

# vital signs

September/October 1991, Volume 3, Issue 4

## Our 2nd Annual Founders Day!

Oscar Raymond Manning, Sr. had the ability to make everyone at Southeastern feel like a special part of his family. On October 11th, his "adopted family" once again gathered to honor him for Southeastern's 2nd Annual Founders Day.

Family, friends, and customers came from all over North Carolina to honor the man that made his dream of Southeastern a reality. Blue and white balloons were attached to a sign welcoming everyone to the day's festivities.

As the guests arrived, they saw the newly unveiled oil portrait of Mr. Manning that hangs in the foyer (see insert for more information). Everyone spoke of how beautiful and life-like it was.

The guests and all employees were treated to a luncheon feast of old-fashioned hamburgers, baked beans, and lots more. In honor of Mr. Manning's favorite snack, popcorn was packaged in small paper bags for everyone to enjoy. All the desserts and salads were provided by the employees. However, **Stacy Bowen** (Customer Service) really out-did herself. She is well-known at Southeastern for her expertise as a cake decorator. Stacy baked a cake and

decorated it with blue icing in the shape of the Southeastern logo!

Hospital Customer Service Department Head, **Janice Nettles**, had arranged for a relative, Charles Tyndall, to cater the meal. Charles brought his huge gas grill and set it up outside the Southeastern warehouse. Within minutes, the hamburgers were on and the cast iron pots of beans were bubbling.

**Art Capps** and **Bill Maness** wore their "Sizzling with SunBelt Textiles" apron as they helped in the cooking.

**Ray Manning, Jr.** said a few words before the lunch began. He thanked everyone for being present to honor his father's memory again this year. **Jean Vandergrift**, Mr. Manning's pastor, was present and said the blessing over the meal. The tables quickly filled up as the crowd settled down for their lunch. Everyone enjoyed a time of

fellowship and remembrance. Several members of Mr. Manning's family were present as were some representatives from a few Southeastern customers.

After the main crowd dispersed, **Phyllis Page** (SunBelt Textile Coordinator) asked the family members to gather for the pre-

(continued on back cover- page 8)



Above: Retired Duke Medical Center Purchasing Agent, Warren Wagner, and his wife, Gloria, pause to look at the newly unveiled portrait of Mr. Manning hanging in the entrance foyer of the Fayetteville office.

Photo by Pam Greenhill

### Personal Note from Ray Jr.

Founders Day 1991 was an especially memorable time for me, due mainly to the efforts of Janice, Les, Art, Bud, Bill, Jean, Pam, Phyllis, Stacy, Carolyn - and the list goes on. The time spent organizing such a special event was very much appreciated.

Seeing the affection for my father expressed, not just during Founders Day, but all during the year, is special to me, and I'm sure to the rest of my family as well.

Again, thanks to all Southeastern employees for their expressions of appreciation and love for what my Father meant to them, and to all of us.

- Ray Jr.

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Below: (left to right) - Tommy Carver, Jim Burks, Bud Faircloth, Frank Hubbard (Wilson Memorial), Sammy Short and Cliff Christianson wait anxiously for the Founders Day Festivities!

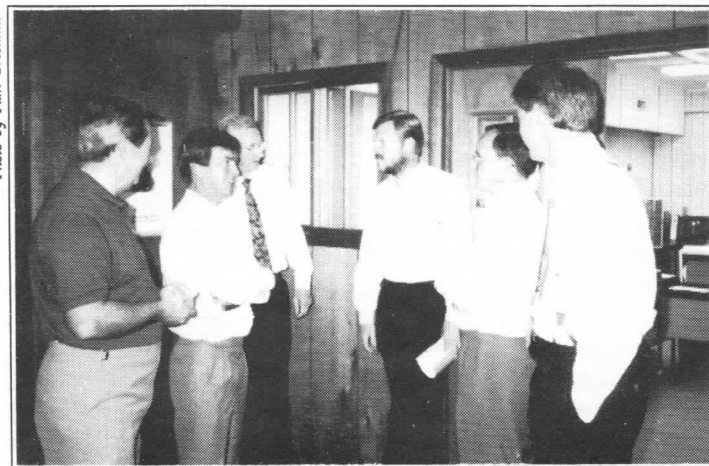


Photo by Pam Greenhill

# Employee of the Month

AUGUST 1991

Congratulations to **George Hicks** for being selected Southeastern's employee of the month for August 1991!

George has been with Southeastern since October of 1983. He was hired to work in the Richmond warehouse and later became a driver. George spent several years making local deliveries, fast becoming a "regular" for Richmond area customers to depend on.

