

## Greenville Office Opens

- By Jane Egan

It was late August 1993, when **Glenn Barnett**, **Suzan Lawler** and **Ed Harper** reported to work for the first time at 5440 Greenville Blvd., N.E. in Greenville. This location better services our eastern North Carolina hospital accounts.

Glenn was promoted to Branch Manager of the newest Distribution Center and he had challenging tasks ahead of him. Something was different however, there was no furniture, no doors, no a/c, and no employees. The only people present were construction and electrical crews. They were finishing last minute touch ups.

Suzan Lawler was also moved to Greenville as the first Stockless Coordinator for SEHS. Awaiting her were numerous files to be set up for Craven Regional Hospital. Craven was SEHS's first hospital account to become stockless.

Ed Harper also transferred from Fayetteville to control inventory in the warehouse (an enormous task which is very time consuming and very consistent). Well, at least there were racks of shelves. But the offices had no ventilation as of yet and it was so hot!

The three of them started eagerly to work and handled assignments by priority. Glenn started interviewing through employment agencies in the area to find associates for Greenville. Back in Fayetteville, **Eric Webb** and **John Leidy** were going through a scheduled, intensive training program for five weeks at the John Smith Distribution Center. Suzan ordered office furniture while makeshift "desks" (better known as floors) were being used.

**Tom Powell** was hired as a truck driver and delivery associate and survived a one-day crash training course. Shortly after, **Hosea Gainer** transferred from Fayetteville to work in the new Receiving Department. More associates were to follow soon.

**Joe Stephens** came from Fayetteville to set up the new AS/400 computer system and began training Glenn and Ed. Thousands of bits of information had to be entered and processed. Stock had to be assigned to locations and labels had to be made. Ed worked on labels at home in the evenings, and long hours were given by all associates in the hot days ahead.

Everyone worked twelve hour days to get ready for the first merchandise shipment that arrived on September 1st.

Everyone put forth an extra effort to work towards completion of the Greenville facility. Glenn was really pleased with the team SPIRIT being exemplified by associates, and admitted things were much better than he had anticipated.

Then all of a sudden, around the middle part of September, IT HAPPENED. Four major shipments came in from Hope Mills on trailers 48' and 50' in size. That day was a Wednesday and from that day until the following Monday, no one really knew what day it was.

When one of the trucks back door was opened, a huge piece of cardboard was there with a note on it. The note was from **Johnny Green** (Hope Mills Shipping) and associates, which read "Have Fun!" Glenn and Ed both said that the trailers were packed so full that when the doors opened, boxes began to fall out! I guess the note from their fellow associates gave them something to think about for the rest of that day.

Joe Stephens was still in Greenville trying to wean Glenn and Ed off the System 36 and onto the AS/400. Glenn said, "Joe went to great lengths to work with us and we really appreciated it!"

Also thanks go out to **Donna Vinson** from the Fayetteville Office. Donna had the telephone system set up for Greenville. It was such a relief

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**Below (L to R):** Southeastern's Greenville Crew - (back row)- Glenn Barnett, Mark Desomma, Clinton Harrington, Ed Harper, Marvin Dowdy, John Leidy, and Hosea Gainer. (Front row) - Tom Powell, Eric Webb, Jane Egan, Suzan Lawler, Thomas Reeves, and Mike Carraway.







# ASSOCIATE OF THE MONTH

JANUARY 1994

Congratulations to **Ronnie McLaurin** for being selected Southeastern's Associate of the Month for January of 1994!

Ronnie has been with Southeastern since September of 1992. He is the delivery and maintenance person for Southeastern's HomeCare Store in Fayetteville.

Ronnie always has a smile on his face and frequently goes beyond the call of duty for his coworkers and customers. He is a salesperson, repairman, and many times a friend to the in-home customers he services. He is on 24-hour service call and always responds to these calls without complaining.

One of his coworkers said, "Ronnie is helpful above and beyond our expectations. He has been a loyal and dedicated employee and a great help in establishing



the HomeCare store's reputation for quality. It is really a pleasure to work with someone who puts an extra effort into everything they do."

