



NATIONAL AUTOMOTIVE PARTS ASSOCIATION

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June 8, 1978

Mr. Steve Conway
President
American Brakeblok Division
3001 W. Big Beaver Road
Suite 710
Troy, Michigan 48084

Dear Steve:

As you are aware, I'm sure, the NAPA Operations Committee performs a Turn-Around Time Survey two times a year. We do this to not only give us an indication of the turn-around time with each Manufacturer, but also to give you a good feel for what your internal operation is going in terms of performance in this area. We have received numerous comments from Manufacturers that it gives them a chance to evaluate and inquire within their own organization as to how efficiently they are performing in serving the NAPA Distribution Centers.

I believe each of you are aware of how we perform this turn-around time survey and certainly you realize the importance of turn-around time to the NAPA Distribution Center.

We feel that it is a fair thing to ask of a supplier to keep their turn-around time, which is the time the order is received at your facility until the time it is shipped from your facility, to a maximum of three days. In other words whenever a Manufacturer's turn-around time exceeds three days we immediately get concerned and ask that Manufacturer to evaluate his internal operations, and let us know what can be done, and what is being done to improve this and get it below the three day figure.

For your information the survey involves seven NAPA Distribution Centers and was conducted during the months of March & April. The mean average for your company during the first week was 4 days; and the second week was 6 days. These surveys were conducted during the weeks of March 27 and April 3, 1978.

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