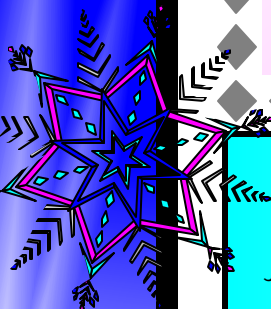


January 2001  
Volume 9  
Number 4

# Hedahls Headlines

EMPLOYEE NEWSLETTER



## Anniversaries & New Employees

We have two multiple-of-five employment anniversaries this month. **Nick Zimmerman** of Aberdeen celebrates 10 years on January 14, and **Dave Honeyman** of Hettinger celebrates five years on January 23. Congratulations!

We also have two new employees this month. Please welcome them.

**COLIN RUDNICK** – Colin is new in our Fergus Falls store, working delivery part-time. Colin is from Fergus Falls and enjoys hunting and fishing and snowmobiling.

**NATHAN MOOER** – Nathan is new in our Dickinson store, also on part-time delivery. Originally from Glendive, Montana, Nathan enjoys restoring cars.

## Hedahls National Sales Meeting

Our Hedahls National Sales Meeting will be Friday and Saturday, January 19 and 20 at the Radisson in Bismarck.

All managers and sales people should plan to be there. We'll have a number of product demonstrations on Friday. On Saturday morning, our featured speaker will be Bill Murray. His topic is "Getting You and Your Customers Organized."

Murray is a motivational speaker, counselor, and teacher, specializing in helping people maximize their abilities, personally and professionally. According to his company's web site, Murray "has 20 years of experience in training managers, salespeople, customer service personnel, and other company employees with interpersonal and intrapersonal skills. In addition, his fifteen years of previous experience in sales, management, and customer service enable him to help professionals make practical application to their jobs." Murray has worked with companies nationally, including Hewlett-Packard, Caterpillar, FSI Corporation, the Trane Co., and the Minnesota Timberwolves of the NBA.

A tentative agenda for the meeting is included here.

### Tentative Agenda

#### Friday, January 19

- 8:00 - 8:15 am: Coffee & Rolls
- 8:15 - 8:30 am: Dick Hedahl - Welcome
- 8:30 - 9:15 am: C-Air Air Compressors
- 9:30 - 10:15 am: Mevotech Chassis
- 10:30 - 11:15 am: Pico
- 11:30 - 12:30 pm: Lunch
- 12:45 - 1:45 pm: Tenneco (Walker & Monroe)
- 2:00 - 3:00 pm: BBB
- 3:15 - 4:45 pm: Clevite
- 5:00 - 5:30 pm: Beverages
- 5:30 pm: Dinner

#### Saturday, January 20

- 8:30 - 9:00 am: Coffee & Rolls
- 9:00 am to noon: Bill Murray - "Getting You and Your Customers Organized"
- Noon: Lunch at Kenro Distributing

# Substance Abuse

## Policy

We depend on our co-workers to perform their jobs well. It's like an unstated promise we make to each other—that we'll all work as effectively and as safely as possible. That's why substance abuse becomes a workplace issue, not only for the person suffering from the abuse, but also for every co-worker, customer, supplier, or member of the public they might deal with.

Hedahls, Inc. is committed to a drug-and-alcohol free workplace. As stated in our Handbook, employees in violation of the substance abuse program will be subject to disciplinary action. Our Wellness program rewards employees and spouses for healthy lifestyle choices that include moderation or abstinence in alco-

hol use and abstinence in tobacco use. We also offer an Employee Assistance Program (EAP) to help employees and their family members cope with drug or alcohol problems. Participation in the program is confidential and will not jeopardize an employee's job security, promotional opportunities, or reputation.

Please be aware of the dangers of substance abuse, both for yourself and your co-workers. But also know there is help. None of us has to endure these dangers, and the purpose of our workplace substance abuse policy is to maintain a safe and productive work environment for all employees by preventing accidents or other dangerous incidents that may result from drug or alcohol use.