*George Hicks*

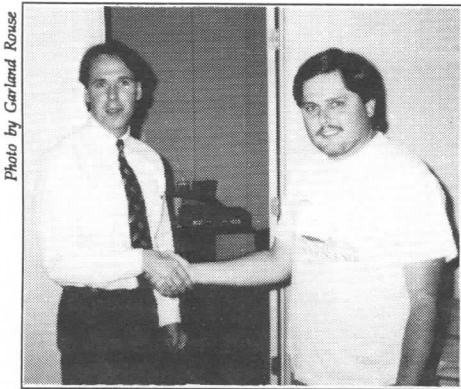


Photo by Garland Rouse

Recently, George assumed the position of traffic manager, taking over for **Barry Lane** who moved to the evening shift. George is learning quickly in his new position and is still being depended upon by customers and employees alike.

Congratulations again George! Keep up the good work!

*Written by Mike Henry*

SEPTEMBER 1991

Congratulations to **Kenan Kamisoglu** for being selected as Southeastern's employee of the month for September 1991!

Kenan has been employed with Southeastern since October of 1987. During that time Kenan has been an out-of-town truck driver for the Richmond warehouse. Kenan has proven to be an extremely dependable employee. Kenan can always be counted on to begin his "scheduled rounds" on time that often start well before 8:00 AM.

He is admired by SEHS customers who enjoy seeing him on a regular basis. In addition to his cooperative personality,

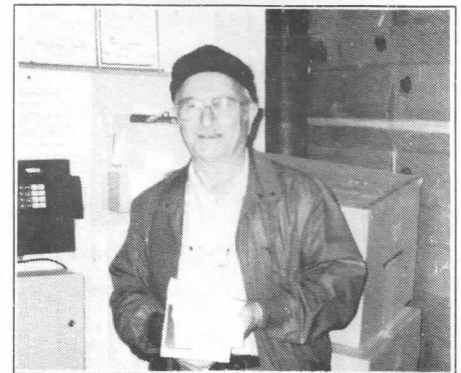


Photo by Garland Rouse

*Kenan Kamisoglu*

Kenan also has great mechanical abilities. He does much of his own preventive maintenance as well as performing minor repairs. Therefore, keeping his vehicle in tip-top shape while saving SEHS money!

Recently, at an awards ceremony for outstanding service by vendors held at Winchester Medical Center, Kenan was recognized as the Truck Driver of the Year! Kenan was honored with a trophy and a hardy round of applause from the many who attended the ceremony.

Congratulations again, Kenan!

*Written by Mike Henry*

## Southeastern Veterans

*A personal look at SEHS employees with ten or more years of service. Names are chosen at random.*

**Clem Doniere- 18½ year veteran**  
(Textiles and Home Health)

Clem and wife of 30 years, Carol, have lived in Fayetteville for 22 years. They have one son, Clem Doniere III, who attends FSU and works part-time at Circuit City. The couple spend some of their time at their cottage at Kure Beach. They enjoy swimming and fishing. When relaxing, Clem says he enjoys watching all sports, but he favors the Washington Redskins and the Mighty Atlanta Braves!

**Jean Jackson- 18 year veteran**  
(Purchasing Department Supervisor)

Jean and husband of 36 years, Tom, have lived in Fayetteville for nearly 20 years. They have two sons, Terry and Steve, and one grandson, 7-year old Justin. Jean enjoys bowling (where she boasts of her 156 average), embroidery and crochet. She coaches a local Saturday morning Junior Bowling League. Jean says a lot of her life outside work is spent with grandson, Justin (bowling or helping him with homework) and she wouldn't have it any other way. Who would? *-editor*

## Happy 10th Anniversary, Richmond!

Raymond Manning, Sr. knew that nothing was impossible. With hard work, determination, and effort, any goal could be attained. In only thirty-three years, he helped build SEHS into the company he knew it would one day be.

Southeastern thrived in Fayetteville, but Mr. Manning knew SEHS needed more access to the areas North of the Carolinas. Therefore, on October 5, 1981, he opened a small warehouse in Richmond, Virginia.

He hired a handful of people to run what he knew would one day be a thriving addition to the SEHS family. He showed **Clarence Gilliam** how to build the shelves for storing inventory. Clarence did as he was told and built dozens of "custom SEHS shelves". He hammered and sawed and hammered some more. Six long weeks later, Clarence asked Garland, "Does he still want me to build shelves?" At that time, Mr. Manning started bringing trucks to Richmond with SEHS inventory.

That was all just ten short years ago. Ten years of growing and expanding together. Today, the Richmond location of SEHS consists of a 36,000 square foot of

warehouse and office space. Located in the city's Industrial Park, the Richmond office now employs 27 employees. The location gives SEHS great access to all of Virginia and Washington, D.C.

