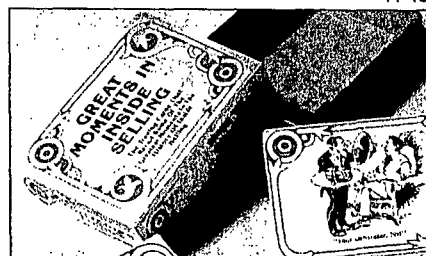


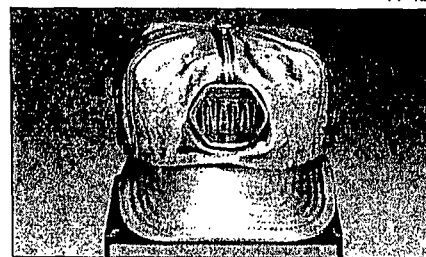
P. 8



P. 10



P. 12



P. 17



P. 18

Sales Successes 4

How other NAPA AUTO PARTS stores (and their customers) have used existing sales programs — or created their own — to more profitably work to their advantage.

News & New Products 6

New product announcements, upcoming sales promotions, educational opportunities and other items of business interest to NAPA AUTO PARTS stores.

Merchandising & the NAPA Store Design Program 8

Proper merchandising utilizes a number of different elements. Find out what they are and how the NAPA Store Design Program (NAPA Pipeline) encompasses these elements to create an unbeatable store layout for you!

Pipeline Surfaces in Anderson, California 10

A new NAPA AUTO PARTS store opens in California. Owner Louis "Spike" Boehle talks about the NAPA Store Design Program and how it has helped his business.

Knowing Your Inside Salesmen 12

Selecting the proper person to work in your store is an important decision. Find out about some guidelines that can help make your decision a whole lot easier.

The NAPA National Warranty Program 14

What the NAPA National Warranty Program means to you and your customers. It's a comprehensive program that's going to put your competition to shame.

The Five Millionth NAPA Hat 17

The five millionth NAPA Hat was recently uncovered. Read about the lucky NAPA Jobber who discovered it and will receive a free trip to the 1987 NBC in Las Vegas.

Dateline NAPA 18

Items of interest to NAPA and its people.

NAPA OUTLOOK

VOL. 19 NO. 3

Kathy Randall, Editor & Director of Communications

Tim Kelley, Assistant Editor & Communications Coordinator

Published periodically in the interest of NAPA Jobbers, Distribution Centers and Manufacturers across the nation. When notifying us on a change of address, please mention NAPA OUTLOOK and give us the old address along with the new address and zip code. Litho in U.S.A.

NAPA HEADQUARTERS

2999 Circle 75 Parkway, Atlanta, Georgia 30339

©1986 National Automotive Parts Association

No part of this publication may be reprinted without the expressed permission of the National Automotive Parts Association.