

To: Roy Hodges[REDACTED]
Cc: Daphne Wallace[REDACTED]; Jeanne Brennan[REDACTED]
From: Richard Kahn
Sent: Wed 3/6/2013 7:15:07 PM
Subject: Re: Parts

i appreciate the insight
i believe the issue with parts ordering was it was never centralized and individuals who were ordering never had a clear understanding of what they were purchasing
i would love to discuss this in detail with you, stephanie, myself and daphne (who will be new and sole purchasing agent for you)
daphne will be returning on Monday March 11th and we will do a call to formalize an efficient plan
we welcome all your input on a new approach
please review two full container loads when you have time to see if we have any salvage value
thanks for the email

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On Mar 6, 2013, at 12:32 PM, Roy Hodges wrote:

Good Afternoon Richard,

I wanted to pass on an observation of mine in the operation here. Talking to the individuals, a common theme seems to be the acquisition of parts, especially the correct parts. Going through the storage with the mechanical guys today, we came across two full container loads of the wrong parts. Also the mechanical guys were complaining about waiting for up to three months for parts. This seems to be a bit of a touchy subject with Brice, so I haven't gone into it too deep with him. I understand that the system for acquiring parts is changing, so i am hopeful we can make it more efficient and cost effective. If we can do anything to help on our end, please let us know.

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Roy & Stephanie Hodges