On October 4, 1991, the Richmond employees enjoyed an anniversary celebration of cake and ice cream. Fayetteville employees sent a signed banner wishing Richmond the best. **Garland Rouse**, told employees of how the Virginia office began and grew.

Congratulations Richmond! We hope for 10 more great years! *-editor*

*Congratulations Richmond- on your 10th Anniversary! We, in Fayetteville, rejoice with you as you celebrate your ten years as an integral part of Southeastern. We are proud of you and you can be equally proud of yourselves for your hard work in establishing Southeastern in Virginia, D.C. and other areas.*

*We don't say it often enough, but we do appreciate your loyalty, devotion and success!*

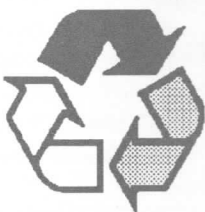
*With all of us working together and showing love and respect for each other, we can do great things for Southeastern and ourselves!*

*God Bless you,  
Eleanor Manning*

## SEHS helps preserve our environment

The SEHS Fayetteville employees have found a way to reduce the waste that goes into our landfills and to keep millions of trees from being destroyed. We have started recycling all paper products at a local company called Paper Stock Dealers.

This company has helped us by testing the different types of paper we use in the office. They let us know what can and cannot be recycled. The majority of the paper used by SEHS can be recycled. However, there are some that are not recyclable (i.e., glossy papers, fax paper, envelopes with windows). If anyone has a question about a particular type of paper they can ask **Donna Vinson** in Fayetteville's Data Processing Department.



We hope everyone will take part in this effort to help keep our world clean and make it a better place for the future generation.

- Donna Vinson

## Vendor Spotlight... Sentry Medical

Sentry Medical Products has manufactured patient monitoring electrodes, monitor cables and associated lead wires since its pioneering development of the first offset-snap pregelled monitoring electrode in 1975.

In 1984, Sentry introduced the first silver chloride "Resting EKG" (tab electrode). In 1985, Sentry introduced the first line of infant silver/silver chloride monitoring electrodes using a hydrogel (solid repositional gel) adhesive with attached lead wires. Many of Sentry's products are recognized as the industry-wide standard and have established the performance specifications of subsequent competitive products.

In 1991, Sentry acquired the CR Bard electrode manufacturing plant in Chicago along with their line of patient monitoring electrodes that confirmed Sentry as the most complete supplier of monitoring elec-



trodes, monitoring cables and associated lead wires. This acquisition complemented Sentry's unique line of products with the addition of new technology in snap-connection hydrogel (adhesive solid gel) cardiac monitoring electrodes. Today, Sentry manufactures over 100 distinctly different electrodes to meet the demands for skin surface electrodes.

With its ongoing Research and Development in new products and manufacturing techniques, Sentry will continue to introduce "leading edge technology" products to improve both monitor performance and patient (skin) care.

With manufacturing and distribution operations in California and Illinois, and distributors world wide, Sentry continues as one of the world's leading manufacturers of medical electrodes, patient cables, and associated lead wires.

-Written by Judy Welch of Sentry

## Customer Spotlight... Alternate Care

The development of a freestanding ambulatory surgical facility in Fayetteville was considered by several surgeons as early as 1980. Under the leadership and organizational ability of Dr. Franklin S. Clark, M.D., 25 surgeons finally agreed to develop such a facility. A certificate of need application was completed and after review was approved in record time by the Cardinal Health Service Agency and the North Carolina Department of Human Resources. The facility was completed in late 1981 and the first surgical procedure was performed in the now well-known Fayetteville Ambulatory Surgical Center (FASC) on February 1, 1982.

Since that time over 23,000 patients have had surgical procedures performed in the facility. Most of these procedures are performed under general anesthesia.

The FASC was the first multi-specialty surgery center in North Carolina and surgeons in virtually every specialty perform surgical procedures at the facility. The procedures are often at the cutting edge of ambulatory surgery. More complex procedures performed include gallbladder removal, mastectomy, orchidopexy,

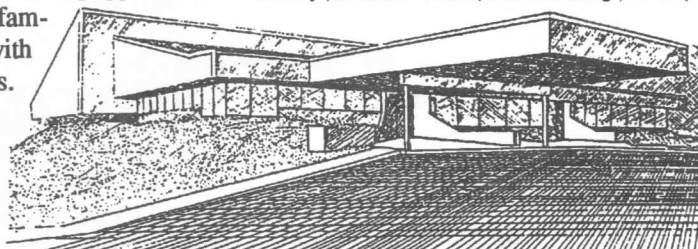
thyroidectomy, mastoidectomy, and various ophthalmological, gynecological, and plastic surgery laser procedures. Even with the expansion of the complexity of surgery performed at FASC, less than 0.5% of FASC patients having surgery require admission to an acute care hospital for postoperative care.

