

Problem Solving

A guy walks into the doctor's office with a duck on his head. The Doctor asks "Can I help you?" The Duck says "Yeah Doc, can you get this guy off my back?"

Problems. They come in all shapes and sizes and often from the last place you would expect.

I believe that our performance can improve as much as 20% when we do a better job of preventing and solving problems. This means that in 2009, our problem is not the economy—it's how good and how determined we are to make things better. This is our burden and our opportunity.

A good way to refresh and inspire problem solving is to assume that the way we do things now is wrong, and there is a better way. This forces new, more critical and open minded thinking.

Cost Structure is Too High — In a competitive market, price pressure rules. We are losing business because other companies are finding ways to supply similar products at a lower cost. Your responsibility is to be tough about every expense and ask "Is it necessary, what does it contribute, how can I do better?"

Better Service to Customers — They expect more of us in every way. Whether it is how the shipment is packed, the quality of the part, or how fast we resolve their problems. There are many choices of suppliers. Therefore, we have to be the one they *want* to do business with.

Working Together as One Company — We are on the same team, and together we have to prevail against so many "outsiders" who want to benefit at our expense and steal our business. Anytime we fail to communicate, or fail to consider another contributor's ideas, or do something that is good for one person but not the other, we lose, and we lose big. It has to be exciting that we rely on each other because it makes each of us and the company stronger.

We have placed a BIG BET and have extraordinary confidence in our contributors to rise to the challenges and take advantage of so many good things we can accomplish. The growth plans for 2009 are detailed in your goals and budget and are measured every month. It is not a question of "if this can be done", it's "how well it will be done."

A contributor provides benefits; an employee is an

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Contributor of the Month



January

Becky Lindsay started in the Packaging department at Allparts on June 25, 2007 and has achieved perfect attendance every quarter since her hire date! She is truly a very dependable contributor that we can count on to be on time and at work every day. (She has even been known to call other contributors to make sure they are awake to make it in for work on time!)

Becky exceeds expectations on department goals for efficiency and accuracy and continues to be a member of the 99.7 club each quarter. She is always the first to sign up for overtime when needed.

Becky will generally ask each day if there is a need so she can plan to help cover that need. She often helps out in several different work centers in Packaging including PTO. When asked to learn a new task, she simply smiles and



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February

Tracie Gullion was hired in March of 1998 as a packer in the Production department at the Warsaw site. She was promoted to cell lead in February 1999. Currently, she is a cell lead for Assembly within the Production department and is considered by her co-workers as a hard worker who knows her job so well that "she makes it look easy!"

Contributors who work under her direction say she is great to work for and to talk to. She is always respectful and courteous. Tracie is the key "go to person" in helping define customer commit dates because she is so knowledgeable with the various assortments.

Tracie would not ask anyone to do what she would not do herself. She has probably worked on every assortment in Assembly at one time or another. If someone is struggling with a work



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NEWS FROM ALLPARTS

By Dianne Taylor

The Sunshine Bears

The Allparts Sunshine Club sponsored a team of 4 contributors (the Sunshine Bears) to participate in the Special Olympics fundraising event of the Polar Bear Plunge.

The Sunshine Club held sales and luncheons to raise the funds to donate to the Special Olympics. The Sunshine Bears - **Samantha Lawrence, Dillon Baxter, Damian Baxter and Zachary Sumner**, joined 48 other plungers to raise a total of \$5,500 for the Special Olympics of Missouri. They took the chilly plunge into the icy Mississippi River on Saturday, January 31st.

**NEWS FROM COLMAR**

By Debby Hecker

Super Bowl Results Are In...

As you must all know by now, the Pittsburgh Steelers won their 6th Super Bowl (the most any team has ever won), beating the Arizona Cardinals 27 to 23 for a total of 50 points in the game.

