



**Auto Supply Company, Inc.**  
The Home of Great Service



# POINTS AND PLUGS

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## A SEASONED WORKFORCE BY CHARLIE KEY

Recently I had the opportunity to review service awards for 2008. These are the awards earned by our employees for length of service with the Company. The milestones we recognize are in five year increments 5, 10, 15, 20 and so on. Unique among past years of service award recognition is the milestone reached by Kim Brown – 25 years!! We are proud of the fact that Kim has been with us for these many years. Congratulations young man!

For 2008 we also acknowledged recipients as follows: twenty years – 1, fifteen years – 5, ten years – 18 and five years – 20. The total number of recipients for this year is forty five! This represents approximately fifteen percent of all current employees! You can read the list of recipients and their length of service elsewhere in this newsletter.

Because this year's numbers are so impressive I asked HR to provide additional information about length of service which you

should find interesting. We have a total of 331 employees: 165 full time, 150 part time and 16 seasonal. The length of service is as follows: twenty-five years – 1, twenty years – 5, fifteen years – 14, ten years – 40 and five years – 90. Amazingly forty eight percent of all employees have been with the Company for at least five years!

The Senior Leadership Team often hears positive comments about our employees and how engaged in the business they are. Just yesterday a vendor of ours told me how impressed he is with our employees, friendly, supportive, ethical and “all about the business”. This person

has cause to travel to each of our locations so his comments are universally applied. You should know that your positive attitudes are often brought to management's attention. Thank you for that!

It is little wonder, given the maturity of our workers that our business is growing where others are not. We are turning our flywheel faster even in a difficult economic environment. (2008 will be recorded as the highest sales volume year in company history!)

At the center of all this positive energy is Business Ownership Behavior or BOB for short. The prevail-

ing attitude about willingly accepting responsibility for both yours and your team's results is contagious and very apparent in our overall results. BOB doesn't demand participation rather, encourages involvement. 2009 will see the establishment of BOB University in the area currently used by Customer Service. This dedicated space will help to expand and reinforce the corporate culture which is BOB.

Having a seasoned workforce is essential in today's competitive environment. Auto Supply Company is truly fortunate to have the dedication and loyalty exhibited by our employees.



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## MARKETING MUSE BY MARK PATE

### Kernersville Team Leads the Pack

Wayne Webster's Kernersville team is in first place after two months in the "4 x 4" sales contest during the 4<sup>th</sup> Qtr. 2008. Eleven teams are in the running to win the top award trophy, signifying them as the best team with the highest sales percentage growth over their sales goal. The Warehouse team, headed up by Sharon Kidd, is in 2<sup>nd</sup> place with Mt. Airy, headed up by Todd Inman, a close 3<sup>rd</sup>. Stay tuned for the final results to learn who will end up as number one.



### Customer Satisfaction Survey

A customer satisfaction research survey was conducted in the 4<sup>th</sup> Qtr. 2008 similar to the one conducted in 2004. This survey was conducted by an independent research firm and was sent to over 850 independent service centers in NC and southwest VA. If you recall, Auto Supply Company was rated the #1 Supplier in 2004 based on the customer's overall satisfaction ratings. Well the results are in and Auto Supply Company again came out on top as the #1 Supplier. As a matter of fact, we were rated the best on 14 of 15 criteria. The highest criteria ratings were for having "knowledgeable, courteous staff", "relationship with people" and "availability of quality, name brand parts". Charlie Key will provide more details during his Town Hall meetings.

### On Tap for 2009

- Product Fairs are on the schedule again for 2009 based on the overwhelming popularity and success of the 2008 fairs. The product committee is hard at work pulling together the details to top what was accomplished in 2008. The new committee members are Alan Bostwick, Rick Brown, Nick Elam, Tina Hess, Jr. Parker, Mark Pate, Dan Schley, Jeff Shelton and Steve Whitcher. Pass along any thoughts you have to one of the committee members.
- Product line changes and additions are being planned for the new year. Potential changes are on tap in rotating electric, fuel pumps, CV axles, ride control and hub assemblies. Also, expect to see expansions in the Beck/Arnley line as we look to expand our application coverage in foreign nameplates.
- The new year will bring an organizational change in the department formerly known as IMD. Kim Brown will be the Director of Product Management charged with developing, communicating and executing product strategies that meet GMROI standards while maintaining customized product line offerings by market and vehicle application mix. Jamie Whitt will assume the role of Director of Supply Chain. New responsibilities will include product purchasing and forecasting. Jamie will be charged with putting emphasis on optimizing inventory and logistics costs while meeting service level requirements. The new organization will be implemented in phases during the year to ensure customer service levels are maintained.