FASC does a great deal more than just 1-day out-patient surgeries. On July 1, 1991, FASC opened its Recovery Care Center. It is one of the first such centers in the nation. A patient may stay in one of the exquisitely furnished rooms for up to 23-hours prior to leaving. This center is located on the top floor of the FASC. The rooms are equipped with the latest in medical equipment, yet are furnished like a regular bedroom (complete with TV and telephone). They are even equipped with a fold-out sofa so one family member may stay with the patient at all times. Other visitors may enter through a back entrance and ride a private elevator to the center.

Jackie Norris, Surgical Technician in charge of Purchasing, says it is wonderful having Southeastern in such close proximity to her (about 1 mile). "It's hard to understand what it means to us to be able to send someone to get an item and have it in our hands within minutes. For instance, there was a time when had a patient that had just come out of surgery and we didn't have the exact size arm-sling that he needed. We sent a runner to SEHS and had it waiting for him by the time he came out of recovery." Jackie and Bonnie Edge, FASC Office Manager, agree that SEHS employees **Tommy Carver, Art Capps, and Ursula Harrison** are great to work with.

FASC employs over 50 people and sees an average of 520 cases a month. -editor

- Special thanks to Jackie Norris, Bonnie Edge, John Henley (Medical Director) and Gail Long (D.O.N.)





# A Look towards the Future

What will 1992 hold for Southeastern and its employees?

Think of the following:

- 2 unsafe landings per day at O'Hare Airport in Chicago
- 16,000 pieces of lost mail per hour
- 20,000 wrong prescriptions per year
- 500 incorrect surgical procedures per week
- 22,000 checks deducted from the wrong account per hour
- 32,000 missed heartbeats per person per year...

What you see above represents a one tenth of 1% error ratio- or 99.9% ratio of "doing it right". In other words, if only 2 planes per day crashed at O'Hare Airport (world's busiest), then 99.9% of the planes arrived safely. Is 99.9% good enough? Not if you're on one of those 2 planes!

Should we at SEHS settle for 99.9%? More importantly, are our customers going to continue to be satisfied with 99.9%?

In early 1992, SEHS, along with the

3M Corporation, will be introducing a "Total Quality Management" program to each employee of SEHS. The day-to-day processes of committing ourselves to "exceeding our customers expectations" will be taught to each one of us! We will learn that we have the same obligation to treat our "internal customers" (our fellow employees) with respect as we do our "external customers" (our paying customers). We will learn to change our paperwork flow to accommodate more accuracy. Each employee- from Purchasing to Accounts Receivable to Shipping and Receiving to Outside Sales - will be deeply involved with the learning processes it takes to instill in us the idea that it is better and cheaper to do it right the first time!



3M has developed a very comprehensive program for implementing a program of this type. They have a group of people that spend their whole careers helping companies like SEHS develop and implement programs like this, according to specific and unique needs.

The great Yogi Berra once said, "The future just ain't what it used to be." In Yogi's own way, he was telling us change is the only constant - and that we had better be ready to meet the growing expectations of our customers.

Will 99.9% be good enough? I hope that a year from now - after each of you has gone through the implementation phase of this program - that you will say that 99.9% just won't cut it.

Thanks and I'm looking forward to a great 1992! -- Ray Jr.

## Show your pride!

It's time once again to place your orders for Southeastern sweatshirts, T-shirts, and hats! The sweats and T's are white and come in all sizes (children's too). The hats are either black or blue with SEHS name and logo in white.

Prices are:	Sweatshirts-	\$8.50
	T-Shirts-	\$5.75
	Hats-	\$4.50

For more information or to place an order contact **Phyllis Page** at extension #3123 as soon as possible.



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## COMING EVENTS

November 11, 1991- (Monday)

Deadline for getting in pledge cards for United Way campaign. Return cards and/or donations to **Pam Greenhill** (ext. 3158).

November 20, 1991- (Wednesday)

SEHS/United Way drawing for three \$25.00 gift certificates to Harris Teeter. Anyone who has contributed to the SEHS/United Way campaign is eligible. Drawing will take place in the Southeastern breakroom at 10:15 a.m.

November 22, 1991- (Friday)

Southeastern will hold its Annual Thanksgiving Turkey Dinner. The feast will take place at 12:00 noon at Southeastern's Fayetteville office. Employees will be asked to bring desserts to the annual celebration.

A traditional Thanksgiving dinner of

turkey, ham, dressing, and all the fixins' will be once again be catered in by M.J. Taylor Catering of Hope Mills.

Any one who wishes to bring a dessert should contact **Janice Nettles** at ext. 3115. Salespeople wishing to attend can call Janice for more information.

November 28, 1991- (Thursday)

Thanksgiving Day...Both Southeastern offices closed!

