

August 2002
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Headahls Headlines

EMPLOYEE NEWSLETTER

Anniversaries & New Employees

We have two multiple-of-five work anniversaries in August. **Evan Larson** of Bismarck celebrates ten years tomorrow and **Allen Bosch** of Bismarck celebrates a whopping 30 years on August 22. Congratulations, guys!

We also have two new employees and two returning employees. Please welcome them.

JASON HAAS – Jason is new at the counter in our Bismarck store. Originally from Ashley, he is married with two children. Jason enjoys sports.

KATIE CHICOINE – Katie is new in shipping and receiving in our Watertown store. From Watertown, Katie lists her hobby as watching television.

Shawn Schneider is back with us at BENCO, and **Scott Berube** is back at the counter in Glendive.



Wellne\$\$ Dollars

During the 2001-2002 plan year, 59 employees received payment for having health screening tests. Employees or their spouses had a total of 304 qualifying tests during the year (162 for employees and 142 for spouses).

Have your cholesterol, blood sugar, or blood pressure check or have one of several cancer screening tests and you qualify for up to \$100 yearly. Remember too that we don't need to know the results of the tests—just that you had them done. An easy way to accomplish this is to have the nurse write down on a prescription sheet what test was performed and have the nurse date and sign it. Then turn that sheet in to LouRae Johannes at Headquarters.

Many serious health problems can be prevented or more easily treated when detected early. This is why regular health screening tests are a key component of our employee health care program. Congratulations to all who took advantage of this program. Now start making plans to get your health screening tests done during the 2002-2003 plan year.

Remember, you have until August 27 to claim money in last year's reimbursement account for expenses incurred between July 1, 2001 and June 30, 2002.

"Always do your best.
What you plant now,
you will harvest
later."
Og Mandino



SALES TOOLS

IDEAS FOR BETTER SELLING:

S-Series vs. SP-Series Brake Pads

How do you explain the difference between SP versus S series pads to a retail customer?

The S-Series pads

- ?? The S series pad was initially designed as an alternative to metallic pads. For years, metallic pads have been notorious for destroying rotors. The S-series pads are much kinder to the rotors.
- ??The S series pads are semi-metallic and non-asbestos.
- ??The S series pads have a 5-layer shim for superior noise reduction.
- ??The S series pads are riveted or integrally molded to match O.E. (In other words if the car came with riveted brake pads, Praefke builds the S-series pad for that application as riveted.)
- ??The S-series pad is comparable to O.E. quality and priced competitively.

The SP-Series pads

- ?? The SP series pads are application specific in material and design. Many times the Praefke's SP-series surpasses O.E. standards.
 - ??The SP series also has the 5-layer shim for superior noise reduction.
 - ??The SP series cost a little more, but for the money, we believe it's the best brake pad you can buy. (The only thing better is Hyper-Met at several times the price. Hyper-Met is used on police cars and taxi's)
- Thanks to Buzz Benedict and the other counter-men at the Bismarck store for asking the question. Hopefully this explains it, if not call me. Thanks, Dale

Focus



Webster's dictionary defines "focus" as "A state or condition permitting clear perception or understanding, a point of concentration."

Sounds fairly simple, but in today's world it's a lot easier said than done. Everything is moving faster and customers have come to expect more in the way of service.

But I'm proud to say that from what I've seen Hedahls parts people are some of the most focused I've seen. Mike Sires from Parts Plus University says that today there are over 22,500 different vehicle makes & models on the road.

You folks take call after call and request after request from Hedahls customers and rarely loose your focus.

I've been in Hedahls stores and seen counter people with one phone in each ear while at the same time giving a nod of acknowledgement to a customer who just walked up to the counter.

So in the words of the Budweiser commercial, "Today we salute you mister and miss auto parts looker upper, keep up the good work." Without you, America's transportation system would grind to a halt, which means we would all have to walk to the mall or jog to the store for milk and bread. Imagine walking to the lumber yard and carrying home four sheets of plywood. Thanks for keeping your focus and working hard to get everyone the right parts. Thanks, Dale

Buying from the right source

While working on his "Call Paul" column for the newsletter, Paul Barth brought the following to my attention. He noticed that there were several tools purchased from Delegard that could have been purchased from Uni-Select for substantially less.

Here's the examples I found in the Delegard file for the months of May and June. Actually there were other items, but I only used the items that Uni-Select currently had in stock.

| Vendor | Part # & Description | \$ Saved if Bought From US-USA | |
|--------|-----------------------------------|--------------------------------|-----------|
| CPT | (1) KF144041 repair kit for CP746 | \$7.11 + \$5.08 (frgt) | = \$12.19 |
| OTC | (1) 1910 | \$0.15 + \$4.36 (frgt) | = \$ 4.51 |
| CPT | (1) CP893 | \$78.54 (no frgt) | = \$78.54 |
| CPT | (1) CP734H | \$3.00 + \$4.80 (frgt) | = \$ 7.80 |
| SKT | (1) 19767 Torx | \$0.63 + \$5.20 (frgt) | = \$ 5.83 |
| SHA | (1) 4013 Gun | \$14.17 + \$4.49 (frgt) | = \$18.66 |

Total in lost margin is \$103.60 + \$23.93 freight = a total of \$127.53

I realize that we have around 300 product lines that we deal in, and I also realize that sometimes it's hard to know where to buy everything, but here's a good guideline: If Uni-Select stocks it, more than likely they'll be less expensive. If you suspect they might not be, call around and check. Also remember that we prefer to use Ace Air Tool over Delegard because of the weekly free freight deal we have with Ace Air Tool. So in short, make Uni-Select your first choice on everything including tools, and Ace Air Tool your second. Any other comments, concerns or questions, please call me. Thanks, Dale

ALL STRESSED OUT?