Congratulations to Ronnie on this well deserved honor. Keep up the good work!

*Making the most of our Human Resources information library -*

## Check It Out!

Some associates may not be aware that Southeastern's Human Resources Department has a wealth of informational resource material in its library. There are books, audio cassettes, and even videotapes available to be "checked out" by anyone wanting to learn.

I would like to review a "must see" for all associates. It is a two-part video selection entitled, "Understanding the Dynam-

ics of Distribution." It shows where our business is going and what we need to do to stay on top. The tape talks about the value of distribution, achieving excellent service, improving productivity, working with suppliers, and helping the business grow.

It covers all areas of distribution and shows how each of our job functions are links in the chain that lead to quality and success. *- Written by Constance Bowers*

## Greenville...

*(Continued from front page)*

to have something on site in the beginning. If nothing else, associates could at least call in food orders for those late night shifts!

Soon, the first order printed off the new AS/400 system and it was going to Pitt Surgicenter in Greenville. It was only two boxes and wouldn't you know, Suzan Lawler made that first delivery. That is real team SPIRIT!

Glenn stated that we started with 2700 line items and a handful of associates. We now have at least 5,000 items and thirteen associates!

Glenn says that the newest addition to Southeastern is really a beautiful facility. "You can sit out back in the early evening and watch the deer at the front of the

woods. The businesses here are very supportive towards each other and we have had visits from the Development Commission, Chamber of Commerce and others since we've been here. The people in this community work with each other and it has made us feel very welcomed."

Glenn has already started departmental cross-training and we now service fifteen very active hospital accounts. Craven Regional Medical Center is happy with our service and our goals are to maintain the excellent service we give our customers.

Some of the other SEHS family have seen our facility, and we hope those who haven't, have the opportunity to soon. In the past months we have consistently worked together with dedication and applied team SPIRIT to no ends. We all feel proud to be a part of Southeastern!

## DID YOU KNOW...

Last month's section on little known facts about associates was such a hit, we're continuing it with more trivia about Fayetteville folks and new trivia from Richmond. Did you know...

### *Richmond-*

...that **Garland Rouse's** dog was in a television commercial?

...that **Delilah Gibson's** daughter was nominated Homecoming Princess?

...that **Debbie Locklear** is a certified Private Investigator?

...that **Joan Gray's** brother used to play semi-pro football?

...that **Dickie Augustine** got married on Halloween?

...that **Barry Lane** used to work at a Day Care Center?

...that **Clarence Gilliam's** nickname is "Goz" and that he and **George Hicks** worked together at General Electric before working at SEHS?

...that **LaJuana Ellis** won \$1,154.00 the first year of the Virginia lottery?

...that **Welford Hart** is the oldest associate in the Richmond office?

...that **Karon Lane** is a registered hair dresser?

### *Fayetteville-*

...that **LaSonya Dickey** has participated in over 30 beauty pageants and was crowned "Miss Senior" in High School and College?

...that **Glenna** and **Les Herod** were married the day before Les graduated from High School?

...that **Annette Leeworthy** was crowned "Miss Berkeley County" in West Virginia and her sister participated in the "Mrs. America" pageant?

...that **Crystal Williams** had her Social Security card autographed by former President Gerald Ford?

...that **Jerry Parker** has won four \$100 dance contests and two \$100 halloween contests?





# SPIRIT Success Story

Over the past year, the Physician Division has worked hard at organizing their team so that they can provide 100% Total Customer Satisfaction. Because of the tremendous efforts of all team members, the Physician Division is proud to offer the new Rapid Order Form to all customers. Some of you may ask, "What is a Rapid Order Form?"

It's really very simple. Most physician customers order the same merchandise every month. During the past, Physician Account Service Reps sometimes found themselves guessing at what a customer wanted, when they asked for "what I received last month." The Physician Sales Force was also faced with

the same dilemma. Though we all would like to have a photographic memory, it was causing SEHS and the customer grief when they received the wrong merchandise.