December 24, 1991- (Tuesday)

Christmas Eve...Both Southeastern offices close at 12:00 noon!

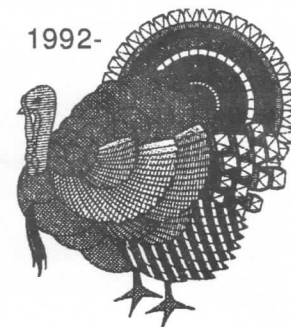
December 25, 1991- (Wednesday)

Christmas Day...Both Southeastern offices closed!

January 1, 1992- (Wednesday)

Happy New Year's Day...Both Southeastern offices will be closed!

-editor





## New Jobs for Employees

*The following people have transferred from one department or job to another...*

**Linda Barnett-**

From A.R. to Phys. Customer Service.

**Constance Bowers-**

From Cust. Serv. to Long-Term Care

**Theresa Council-**

From Cust. Serv. to Long-Term Care

**David Jacobs-**

From Purchasing to John Smith WH.

**Joan Macaione-**

From Pricing to Micro Systems.

**Tracey Matthews-**

From Purchasing to Micro Systems.

**Kathy Tucker-**

From Cust. Serv. to Long-Term Care

**Norman Davis-**

From Shipping to John Smith WH.

**J.C. Forbes-**

From Shipping to John Smith WH.

**Johnny Green-**

From Shipping to John Smith WH.

**Julian McDonald-**

From Shipping to John Smith WH.

**Frank White-**

From Shipping to John Smith WH.

**William Morris-**

From Richmond W.H. to Truck Driver.

## Richmond's Founders Day!

Employees of the Fayetteville office weren't alone in celebrating Southeastern's 2nd Annual Founders Day. Virginia's employees and salespeople joined in with their own party!

The grill sizzled as the feast of hamburgers and hot dogs was prepared. Chefs-for-the-day were **Jerry Rodriquez** (Office Manager) and **Clarence Gilliam** (Warehouse Manager). The duo carried out their respective jobs with precision.

When lunch time arrived, the employees lined up to eat. The tables were filled with an array of desserts and side dishes brought by the employees. Suddenly, Customer Service realized they had a problem. Someone had to be at the desks to answer the phones! No problem...three of

Southeastern's powerful sales force, **Pat Clingenpeel**, **John Maliff**, and **Welford Hart** were glad to lend a hand. Therefore, no one would go hungry and Southeastern would never skip a beat!

The Southeastern group was joined by some truck drivers from common carriers who helped celebrate the annual event. Also present was a truck driver from Southeastern's customer, Southside Regional Medical Center, who sat down to enjoy the day's food and fun.

Richmond Branch Manager, **Mike Henry**, said a few words to the group about why Southeastern created and celebrates Founders Day. "In order to keep Mr. Manning's dream alive, we must take time to remember him and the way in which he made his dream a reality." -*editor*



## Southeastern pledges \$6,402 to United Way!

One again, the employees of Southeastern have proven they care and are sensitive to other people's needs.

Last year, United Way of Cumberland County came to Southeastern requesting donations and pledges for its causes. A small sign was put up on the bulletin board with information, but to no avail. Few employees read the sign, so consequently, Southeastern gave a small corporate donation on behalf of the company. But, oh, what a difference a year can make!

In September, the 1991 United Way campaign kicked off again and again a representative came to Southeastern for pledges. Harry Horrocks, volunteer from Cape Fear Supply, met with all the supervisors and told them how United Way uses contributions. Anything from food for the hungry, coats for children, counseling for rape victims and much more. Each supervisor was given pledge cards for their employees. They were told that donations could be handled by payroll deduction or on a one-time gift basis.

**Bud Faircloth**, SEHS Vice-President of Operations, was given a film to show

employees explaining more about United Way. The film consisted of two 8-minute videos: one on the national United Way effort and one on the United Way of Cumberland County. Bud then handed the coordinator title over to **Pam Greenhill**, Southeastern Desktop Publisher. Pam showed the video to small groups of employees in the breakroom.



### United Way

The first pledge cards came in few and far between. Therefore, Pam decided to create a running "tote board" so everyone could see how the campaign was doing.

It was an instant success! People would watch as the total money pledged would

change from day-to-day. As pledge cards came in, Pam gave out United Way lapel pins and NFL Football schedules. All Southeastern Salespeople were sent envelopes with the same items in them.

Textile Coordinator, **Phyllis Page**, had the idea of offering an incentive to those who wanted to give. Her idea was to put the names of those who donated in a drawing held right before Thanksgiving. The prizes would be three \$25.00 gift certificates to Harris Teeter! Everyone that contributed, no matter how much or how little, would be eligible. The drawing will be held on November 20th in the Southeastern breakroom.