Hot weather can be hard on a person, especially in the automotive aftermarket when it usually triggers some of our busiest times. Bill Delano, a consultant on job stress, offers these suggestions for getting a handle on job stress.

- ?? Take a breathing break—breathe deeply and relax your mind periodically throughout the day.
- ?? Identify the cause of your stress—once the cause is known, it can more easily be dealt with. And remember, sometimes what feels like stress on the job is really stress about home life.
- ?? Get regular exercise—for all the same reasons that we've heard before, exercise is a great stress reliever.
- ?? Give yourself some credit—appreciate your successes and note the steps accomplished in a large project.
- ?? Listen positively to criticism—don't personalize criticisms of your job performance. Instead focus on how the input can help you improve. Of course this is easier when we all try to be positive in our comments and offer praise as quickly as criticism.
- ?? Remember your co-workers—you're not in this alone. Try to delegate and share work whenever possible and appropriate.
- ?? Have some fun—balance your work life with time spent doing things you enjoy when you're not at work.

(from <http://editorial.careers.msn.com/articles/stress/> Retrieved May 29, 2002)



CALL PAUL

Codes ATD and DEL

Some confusion exists as to the DEL and ATD codes. DEL is for Delco part numbers and ATD is for ATD-Delegard numbers. Over time many part numbers that should have been in the ATD code have been put in (added to) the DEL code through the temporary part process.

All ATD-Delegard parts that were in DEL (Delco) have now been moved to code ATD, so please be careful when adding temporary numbers in ATD-Delegard. Use the ATD code. ATD is the code used for ATD Tools Corp, and Delegard Tool Company is a part of ATD Tools Corp.

Remember that we pay more for a tool from Delegard than if we buy it from Uni-Select or NEMAC. So source it from Uni-Select or NEMAC if you can. And don't forget to add freight when ordering from Delegard. See Dale's article in Sales Tools about ordering from the right source.

Results of the Employee Survey

by Katie Hedahl

In March, many of you filled out a survey that I used as part of the research for my master's thesis. The survey included questions about various attitudes and thoughts about work. The purpose of my study was to investigate how employees' commitment to their career and their organization affects their job-related behaviors.

Overall, results from my study indicate that there is a strong relationship between loyalty to the career and loyalty to the company. This means that individuals who have strong loyalty to the company also tend to have strong loyalty to their career. Also, it appears that people who are loyal to the company may be more likely to do extra things beyond what is required of them on the job. This includes things like bringing cookies to work to share with everyone or helping someone finish a project he or she is working on. Furthermore, when a person has feelings of loyalty to both their career and the company, this person is most likely to do these extra things to help out others.

More specifically, you, the employees of Hedahls, appear to be strongly committed to the company. This means that, as a group, you have loyalty toward and feel a bond with Hedahls. The results also indicate that in general, you are strongly committed to your career. This means that you feel pride in your career and have loyalty to your career. Loyalty to your manager or supervisor is also strong in the employees of Hedahls.

Working with people who are committed or loyal to the company tends to increase the overall morale of the workers and tends to increase satisfaction among other employees. Think of when you work with someone who loves working for Hedahls. This person tends to enjoy their work and probably shows it by doing little things to help out at work. He or she is probably happy to be at work. This is more fun than working with people who don't like their job or don't like where they work. Employees may feel a sense of pride, identity, and prestige when high levels of commitment are present.

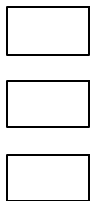
When people are committed or loyal to their career, they tend to take pride in their work and try to keep up on changes within their career. When you work with someone who has strong loyalty to their career, that person probably attempts to learn all he or she can about his or her line of work. When a large group of employees have strong loyalty to their career and to the company, the whole group probably feels more bonded and more like a team.

When people are loyal to their company and their career, they are less likely to quit their job. Since job turnover can disturb the normal flow of things during the hiring and training process, morale among the remaining employees tends to decrease when a co-worker quits. Therefore, when individuals have feelings of loyalty, they are less likely to quit, reducing the chance of a decrease in morale among the other employees.

Many of you reported that you often perform extra, helpful behaviors. These extra things include voluntary behaviors on the job that are geared toward customers or customer service and also toward fellow employees. This means that you do little things to help out customers and each other. These are

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SURVEY
says



Survey Says!!!

things that aren't required of you on the job, but you do them to be nice and to help out the customers in order to keep them satisfied and to generally keep things running smoothly.