Only 4 contributors selected the correct final two teams in the Corporate Super Bowl Contest. **Buffy Puckett** and **Sue Easton** from Warsaw both thought Arizona would win. **Rachel Dulworth** from Portland predicted the Steelers would win. But Rachel only guessed a total of 36 points for the game.

Tamara Jacobs from the Colmar Shipping Department picked the Steelers to win over the Cardinals and guessed that there would be a total of 50 points scored in the game. Tamara was the only contributor who correctly picked the two teams, the winning team and the total number of points. For her efforts she won the \$1,000 prize (with a little help from **Darryl Armour**)!

**Congratulations
Tamara!**

**NEWS FROM ALLPARTS**

By Dianne Taylor

99.7 Club — 4th Quarter 2008

33 Contributors maintained 99.7% accuracy for the 4th quarter. The underlined names also maintained 99.7% accuracy for the entire year of 2008! Great Job!

Kim Brown, Alice Dawson, Dahlia

Dawson, Jennifer Grant, Gloria Hill, Janet Holland, Sarah Holman, Rudi Lamberson, Becky Lindsay, Judy Perkins, Ruth Raddatz, Tommy Reed, Shelly Rios, Mary Shipley, Dennise Thomas, Joyce Luck, Rose Guthrie,

April Howland, Damian Baxter, Terri Ricks, Mike Lindsay, Phoebe Collins, Sondra Turner, Sue Jones, Tammi Hull, Chrissy Alexander, Kara Baalman, Tina Carley, Nickie Dawson, Steven Francis, Joe Gate, and Terri Erke.



Thanks for your focus on accuracy!

Happy Holidays at Allparts

Tis the season to be thankful for what we have and what we can share with others. And the Allparts contributors always rise to the occasion of helping others.

On Monday, December 1st a local family lost their home due to a house fire. The dog woke the family in the early morning hours and everyone was able to safely make it out of the burning house with the exception of the beloved pet. The family took temporary residence with a family member and the 5 children were back at school the next day. The Allparts Sunshine Club made a donation to this family and many contributors donated food and clothing to help this family get back on their feet. Actually, the Shipping department has adopted this family instead of doing their normal name exchange.

On Friday, December 5th the Allparts Sunshine Club set up a tree in the break room with ornaments to assist 5 children (3 contributor families) this year. The ornaments indicated the child's sex, age and item needed. The ornaments did not hang on the tree for long. All gifts were turned in to HR on Friday,

December 19th, as the contributor's family needing assistance was kept confidential. The Sunshine Club thanks everyone for supporting fundraising events throughout the year and especially helping to make a child's Christmas joyful.

On Tuesday, December 9th the Packaging department challenged the other departments to a food drive. The food & other non-perishables were donated to the local food pantry on Monday, December 22nd. The challenge was successful and the organization was very thankful for the generosity. The prize for everyone participating in this contest was the good feeling of helping others.

On Thursday, December 11th Allparts contributor's enjoyed a delicious holiday luncheon together. Catering & More provided a delicious meal of roast beef & gravy, baked ham, mashed potatoes, lettuce salad, green beans, rolls, cookies, brownies, tea and lemonade. **Pete VanThuyne** and **Doug Korte** enjoyed handing out the holiday cash and wishing everyone an enjoyable holiday season.



Thank you to the Allparts contributors for setting a positive example of what the holiday season is about — sharing & giving.

Housekeeping Trophy is Awarded at Colmar

The end of Q4 marks many things, one of them being “Trophy Time” for the housekeeping trophy in Colmar. Congratulations go out to all contributors on their housekeeping efforts, but SP01 took home the trophy for Q4 2008.

Contributors in SP read the audit sheets from November and made sure they made the necessary corrections in order to get the trophy. Contributors in SP received scratch off lottery tickets and 5 additional safety points.