As of press time, the Southeastern/United Way employee total was \$3,201.00! But, remember, Southeastern is going to match that contribution dollar-for-dollar...bringing the total Southeastern money pledged to **\$6,402.00!**

Currently, we are #1 in pledges from privately-owned companies in Cumberland County! Thank you to everyone that has helped!

**GO SOUTHEASTERN!**

## Customer Spotlight... Acute Care

Located in the rapidly growing community of Fayetteville, the 506-bed **Cape Fear Valley Medical Center**, among the 10 largest in the state, provides Cumberland County and southeastern North Carolina with modern, regional health-care services. Prominent among these services are a cardiac catheterization laboratory, which began operating in July 1987; a comprehensive cancer treatment center; including a new magnetic Resonance Imaging facility that was dedicated in February 1988; and a totally new emergency department, completed just six months later.

The new Emergency Department is designed to provide improved, speedier services to patients. It triples the amount of space while providing separate tracks for walk-in patients and patients brought by ambulance.

CFVMC has a 245-member medical staff that embraces virtually every specialty and subspecialty. Central to the medical center's philosophy of delivering quality care with compassion are the more than 1,600 employees.

Meeting the special needs of women and children is a priority at CFVMC. After all, more than 4,000 babies are born at

CFVMC each year, making them the third largest maternity center in the state. CFVMC strives to provide family-centered care and offers a variety of birthing options to ensure that each birth experience is a special event.

In March of 1987, CFVMC dedicated its 21-bed neonatal Intensive Care Unit for babies who are born prematurely or have special medical needs. Because many of these babies come from outside Cumberland County, their families may be unable to visit often. Specially trained volunteers from the Cape Fear Valley Auxiliary make certain that these infants do not lack the "TLC" that their parents would otherwise provide. They hold and cuddle the infants, providing sensory stimulation that actually helps speed the infants' growth and recovery.

With the addition of so many new services over the past several years, Cape Fear Valley Medical Center is positioning itself to remain at the forefront of healthcare providers in North Carolina. It is moving swiftly toward its goal of becoming a major referral center for patients from Southeastern North Carolina and beyond.

*-Copied from CFVMC literature*

## Customer Spotlight... Long-Term Care

Village Green Care Center is a newly completed 120-bed nursing facility located on Purdue Drive less than 1 mile from Southeastern headquarters. At a construction cost near \$3 million, Village Green is a uniquely designed and exquisitely furnished long-term care facility.

Besides being a beautiful and functional home for the residents, Village Green offers the best in quality nursing services. The owners, Dr. Franklin Clark and Dr. John Henley have pledged to the community services that are not available in other nearby facilities. The facility is licensed for 40 home for the aged beds, 80 licensed (skilled and intermediate) nursing beds and a completely separate Alzheimer's unit which encompasses 12 beds.

In addition, a respite care program is available for those elderly who may now live at home alone or with other family members. The concept of this program is

to offer professional care to enable family members to work during the day or to take time to themselves for a vacation or other needed time for themselves. This is a much needed and valuable service for the Fayetteville area.

Village Green has chosen Southeastern as its primary supplier and as a result has decided to install our Resource inventory control system. Southeastern Sales Representative, **Scott McInville**, Customer Service Representative, **Kathy Tucker**, and Resource Administrator, **Debbie Allee**, note that they have enjoyed the short time in which they have had the opportunity to be involved with Susan French (Director of Nursing) and Gwen Joyner (Inventory and Supply).

We, at Southeastern, look forward to a long and happy relationship with one of our newest neighbors.

*Written by Scott McInville*

## Service Anniversaries

Southeastern thanks the following employees for all their years of dedicated service and loyalty.

### SEPTEMBER 1991 # OF YEARS

Ursula Mansfield .....	13
Wayne Bryson .....	8
Bill Maness .....	8
Jennifer Cain .....	5
Lynne Holzer .....	5
Joan Gray .....	1
Dorle Hodges .....	1
Kim Jordan .....	1
Marsha West .....	1

### OCTOBER 1991 # OF YEARS

Bud Faircloth .....	29
Glenna Herod .....	11
Earl Smith .....	11
Lori Atchley .....	10
Clarence Gilliam .....	10
George Hicks .....	8
David Jacobs .....	4
Kenan Kamisoglu .....	4
Russell Carr .....	3
David Green .....	3
Bill Martin .....	3
Stacy Bowen .....	2
Harvey Campbell .....	2
James Gray .....	2
Cindy Handley .....	2
Gerald Reich .....	2
Martha Shankle .....	2

*Anniversaries maintained and submitted by the Personnel Department.*

## Just for Laughs...



*(Thanks for being such a good sport, Pat!)*



## John Smith Road Warehouse gets a makeover!

Southeastern has no doubt grown at a rapid pace since its founding in 1948. One place you can clearly see its growth is in its warehouses and storage rooms.