If you want to know more about our Employee Assistance Program, talk to your manager or supervisor, or call Lori Alfstad, Chuck Clairmont, or Dick Hedahl at Headquarters.

# CALL PAUL



If you have an idea for a topic to be covered in "Call Paul," please FAX, call or email Paul Barth at Headquarters.

## MIS Items

MIS is getting lots of use, more than it should. The MIS code now has over 3000 part numbers. I have looked at some and found that often the MIS part added as a temporary number already existed as a permanent number in another line.

One example is part number MIS 611-122 and part number DOR 611-122. Apparently the store was out of the DOR 611-122, so the MIS 611-122 was added when the store picked up the wheel bolts from another jobber and then sold them as an MIS 611-122 instead of DOR 611-122.

I keep finding these examples when looking at part numbers in the MIS code. Please, do not create an additional part number in MIS if that part number is already in the system. Use the number that already exists for that part. Before using the MIS code, stop and make sure the number is not already in the system under its usual code.

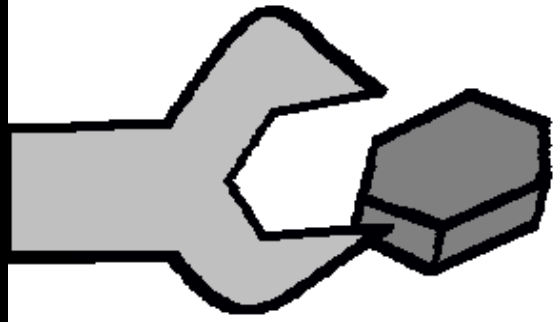
## Special Order Returns

As you know, Uni-Select USA is the major supplier for our parts stores. We need to pay close attention to policy changes, especially those affecting returns. Effective January 2, Uni-Select USA has a new return policy designed to expedite returns and reduce shipping costs. The policy is more consistent, easier to understand, and should be more economical for us.

Management and your manager should understand the specifics of the policy change, but **the key change for all employees to understand is that returns made within 30 days do not have a handling charge and do not need pre-authorization.**

So when a customer returns a special order item, that item should not be put on the shelf. It needs to be returned as soon as possible to avoid handling charges. Please be alert to this to prevent unnecessary inventory growth or handling charges.

# SALES



This month's Sales Tools contributions both come from Uni-Select USA. The first is from their newsletter: advice on effective sales strategy from Dick Lyles, the author of *Winning Ways*. The second is from one of Uni-Select USA's product news alerts: information on what can cause a fuel pump to fail.

# TOOLS

## IDEAS FOR BETTER SELLING:

## Influence for the Future

Adapted from *Winning Ways*, by Dick Lyles (G.P. Putnam & Sons)

Influence for the future, rather than the present or the past. This means, when preparing your sales strategy, you should:

- **Develop a common vision with your colleagues.** Ensure all efforts are aligned with a common sense of purpose and clear goals for your efforts.
- **Solve problems in the future.** Don't blame and criticize others for things that happened in the past. Remove obstacles that stand in the way of future achievement.
- **Create a shared sense of identity and responsibility.** Going one step beyond alignment, it is important that people also invest in the success of your joint efforts.

Influencing for the future also means:

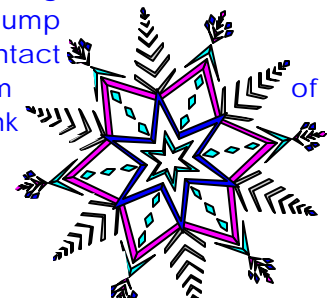
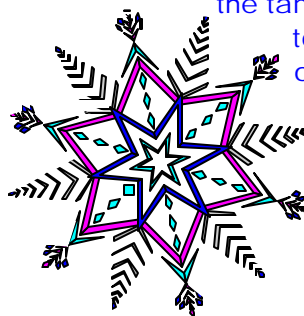
- **Do not ignore present realities.** Everything you focus on for the future should be grounded in reality and taken into account—your current capabilities as well as limitations.
- **Do not ignore the lessons of the past.** Experience can be the best teacher of all if we learn the right lessons from our experience. The key is to learn what we can and then apply what we've learned to our future success.