Through ideas generated from sales reps, Account Service Reps, and the Executive Team, the "Rapid Order Form" was created. The form lists all items in the customer's price file, and any item the customer has purchased twice in the last three months. It gives the item number, description, unit of measure, along with spaces to allow the customer to enter the quantity desired, a PO number, and a request for confirmation of fax. Each customer has their own per-

sonalized form, with their company name and account number, and if any, their ship-to address. The Account Service Rep who handles the account, is also listed at the top of the form.

All of the customers who have chosen to utilize this form, are very pleased with it. They say it is easier for them to place orders and keep up with their inventory.

This is only one of the ways that the Physician Division is ensuring Total Customer Satisfaction. They are in the process of finding other ways to help the customer and cut costs. They challenge each division to do the same.

Remember, that is what SPIRIT is all about. The Physician Division certainly has that! - *Written by Lori Horne*

## The Way M.I.S. Sees It

Many people have been moved into new offices, and when people move that means their computers and telephones move with them. Since the remodeling began, an estimated 5000' of new cable for computers and telephones has been run.

**Donna Vinson** and **Stacey Johnson** have been working with Advanced Communications and contractor Ron Potter to coordinate the optimal place to put the data and telephone jacks in each new office. Most of the cabling has to be done at night or on weekends so it falls to **Barry Dover**, head of the night/weekend team of MIS, to coordinate the cabling.

The MIS team has been working extra hard to insure that all is done according to high standards and that everyone is satisfied. For some, this means working longer hours and coming in on weekends.

Along with all the remodeling, the computer conversion to the AS/400 has been moving along. Almost everyone has AS/400 capabilities. On February 14, our Hope Mills Receiving Team went live on the AS/400 as did Fayetteville's purchase orders. **Jim Womble**, who has been working with **Joe Stephens**, says that everything is going great! Richmond is scheduled to go live in Receiving as well on February 21.

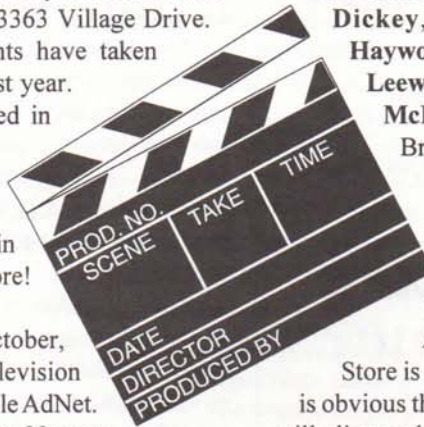
Everyone in MIS is excited and is looking forward to the new challenges that the future will bring. - *Written by Mike Yonkofski*

## HomeCare setting records!

The HomeCare Staff recently celebrated their one-year anniversary of their move to the new location at 3363 Village Drive. Many exciting events have taken place during this past year.

The first occurred in September of 1993. Sales during this month exceeded any other monthly total in the history of the store! Way to go!

Then during October, the store taped a television commercial with Cable AdNet. The first airing was on November 1st and continues to run weekly.



The following Southeastern associates made their "acting debuts": **LaSonya Dickey, Clem Doniere, Bland Haywood, Glenna Herod, Annette Leeworthy, Bill Maness, Ronnie McLaurin, Joyce Smith, and Bruce Smith** (Joyce's husband).

The HomeCare staff extends special thanks to their fellow Forsythe Street associates for helping to make this a success!

Although the HomeCare Store is now in a separate location, it is obvious the SPIRIT of Southeastern is still alive and well!

- *Written by LaSonya Dickey*

## Let your SPIRIT Soar!

One of the most rewarding ways of being recognized for your dedication and a job well done is to be acknowledged by your peers. In the Richmond office a new project has come into effect that encourages everyone to put forth a little more effort in order to promote team spirit.

The Employee Recognition Program has made everyone more aware of the importance of their role in the SPIRIT process. Each week Garland Rouse and Clarence Gilliam draw a name from a pool of all the employees. The person selected must choose the employee they feel is most

worthy of receiving "Most Dedicated Associate of the Week."