**Way
To
Go
Team**

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accepts the challenge with out complaining. Becky follows all safety procedures and helps her team members when they need assistance to prevent personal injury. It is normal to find Becky sweeping or tidying up areas she notices need a little extra attention to maintain housekeeping goals. Becky is a great team player and works well with everyone. She always puts a smile on everyone’s face by her funny antics and stories. She became a member of the Allpart’s family the minute she walked in the door and shows her concern for her coworkers while at work and off the clock. Her theme song is Joy to the World (she calls it Jeremiah was a bull frog). She uses this theme song to bring joy not only to herself but also to our Packing family!

Thank you, Becky, for your contributions and congratulations on being Contributor of the Month January 2009!

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assignment, she will jump right in to help them. Tracie has a great attitude and work ethic, and it helps set the example in her area of responsibility. Tracie will take time to show and explain to new people coming to her department how to do the task at hand and she is very good at doing follow-up to make sure they understand the assignment. She is very proud of her perfect attendance record and can now be proud of her Contributor of the Month award.

Congratulations, Tracie, on being chosen for February’s Contributor of the Month!

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unnecessary cost. We have built our business on contributors and a culture of contribution. Your commitment, dedication, and drive will decide how we overcome problems in 2009. In 2008 we did not achieve our plans, and we are depending on your contributions to be the 2009 solution. **Thank you in advance for making this difference.**

NEWS FROM PORTLAND

By Jennifer Sturm

Holiday Luncheon

Ho Ho Ho!

Temps were in the 60s, but we pretended there was a chill in the air as we celebrated the holiday season in Portland on December 18th.

I believe everyone will agree that we had a great time sharing a meal, conversation and some laughs with each other.

The holiday season is a time that we often reflect on what we are thankful for and I must say that we were thankful that **Tim Duplisea** didn't arrive swaddled in a red bow as he "promised" he might.

Top of the Ridge Catering prepared a wonderful home cooked meal for us which consisted of chicken & dressing, baked ham, creamed potatoes, sweet potato casserole, green beans, corn, deviled eggs, cranberry salad, fried cornbread (hoe cakes) and assorted cakes.



NEWS FROM WARSAW

By Cora Peters & the QC Gang

Tribute to Charlie Skirvin

Charlie Skirvin began his career at Dorman in the Production department as service support. He was so detailed and enthusiastic that he moved up to cell leader.

Charlie was a man of many talents and always willing to test any challenge that was put in front of him. When he saw the posting for Quality Control, he signed up for the challenge and became an inspector. This position is a vital part of the QC team, and the team is very glad that he accepted it!

Charlie's expertise in terminals was phenomenal. If a new one came in, the inspectors always went to him for information; and he was always willing to share his knowledge. Most Warsaw contributors were happy to see the manifolds and balancers transfer to another site, but Charlie seemed a little saddened because those were his babies!

Charlie got a big kick out of putting new rejections in the tray — he would giggle and say "ding-ding"!

You could always see him coming and going with that hat he wore and hear those keys jingling!

Charlie was definitely a romantic type. (All the girls envied **Tina** because of his romantic nature!) Charlie would always give her a little peck on the cheek as they were going back to their work areas.

Charlie left this earthly world on January 19, 2009 to go to a better place. Warsaw is so blessed to have known Charlie and proud to have been his co-workers. **We will miss you Charlie!**



NEWS FROM COLMAR

By Penny Boyer

Building Safety and Security

We all to know to keep an eye out for open doors and are cautious about letting strangers into our facilities, but unfortunately, as innocent as some things may seem, bad things happen.

For the safety of all contributors, always pay close attention to your surroundings. If you don't know someone or if they don't have their

Dorman ID badge, send them to your local receptionist area or front entrance where they will need to sign in and be accompanied by a contributor before entering our facilities.

Keep all doors closed and secure and always report strange or unusual circumstances to your supervisor or manager immediately.

COM Nominations

Just a reminder that Contributor of the Month nominations need to be submitted to **Nicole Fly** no later than three full workdays before the end of the month. This will give the committee enough time to review all of the nominations.

