- Failed To Utilize Program Of Assistant Sales Manager For Immediate Need—Plus Proper Grooming For Future Sales Managers At Our DC
- All DC's Do Not Have Sales Managers (Again, Manpower In Use And In Training)
- Too Many NAPA Jobbers Are Still In Shabby Quarters And Used To The "Old NAPA Seal" On Their Stores And Stationery—Lack Initiative
- Have Not "Conceived" A Professional Approach To Dispose Of NAPA Jobber Stores Which Are For Sale
- We Made Some—But Not Enough Changes And Improvements In The Product "Packages" And Shipping Cartons Of Our Suppliers

While we have made great strides in management and marketing, few—if any—elements of our NAPA System are as important as our physical facilities, as represented by our Distribution Centers and NAPA Jobbers.

Jobbers, of course, are the key to our business, and one measure of our growth is the number of Jobbers gained in a specific timespan. In the period 1955-1971, we did well:

New NAPA Jobbers—includes new main stores, branch stores, and changeovers—1955 to 1971.

TOTAL GAINED	3,206
TOTAL LOST	1,286
NEW JOBBERS	1,920
1955 TOTAL NAPA JOBBERS	2,554
1971 TOTAL NAPA JOBBERS	4,474

2900 OWNERS

It would be difficult if not impossible to assess the specific individual contributions of these Jobbers to all of NAPA. Suffice it to say, as we all know, they have meant millions of dollars, and are a trend that must and will continue.

Of course, the increase in the number of NAPA Jobbers would be worth nothing if we did not have the ability to serve