Other results indicate that there is a strong desire among the employees of Hedahls for further training. This is consistent with the other results since usually people who feel committed to their careers and companies are those most interested in additional training. Specifically, the employees of Hedahls say they would like more training in the areas of computers and products the company sells and in developing work skills. Additionally, employees of Hedahls are concerned about communication and about their vacation benefits.

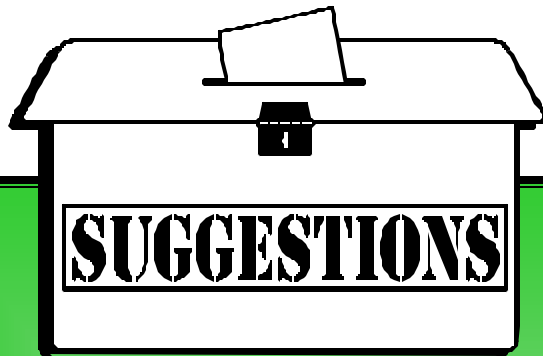
I surveyed three other companies for my study. These companies are all part of Uni-Select USA and are also family-run businesses. To get an idea of whether or not the results from Hedahls are common, I compared these results to the results from the other three companies. Among all the companies, there were no distinct differences in loyalty to the company, loyalty to the career, and loyalty to the manager. However, there were some differences on other areas measured by the survey. There were differences in intent to quit and career withdrawal. Employees of Hedahls were much less likely to have intentions of quitting than employees from two of the other companies surveyed. Also, employees of Hedahls were less likely to have thoughts of leaving their career than employees of one of the other companies surveyed. Employees of Hedahls were the group that reported the highest levels of performing the extra voluntary behaviors, both in general and with regard to customers and customer service.

So what does this all mean? It means that the employees of Hedahls have co-workers who feel committed and loyal, not only to their careers, but also to their company—people who are proud of what they do, people who are more likely to remain with an organization, people who are more willing than comparable populations to go the extra mile for a customer or a fellow employee. It means that the employees of Hedahls have co-workers with attributes that tend to make a more stable workplace and, in all, a more enjoyable workplace for everyone.

Of the 175 surveys I sent to Hedahls employees, 98 were returned. Typically surveys like this can expect a response rate of 20-30%, so I was more than happy with a response rate of 56%. This response rate was similar to two of the other companies I surveyed and a bit more than the third one.

The thesis I researched and wrote was part of the graduation requirements for my master's degree in Industrial/Organizational Psychology. I graduated this past May from Minnesota State University, Mankato. I'm working on several projects for Hedahls this summer and also taking some classes through the University of North Dakota. These classes are to prepare me for this fall when I'll begin work on an MBA degree through the University of Mary.

Thank you to all of you who participated in the survey. I appreciate the time it took, but also I appreciate your willingness to share with me your thoughts and concerns about your job.



This Month's Good Idea

This month's suggestion comes from Connie Dockter of Headquarters. Since all of our stores now have PC's with e-mail, Connie suggests that she e-mail the daily sales sheets to the stores rather than shipping a paper copy to them each day. Of course the stores can still print out the report if they want, but this way the stores will get the information a day earlier. Congratulations, Connie.

Keep sending your good ideas. We still have several good ones that we haven't been able to implement because they require changes to software that we aren't able to do yet. When and if we can make the needed change, that suggestion will then be eligible for \$100 drawing.

Please send your good ideas to Larry Lysengen or Dick Hedahl at Headquarters. If we implement the suggestion and you're picked in the drawing, you'll be awarded \$100.

Safety – Seat Belt Statistics

A recent handout for North Dakota's Click It or Ticket program gives some facts to consider about wearing seat belts.

"When you don't wear your seat belt, you dramatically increase your chances of being ejected from the vehicle. People involved in crashes are four times more likely to die if they are thrown from the car than if they remain inside."

"Lap-shoulder belts reduce the risk of fatal injury to front-seat occupants by 45% and the risk of moderate-to-critical injuries by 50%."

Someone in America is injured in a traffic crash every 14 seconds. Even in North Dakota, where we're a bit more spread out than other parts of the country, someone is injured in a traffic crash every 1.9 hours.

The point: whether you are driving a company vehicle or your own vehicle, buckle up. It's safe and it's smart and it helps you beat the statistics. Besides all that, it's company policy to boot.



ASE Testing

First-Time Finishers

Wes Herniman – Sisseton

Jeff Fryer – Sisseton

Nolan Lindner – Watertown

Gregg Nelson – Aberdeen

Repeat Finishers

Michael Bender – Glendive

Thomas Kalloch – Glendive

Duane Bieber – Sidney

Larry Stevenson – Sidney

Hedahls now has 139 employees who have passed 369 tests. Congratulations and thanks for your continued efforts to remain the most professional and well-informed automotive people in the region. Remember, if you pass an ASE test, you have to send your results to LouRae at Headquarters to qualify for the bonus. If you have questions about the Hedahls ASE program, call Dick Hedahl at Headquarters or talk to your manager.