As it stands now, all the associates drawn have chosen someone from another department. This demonstrates recognition of the importance of all roles as team members in the SPIRIT process. **Eric Gilliam, Warren David, George Hicks, and Lisa Hill** have become proud and well deserved recipients of this honor. Each winner receives a certificate of award and a gift certificate for their outstanding achievement. Congratulations to all!

- *Written by Regina Gordon*





# Happy Birthday to You!

## March Birthdays

Jill Spell	3/02
Stephanie Goodale	3/03
Scott Dill	3/04
Bob Cook	3/07
Melody Dyda	3/07
Johnny Green	3/07
Garry Brookshire	3/09
Mike Henry	3/10
Julian McDonald	3/13
Chris Inman	3/16
Ray Manning, Jr.	3/17
Ed Buttram	3/17
Carolyn McClellan	3/19
Jerome Jones	3/20



Gerald Reich	3/22
Don Swiney	3/22
Luanne Hilburn	3/24
Pat Barber	3/28
Lisa Maggard	3/28
Maurice McDonald	3/28
Pat Clingenpeel	3/30
Bruce McKenna	3/30

## New Faces at Southeastern!

Kim Owens-

Hospital Order Entry

Crystal McNeill-

HomeCare Store Sales Clerk

## Where are they now?

Thomas Reeves-

From Greenville to Fayetteville as Truck Driver and Deliveries

## SEHS Service Anniversaries

MARCH 1994 ..... # OF YEARS

Jim Short	17
Steve Broughton	17
Welford Hart	12
Laura Short	8
Glen Carter	6
Pat Barber	6
Joyce Smith	3
Ron Carnighan	2
Scott Chambers	1

## SEHS Veterans

Lori Atchley (12½ year veteran) -

On October 26, Lori Atchley will celebrate her 13th anniversary here at Southeastern. Since she was hired in 1981, Lori has become more than familiar with Purchasing. Among the many tasks she has performed are stock and non-stock ordering, backorder checks, and shipping discrepancy checks.

Her assistance in the implementation of the Purchasing program on the AS/400 was invaluable. Lori also had a brief stint as an A.S.R. in Long-Term Care.

When away from SEHS, Lori enjoys the beach (especially riding the wave runner), swimming, riding her bicycle, and walking. Last, but not least, we all know how much Lori loves her overgrown cat, "Tippy Toes". Lori goes home for lunch every day just to see Tippy Toes. By the size of Tippy, we're not sure who eats more on that lunch hour! - *Written by Tammy Johnson*

"O.R. Manning, Sr. Memorial Fund" donations should be sent to:

*Duke University Medical Center  
in memory of O. R. Manning, Sr.  
c/o Alan G. Herosian  
DUMC Development Office  
110 Swift Avenue  
Durham, NC 27705*

## IT'S A BABY!



**Madeline Kay Worley**

Born to Jeffrey and Amanda Worley on December 16, 1993. Proud grandparents are Steve and **Carolyn McClellan** (Personnel). Madeline weighed in at 6 lbs. Carolyn and Steve are so proud of the newest addition to their family!

## Excuses, Excuses...

In a recent survey, Southeastern's Credit Managers offered the following list of some of the more humorous excuses given by customers who are late in paying their bills...

- "I haven't had time to pay the company's bills lately because I'm breastfeeding my baby."

- "Today has been a bad day. First I had a flat tire and had to walk to work. The fax machine is not working. The copier is broken. Our network system is not working. The phone is the only thing here that works. Things are so hectic and stressful, I don't know when I'll get these bills paid."

- "There are too many customers in our office right now. You'll have to call back later."

- "We're a little 'behind' in processing your invoices. My co-worker broke her tailbone in three places and has been out."

- "I can't check on the old invoices stored in our file room, because the files are downstairs near the morgue."

- "Accounts Payable can't answer the phone because they are all deaf."

- "I can't pay the late invoices unless you send me another copy of them. An "inmate" (patient) got into my office over the weekend and used my invoices for toilet paper!" (No lie!)

- *Compiled by Cindy Mangrum*