Anyone can nominate any contributor or team who they feel is deserving of this recognition. Please contact Nicole if you have any questions.



NEWS FROM COLMAR

By Penny Boyer

Cost Cutting Initiatives

In today's economy, cost cutting initiatives are on everyone's mind. Dorman is no exception. We are always looking for opportunities to

types of events that are held throughout the year at every facility.

The Contributor newsletter will be published every other month beginning

publication on the Dorman Portal.

Corporate contests will be reduced to 3 per year. We will continue to have Super Bowl, March Madness and World Series contests at the appropriate times.

If you have any suggestions or ideas for other cost savings, please pass them on to your supervisor, manager or HR. We will continue to review our expenditures throughout the coming year and may make additional adjustments as needed.

Thank you for your understanding and continued contributions to Dorman as we make these difficult decisions.

We are always looking for opportunities to cut costs with little or no impact to our contributors.

cut costs with little or no impact to our contributors. This year we have modified our contributor events budget in order to offset increased expenses in other areas. With that said, contributors will see a decrease in the amount and

in February 2009. With this decrease in publication, we are hoping to get participation from every facility, not only regarding contributor events but also department events and projects. Everyone can find the schedule for this

REMINDER

By Helen Mitchell

5 Reasons to Recycle

Saves Natural Resources – Products made from recycled materials instead of virgin materials, can conserve resources and reduce the need to drill for oil and dig for minerals.

Saves Energy – It generally takes less energy to make recycled products.

Preserves Air and Water Quality – In most cases, products made from recycled materials create less air and water pollution than making products from virgin materials.

Conserves Landfill Space – Those materials that you recycle go into new products, instead of going into landfills or incinerators, so landfill space is conserved.

Creates Jobs and Saves Money – The recycling process creates far more jobs than landfills or incinerators, and recycling can frequently be the least expensive waste management method for cities and towns.

**NEWS FROM ALLPARTS**

By Dianne Taylor

Perfect Attendance — 4th Quarter 2008

50% of Allparts contributors had perfect attendance for the 4th quarter. The underlined names indicate contributor maintained perfect attendance for the entire year of 2008! Great Job!

Pat Cook, Annette Dempsey, Rose Guthrie, Joyce Luck, Bertha Miller, Rhonda Poindexter, Don Schreiber, Chrissy Alexander, Tamie Blumenberg, Elsie Burge, Terri Erke, Steven Francis, Joe Gates, Marie Henderson, James Smith, Dillon Baxter, Phoebe Collins, Freda Crowder, Becky Hobbs, Mary Miller, Lisa Tredway, Sondra Turner, Deb Wagener, Evelyn Beatty, James Chandler, Deb Hinch, Janet Holland, Derek Johnston, Rudi Lamberson, Becky Lindsay, Loretta Owings, Leroy Price, Shelly Rios, Dennise Thomas, and Sandy Wilburn.



Thanks for your dedicated attendance!

NEWS FROM WARSAW

By Jennifer Sturm

Christmas Luncheon

Warsaw contributors were treated to a delicious Christmas Luncheon on December 11th.

It wasn't snowy outside, but we were all warm and cozy inside and enjoyed a time of fellowship and a great meal. Jack's Catering of Melbourne, KY prepared the meal for us and it was served by **Jennifer Sturm, Roy Davis, Tina Crooks, Dave Smith, Tom Taggart and Debbie Kinman.**

Our menu was filled with traditional holiday favorites: Turkey Breast, Glazed Ham, Dressing, Mashed Potatoes w/Gravy, Sweet Potatoes, Green Beans, Corn, Broccoli Casserole, Cranberry Sauce, Rolls, and Assorted Meringue Pies.



It wasn't snowy outside, but we were all warm and cozy inside and enjoyed a time of fellowship and a great meal.



Sharing a relaxing meal with fellow contributors helped put all in the peaceful spirit of the holiday