The SEHS warehouse on John Smith Road in Fayetteville has recently been updated to accommodate for that rapid growth. Southeastern was previously using about 1/2 the space available in this 40,000 square foot steel building. In January of 1991, the decision was made to make use of all the cubic feet of space available in the warehouse. Vice President, **Sammy Short**, worked with consultants in designing a materials handling system that would benefit Southeastern best. Seven short months later, steel pallet racks began being installed. The racks were custom-made to meet our needs by Engineering Products of South Carolina. There are seven racks that go from the floor to the 30' high ceiling. With the addition of these racks, inventory can be moved by forklift. The majority of inventory is stored on pallets in the racks.

In August, Southeastern added more forklifts, electric pallet trucks and a sophisticated Yale® electric "order selector" to the warehouse. This machine is a varia-

tion of a regular forklift. However, the operator rides to the top of the lift instead of staying on the floor. The operator can then load or unload smaller boxes or items. A safety belt/harness is attached to the operator's waist for safety purposes. This machine can easily reach the inventory stored on the highest racks in the building.

The warehouse is used primarily for fast-moving inventory. Items stored are from Southeastern's top 30 vendors for the hospital market.

There are 11 of Southeastern's employees that are located at the warehouse (seven on first-shift and 4 on second-shift). They do all of the receiving, stocking, picking, editing, and loading of trucks. Approximately 40 orders are shipped via common carrier each day and 4 Southeastern delivery trucks are loaded each night. These drivers start their routes at 4:00 a.m.



Photo by Pam Greenhill

*Above: The customized racks just after installation. Prior to being filled with thousands of fast-moving Southeastern items.*

Operations Manager, **Glen Carter**, says "Construction is on-going. We are installing 14 new dock doors. We have added a 200' x 200' concrete pad for the trucks to drive up on. The transition has been a real challenge for us. The employees have put a great team effort into getting everything done so we can do our jobs safely and effectively. We have had tremendous help from everyone involved, especially **Sammy Short, Wayne Bryson, and Glenn Barnett**. The amazing cooperation from all the employees has made this time of transition much easier for all of us." -editor

## Southeastern wins Winchester Service Award (again)

All of us at Southeastern know that we are the best Medical Supply Distributor anywhere, but it sure is nice to be recognized as such by a customer! Again this year, Southeastern has won Winchester Medical Center's "Outstanding Vendor Ser-

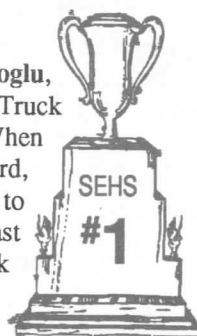
vice" Award! This award is given each year during National Health Materials Management Week. Winchester is a 210-bed medical center located in Winchester, VA. SEHS Sales Rep is **Mike Sposa** and Customer Service Rep is **Debbie Locklear**.

Southeastern had set up a booth for the exhibit which took place before the presentation of the awards. There were chips and cake and lots more for the group that had gathered for this annual celebration.

**Bob Perry**, Materials Manager for Winchester, actually presented two awards to Southeastern. One of SEHS's best truck

drivers, **Kenan Kamisoglu**, was also honored as "Truck Driver of the Year". When presenting him the award, Mr. Perry was trying to pronounce Kenan's last name. Kenan just shook his head and said, "Never mind. It's too hard. It's too hard." Kenan will be going into semi-retirement soon. He will only be driving for Southeastern three days a week.

When asked about his feelings toward Southeastern, Mr. Perry replied, "Southeastern truly deserves this award. I've been dealing with Southeastern for a number of years now. I had several discussions with the founder, Raymond Manning. When I met him the first time, he made me an offer to take care of all our back-orders and other problems. He said if he could handle all of the problems, he could surely handle the rest. He was right." -Written by Pam Greenhill



*Below: (left to right) - Clarence Gilliam, Kenan Kamisoglu, Debbie Locklear, Garland Rouse, and Bob Perry (Winchester)*



# weddings

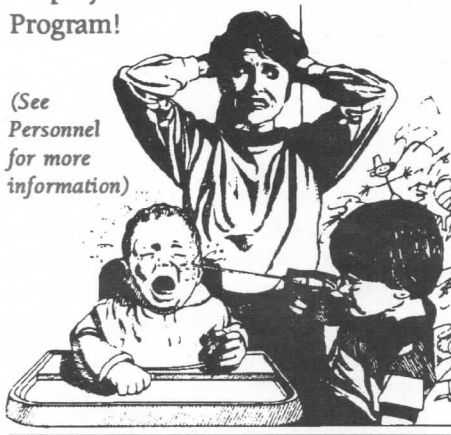
Congratulations to the following newlyweds!