## THE SAFETY CORNER BY ISAAC BELL

### ***Fire Prevention: It Starts With You***

The leading causes of workplace fires are electrical failures, the misuse of electrical equipment, friction, open flames and smoking.

We're counting on you to reduce the risk of fire by practicing the following safety tips:

- Comply with 'No Smoking' signs and dispose of cigarettes and matches in designated areas.
- Extinguish smoking materials before you dispose of them.
- Watch for frayed electrical cords or overloaded circuits.
- Dispose of flammable wastes and scraps by placing them in metal containers.
- Store combustibles in a safe area away from furnaces, electrical equipment and cigarettes.
- Do not burn wastepaper containing explosive materials such as aerosol or paint.
- Inspect electrical equipment and tools prior to using them.
- Keep mechanical equipment properly lubricated.

Be accountable...notify a supervisor if you notice any potential fire hazards immediately!

### **Did you Know?**

The Dalmatian first became the official fire dog in pulled fire-fighting equipment. The dogs ran them to protect against theft and kept them calm

Benjamin Franklin formed the first volunteer fire 1736. He called it the Union Fire Company and



the 17<sup>th</sup> century when horses alongside the horses, slept with in the firehouse.

company in the United States in served as its chief.

## EMPLOYMENT MILESTONES BY MONICA MURPHY

As a tradition, Auto Supply recognizes those employees who have reached an employment milestone with the company. This year marks the first one to recognize a 25 year employee. Kim Brown received his 25 year anniversary back in September with a recognition luncheon at the Corporate Warehouse. In addition, Sharon Kidd reached her 20 year mark with the company—another outstanding accomplishment. This year employees were recognized with a Visa card in the amount of \$50 for each year of service and a beautiful plaque. Employees are recognized once they reach 5 years of employment and every 5 years after that. Below is the list of all recipients for 2008. Charlie will distribute all plaques during the January Town Hall meetings.

### Congratulations to all of you.

EMPLOYEE	DATE OF HIRE	YEARS OF SERVICE	EMPLOYEE	DATE OF HIRE	YEARS OF SERVICE
Kim Brown	09/06/1983	25	Ronny Taylor	03/03/2003	5
Sharon Kidd	06/20/1988	20	Isaac Bell	05/12/2003	5
Rick Ward	05/31/1993	15	William Pettus	05/15/2003	5
Steve Harper	07/26/1993	15	Dennis Adams	05/19/2003	5
Steve Witcher	09/13/1993	15	Jennifer Byerly	05/28/2003	5
Tammy Grimes	10/04/1993	15	Jerry Shields	07/18/2003	5
Jamie Whitt	11/19/1993	15	Brian Fields	09/05/2003	5
Bill Slimm	01/26/1998	10	Ken Coltrane	09/08/2003	5
Mac Peters	03/12/1998	10	Richard Price	09/29/2003	5
Robert Hendrix	03/23/1998	10	Graham Moffitt	09/29/2003	5
Yun Man Mah	04/20/1998	10	William Owens	09/29/2003	5
Wade Cline	04/27/1998	10	Joseph Richardson	09/29/2003	5
Roy Money	05/01/1998	10	Ed Jones	11/01/2003	5
Dennis Hammock	06/01/1998	10	Bob Knapp	11/01/2003	5
Ronald Gardner	06/29/1998	10	Claude Epley	11/03/2003	5
Brian Wombaugh	07/06/1998	10	David Holland	11/03/2003	5
Ken Baughman	07/13/1998	10	Lee Denton	11/06/2003	5
Tracie Binkley	07/27/1998	10	Gary Jones	11/06/2003	5
Dan Caudle	08/03/1998	10	Slim Stokes	12/11/2003	5
William DeHart	08/12/1998	10	Linda Brinkley	12/20/2003	5
Jill Luffman	08/17/1998	10			
Ruby Clodfelter	08/24/1998	10			
Larry Stubbs	09/14/1998	10			
Pete James	10/14/1998	10			
George Smothers	11/11/1998	10			



# COMMUNITY AWARENESS BY MONICA MURPHY



The Holiday Season is the time of year when a lot of us realize all the blessings we have had throughout the year and begin thinking about resolutions for the New Year. It's also a time of year that those less fortunate than us need a little more help. Debbie Incorvaia started off the Thanksgiving season with an application requesting help for the Winston-Salem Rescue Mission. With the help of Sharon Kidd, Auto Supply employees contributed \$230 which Auto Supply matched. We were able to present a check to the Winston-Salem Rescue Mission for \$460, which the mission says will feed more than two hundred people. Lee Reynolds at Marshall Street submitted an application to collect food for the annual Second Harvest Food Bank on behalf of their location. I don't know at the time of this article just how much food was donated, but if the rest of the company has as big a box as Corporate, we're going to make a big difference there, also.

