflac Representatives who demonstrated their "expertise" during our plant's Aflac Open Enrollment on November 29th & 30th. The event was scheduled for three whole days and we knocked it out in a record two days. Our associates certainly had a lot of questions/concerns and they made it all so easy. We appreciate Pierce's leadership in allowing our associates to participate. Thanks, again!

MIKE MOORE

L-R: Sue Book, Gary Irvin & Lynette Stevens



Our C.F.O. Writes...



**Gallagher's
Monthly
Wellbeing News-
letter December
2022**

TONY CHIODINI

Treatment Options for Lower Back Pain

Anyone who has dealt with lower back pain will tell you how disruptive it can be. It can make it hard to sleep, work, do normal daily tasks, and participate in activities you enjoy.

Unfortunately, a lot of people suffer from lower back pain. In fact, it is the leading cause of disability around the world.

Lower back pain can range from mild achiness to sudden, intense spasms. Fortunately, there are several treatment options available. (Always check with your doctor about any pain, and get their advice before starting treatments.)

- **Ice and heat.** Ice helps to reduce pain and inflammation. Apply ice for short amounts of time, several times per day. Heat, on the other hand, helps to increase blood circulation. You can safely apply heat to your lower back in a warm shower/bath or with a heating pad.
- **Work your core.** Your body's core helps to support your back. Strengthening your inner core decreases the pressure on your lower back. Try adding a gentle core workout to your daily routine.
- **Physical therapy.** A physical therapist will recommend specific exercises to help you increase flexibility and improve the range of motion in your lower back.
- **Cortisone injection.** This may help to reduce inflammation around the nerve roots, providing pain relief for a month or two.
- **Surgery.** If other treatments fail to relieve your pain, you may need surgery—especially if there are issues with the structures in your back. You may be a candidate for minimally invasive back surgery, which offers less downtime and faster recovery than traditional surgery.



The best treatment is prevention

It can be tough to know the exact causes of lower back pain. But excess weight, lack of exercise, and/or poor posture often play a role. Making lifestyle changes to address these issues could alleviate current lower back pain and prevent additional problems down the road.

Unfortunately, a lot of people suffer from lower back pain. In fact, it is the leading cause of disability around the world.



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JANUARY BIRTHDAYS

Name	Day	Plant
Samantha Stenson	3	7
Elysia Binkley	7	7
Rosalind Alexander	8	7
Billie Gaines	12	7
Misty Kirkpatrick	17	7
Teresa Scott	28	7

JANUARY ANNIVERSARIES

Name	Day	Plant
Moe Jordan	1/29/96	3
Mark Strawn	1/20/03	7
Tim Charles	1/23/06	C
Samantha Stenson	1/25/15	7
Frances Brent	1/25/15	7
Letty Medrano	1/29/07	2
Frankie Williams	1/07/08	2
Jose Ramirez	1/29/18	2
Mary Brown	1/27/20	7
Timothy Currie	1/27/20	7
Taylor Schmitt	1/11/21	7
Marva Carmichael	1/3/22	2
Evan Hatchel	1/3/22	2
	1/24/22	7

1. <https://www.iasp-pain.org/resources/fact-sheets/the-global-burden-of-low-back-pain/>
 2. <https://www.mayoclinic.org/diseases-conditions/back-pain/diagnosis-treatment/drc-2036991>