**AUGUST 31, 1991-** Debbie Rudisill (Richmond Customer Service) and Jeff Locklear. The couple resides in Richmond.

**SEPTEMBER 1, 1991-** Rosa West (Fayetteville Purchasing) and Robert Grissom. The two were united in a sunrise ceremony on the beach. Robert drives a truck for Schneider National.

With the holidays approaching, don't forget about Southeastern's Employee Assistance Program!

(See Personnel for more information)



## A Personal Thank You

Dear Southeastern Employees,

You did it again! The Second Annual Founders Day was equally as special and successful as the first one!

The cook-out could not have been planned and carried out any better. Your wonderful side dishes and desserts were just the right accompaniments for the hamburgers!

It was all delicious and prepared to perfection. My family and other guests expressed their appreciation and compliments of all the good food (especially the desserts) prepared by you.

Ray, Carol and families join me in saying "Thank You" for making this day so special.

God Bless each of you,  
Eleanor Manning

"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

vital signs 8

## Happy Birthday to You!



### November Birthdays

Stacey Johnson	11/03
Lorenzo Roberts	11/05
David Green	11/06
Lynne Holzer	11/06
Bruce Brown	11/07
Larry Batton	11/13
Billy Day	11/14
Betty Rouse	11/15
Sarah Bryan	11/16
Welford Hart	11/18
Phyllis Page	11/18
Joyce Smith	11/18
Joan Gray	11/19
Barry Lane	11/19
Cole Tichenor	11/23
Scott McInville	11/26
Linda Penrose	11/27
Dickie Augustine	11/29

### December Birthdays

Lori Horne	12/01
William Morris	12/01
George Hicks	12/02
Kenneth Gupton	12/03
Martha Shankle	12/05
Twana Phillips	12/08
Robert Shelton	12/10
Donna Vinson	12/10
Wally Kinlaw	12/17
Gene Hollis	12/19
Cliff Christianson	12/20
Kathy Shanahan	12/20
Ray Timbs	12/20
Jeannette DeHaven	12/22
Faith Barnes	12/23
Larry Page	12/24
Joy Winslow	12/27

### NEW Toll-Free Long-Term

Care Division  
Phone Number

**800-476-7620**

(Effective November 6, 1991)



### Founders Day...(cont.)

sensation of a gift she had for Mrs. Eleanor Manning. Phyllis had written a poem about Mr. Manning some three months earlier. She had it printed in calligraphy, matted, and framed.

She gave Mrs. Manning a card explaining that the poem was only a small way of showing how much Mr. Manning meant to her and all the others at SEHS. After opening the gift, Mrs. Manning handed it to her brother to read to the group. She listened quietly and just as last year, the love expressed for her husband brought tears to her eyes. Phyllis said she wrote the poem when she was thinking of Mr. Manning. "I really miss him," she said. Mrs. Manning softly replied, "I do too."

There are really no words that can express how we, the employees of Southeastern, feel about Raymond Manning, Sr. He was more than merely our employer. He was our friend. Always there willing to listen. Always there wanting to help. Always a loving, compassionate, wonderful man with a heart of solid gold.

-Written by Pam Greenhill

## New Employees



Theresa Council-

Long-Term Care Division

Melissa Shivley-

Micro Systems

Julian McDonald-

John Smith Warehouse

Dear Employees of Southeastern,

Thank you for including me in your celebration of the "Second Annual Founders Day". It was an impressive and dignified occasion and one which exemplifies your love, respect and devotion for Raymond. He was very proud of his employees and I can understand why.

The hard work and thought that went into planning this celebration were very evident.

Thanks again for your kindness in including me and my best wishes for your continued success, both personally and as Southeastern!

Most sincerely,

Mary M. Higginbotham

(Mrs. Higginbotham is Mr. Manning's sister)

Help protect the  
environment we  
live in...RECYCLE!



Desktop Publishing Department of Southeastern • PPG • October 1991





Courtesy of Fayetteville Observer-Times and Cindy Burnham

*Above: (left to right) - Mr. Manning's daughter, Carol Short, his son, Ray, and his wife, Eleanor.*

## ***Founder Honored***

A permanent reminder of Oscar Raymond Manning, Sr. now hangs in the entrance foyer of Southeastern's Fayetteville office. The oil portrait, donated by Mr. Manning's family, was unveiled on Founders Day. It was painted by Kraft Studios located in Mt. Olive, North Carolina.

The picture above appeared in the Fayetteville Observer-Times on Sunday, October 20, 1991. It was taken on Founders Day by newspaper photographer, Cindy Burnham.

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