As we enter into 2009, please consider how your location can give back to the communities in which we live, work and service customers. Applications are always available through Human Resources.

*Happy Holidays, Monica*



The Senior Leadership Team wishes to recognize the following for their service on the 2009 Strategic Planning Committee: Invitees: Dennis Adams, Brian Coller, Kevin Reddick, Wayne Webster and Standing Committee Members: Kim Brown, Rick Brown, Nick Elam and Jamie Whitt. Without a doubt this year has provided an avalanche of circumstances, opportunities and priorities. The contributions by these men have been extremely valuable in crafting our company's strategy next year and the years beyond. They have proudly represented their peers. To each one a hearty THANK YOU!!

# WELCOME



## TO AUTO SUPPLY COMPANY

Employee	Title	Location	Hire Date
Christopher Coleman	Warehouse Associate	Charlotte (13)	9/15/2008
James Brown	Warehouse Associate	Charlotte (02)	9/29/2008
Allan Southerland	Warehouse Associate	Corporate (01)	10/1/2008
Haywood Sullivan	Delivery/Utility	Wilmington (22)	10/20/2008
Beverly Creed	Warehouse Associate	Corporate (01)	10/27/2008
Justin Richardson	Parts Pro	Kernersville (06)	11/3/2008
Douglas Wood	Delivery/Utility	Clemmons (10)	11/11/2008
Ronald Moore	Delivery/Utility	Greenville (15)	11/13/2008

### March Birthdays



- 3/1 Roger Raby
- 3/2 Keith Scobie
- 3/5 Larry Neal
- 3/7 Ruby Clodfelter
- 3/7 Brian Collier
- 3/7 Ashley Jackson
- 3/8 Joseph Southern
- 3/9 Robert Gilmore
- 3/9 Sharon Kidd
- 3/9 Edward McLean
- 3/10 Chalmer Matthews
- 3/10 Tonya Whitfield
- 3/11 Glen Barger
- 3/11 Daniel Davis
- 3/11 Dennis Hammock
- 3/11 Don McMahan
- 3/11 Loretta Poole
- 3/15 Benjamin Bell
- 3/17 Michael Tasista
- 3/18 Tedd Furr
- 3/19 Kandy Martin
- 3/20 Roderick Marshall
- 3/21 Allan Southerland
- 3/22 Karl Kapp
- 3/23 Jack Dillon
- 3/24 Micky Longnecker
- 3/24 Claudia Reynolds
- 3/28 Charles McGee
- 3/28 Mark Pate
- 3/31 William Melaga

### January Birthdays

- 1/1 Charles Knapp
- 1/4 Gary Sipe
- 1/5 Alan Bostwick
- 1/10 Herman Critz
- 1/11 Jeremy Ford
- 1/12 Tony Sain
- 1/12 Nikita Southerland
- 1/14 Thomas Scully
- 1/17 Charlie Carson
- 1/17 Fred Stanley
- 1/17 Douglas Story
- 1/20 Keith Fowler
- 1/21 Mike Kress
- 1/21 Michael Lillis
- 1/22 William James
- 1/26 William Watson
- 1/27 Thomas Brown
- 1/27 Donald Mannarino
- 1/28 Larry Childress
- 1/29 Bobby Reary
- 1/29 Haywood Sullivan
- 1/30 Angela Myers



### February Birthdays

- 2/1 Linda Krupel
- 2/1 Joseph Wheeler
- 2/5 Arvin Abernethy
- 2/7 Walter Barham
- 2/9 Richard Price
- 2/11 John Hopkins
- 2/14 Kevin Woodring
- 2/17 James Benim
- 2/20 Joseph Patterson
- 2/23 Matt Crews
- 2/23 Tyson Hinds
- 2/24 Archie Saintsing
- 2/25 Daren Gaither
- 2/25 Marvin Waid
- 2/27 Larry Bostic
- 2/28 Kenneth Baughman

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