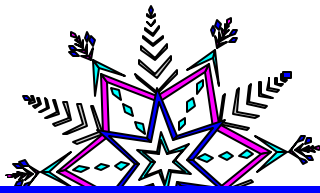
## Fuel Pump Failure Facts

Here are the most common reasons why electric fuel pumps fail:

- **Loss of current or low voltage** – anything that prevents current or voltage from reaching the pump will make it stop, including corroded, loose or broken wiring. The pump may still be good, but it won't run unless the wiring problem is identified and repaired.
- **Dirt** – dirt, sediment, or other debris in the tank can clog the pickup strainer, accelerate pump wear, damage the pump or cause the pump's check valve to stick open. When dirt has caused a pump failure, the tank should be thoroughly cleaned to prevent a repeat failure.
- **Rust** – corrosion inside the tank produces rust, which can flake off and plug up the pickup strainer and have the same damaging effects on the pump as dirt.
- **Wear** – most pumps are capable of going 100,000 miles or more, but depend on lubrication and cooling provided by the fuel itself. Driving with low fuel levels may starve the pump for lubrication and cooling, accelerating wear or pump damage. Wear can also be caused by running at excessive pressure. A faulty regulator or check valve or a crimped line can cause blockages that forces the pump to run at a higher pressure in some vehicles. A clogged fuel filter can cause the same problems.

Noise may be an indication of excessive pump wear—but not always. Some pumps are just noisier than others. Fuel pump noise might be caused by the way the pump is mounted inside the tank, by loose or missing rubber noise insulators around the pump or by physical contact with the bottom of the tank or tank baffles.



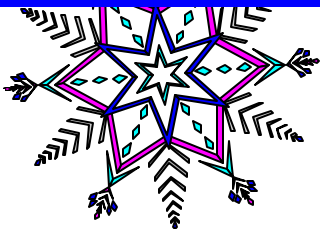


## Suggesting for Dollars

by Dick Hedahl

Recently, I sent a memo out to all employees. The subject was "Good Ideas," and I hope you all think of it as an opportunity and a challenge. What we're asking is for you to use your expertise, your experience, and your innovation to improve the way we do business. Because we recognize that the people who do the work know the most about how well it works, we have started a new program that we hope will serve as an incentive and a reward for good ideas. When you have an idea that you think we should implement, tell your supervisor about it or send it directly to Larry Lysengen or me at Headquarters. Each month we'll hold a drawing for a \$100 gift certificate from the names of those who submitted suggestions that we implemented during the previous month.

It's an opportunity in two ways: You can have a hand in improving your job and the job of your co-workers, and you can give yourself the chance to win a \$100 gift certificate. But it's also a challenge to all of us to re-examine how we operate, to be a little more conscious of why and how we do what we do every day.



## Uni-Select USA Tool & Equipment Council

Every so often, it's good to be reminded of the big picture. It helps give a person perspective; it helps keep us connected. So you work in your job, which is part of your store or division, which is part of Hedahls, Inc., which is part of the Uni-Select USA buying group. These are all interrelated in lots of ways, with each part relying on the others for mutual success. In the same way that we rely on your good ideas and suggestions to improve how we do business, Uni-Select USA relies on its members to contribute to its successful operation. One of these ways is through a variety of councils designed to advise Uni-Select USA and aid especially in product decisions. These councils are made up of people representing both Uni-Select USA and its member customers.

Our own **Dale Helfrich** serves on the Uni-Select USA Tool & Equipment Council. This council advises on product lines in tools and equipment. They also monitor market trends, test and evaluate new products, assist in developing marketing programs, and work with manufacturer reps and agencies on marketing and training.

Dale is just one example of Hedahls personnel who share their expertise—or have shared their expertise—for the continued improvement of Uni-Select USA. And that helps improve Hedahls, which helps improve your store or division, which helps improve your job. See, it really is all connected.