

The World Group Outlook



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Cronin Retires After 45 Years of Service



John M. Cronin will retire from Merchants Terminal Corporation (MTC) after more than forty-five years of dedicated service to the Public Refrigerated Warehouse (PRW) industry.

Cronin's first experience in the PRW industry was as a teenager unloading trucks at his family's Manhattan Refrigerating and Union Terminal Cold Storage Companies in New York City and Jersey

City, NJ. After graduating from St. Peters College, John returned to the family business as Vice President and General Manager for 18 years. Next, John accepted a position as Vice President and General Manager at Hall Street Cold Storage in Brooklyn, NY where he worked for the next 20 years. After a brief time with Camden Cold Storage, Cronin took the position of Director of Sales with MTC that he has maintained for the past five years.

Over his career, John has been active in many industry organizations, including the American Frozen Food Institute (AFFI) and the International Association of Refrigerated Warehouses (IARW) where he is a past chairman of the North-Atlantic Chapter.

John's dedication to the industry is only surpassed by his dedication to family. John has been married to his lovely wife, Diane, for 40 years. John and Diane plan to spend much of their retirement time with their 6 children and 10 grandchildren.

John will retire from MTC at the end of March and will remain with the company as a consultant from his home in New Jersey. John has been a fixture in the industry for more than forty-five years and will be missed by all.

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HOURS of service



New Hours of Service (HOS) Regulations Make Quick Turns At The Dock More Important Than Ever. . . and is expected to impact the transportation industry by 4% to 14% in lost productivity. Here's what World Group members are doing to help ensure timely turnaround at the dock.

"Great Lakes Cold Storage has implemented a computerized truck-scheduling program, internally networked so it can be accessed throughout our distribution center," said William Sus Executive Vice President. "This program not only sets up all trucks into scheduled time slots but also tracks them throughout their entire time while physically at our facility. The slots are filled by requested times and through prearranged and ongoing standing appointments. Additionally, it couples specific dock personnel to specific trucks so performance times can be observed in a constant and real time mode. All of this has helped us to maintain a very efficient and on-time performance record in handling our carriers. Daily job task prioritization, work center allocation, and maintaining high levels of pre-selection are all achieved with the aid of this program. Historical archiving of these completed schedules creates a solid database, which allows us to track and analyze dock movement by specific account, dock crew, and individual carrier."

Henningsen Cold Storage Co. has an operating standard of 1 to 1.5 hours turn around from scheduled appointment. This standard is tied to goals for general managers, and the in and out time of every truck is documented and audited. Driver surveys make sure HCS is keeping the highest standards on the dock.

"75% of our business is conducted on a first come, first serve basis, so the new DOT Hours of Service regulations have not affected us to the extent it has other PRWs," said Vincent Perricone, US Growers. "Most of our customers would not be able to honor scheduled appointments due to the way their businesses are run i.e. they have multiple deliveries in a single day and would have a hard time making appointments. However, we are trying to schedule appointments for a number of customers who feel that appointments will benefit their business." (...continued on page 2)

(...continued from page 1) Velocity in the supply chain has always been a concentration at Merchants Terminal Corporation (MTC). Through their MVision® web visibility platform, MTC will soon introduce its latest offering, dock scheduling. Drivers will be able to schedule appointments via the web and customers will be able to use this tool to identify the appointment times and the dwell time associated with these appointments.

Additionally, consolidation of orders into distribution centers will provide opportunities to help reduce congestion. Companies offering pool consolidation programs can offer retail and foodservice DC's the ability to reduce the number of appointments and increase the amount of product on each truck. To make this effective it is critical for the retail/foodservice distribution center to work with companies like MTC to schedule replenishment of multiple customers warehousing with MTC on a specific day of the week.

In the Event of A Recall

Always critical, food safety is top of mind across the country. Here's a snap shot of product recall procedures in place.

Great Lakes Cold Storage

Great Lakes Cold Storage has a strict written procedure for the fast and effective handling of a product recall by one of our customers. This runs the gamut from specific product identification to quarantining in-house as well as returned product. However, reactionary type procedures and programs are only as good as the people who are trained to do them. For this reason, we solicit our customers to help by setting up mock recalls to keep our ability to react quickly and effectively well honed. We have had very good participation from our customers, and it has really helped us accomplish what we set out to do. We are also a participant in the American Institute of Baking's (A.I.B.) warehouse sanitation and inspection program. Part of the A.I.B. detailed onsite inspection is to do an in-depth review of procedures such as product recalls. All of this helps our team remain at a readiness level our customers demand.

HCS

All HCS warehouses have a written recall process. We also have Hold & Release procedures for many of our customers that require QC approval before the product can ship. We work with our customers to perform mock recalls, making sure in the event of the real thing, our associates know how to respond to and handle the situation in a timely manner to prevent the recalled product from shipping. Our warehouses have complete traceability and when a recall happens we can ID the exact location of the product down to the exact case or item. If a recall happens after product has shipped we can track the exact truck the product was shipped on.

MTC

In the event of product recall for one of our customers, Merchants Terminal has established policies and procedures on how to handle everything our customer would need in order to process a timely recall. Every product received or shipped at our three facilities is tracked and at the touch of a few keys the information can be gathered and decisions can be made as to who received the product, when was it delivered, quantities, temperatures, etc. This information is available to our customers 24 hours a day via our MVision on-line system. We have handled simulated recalls with at least one of our major customers and were judged on our response time, which was less than one hour.

Our Warehouse Management System will identify all infected lots of product and email a complete history of all contaminated products that were shipped out to their destinations.

This system was put to the test a few years ago when a major Mexican food manufacturer customer discovered that they had produced 30,000 cases of corn tortillas which were contaminated with Starlink Genetically Altered Corn. A major concern of our customer was that they had minimal information on which lots they had produced using Starlink Genetically Altered Corn. The only information our customer provided us with was the date in which we received their product. With the help of our Warehouse Management System, we were able to identify and segregate the contaminated product solely based on product code, lot number and date of receipt. Over 30,000 cases were identified and extracted in less than 90 minutes.

Vincent Perricone
US Growers

News From The World Group

World Group continues to grow and serve the food distribution industry.



Great Lakes Acquires Cranberry, PA Facility

Great Lakes Cold Storage is pleased to announce the acquisition of a state-of-the-art frozen food warehouse in Cranberry, Pennsylvania. The 4.1 million cubic foot, fully racked facility has blast freezing capability, temperature environments from -25° F to +40° F, and refrigerated docks.

John "Buck" Curries Named Outstanding Performer

40 Year Employee Wins Outstanding Warehouseman Award

John "Buck" Curries was lauded for his work at American Cold Storage in Humboldt, Tennessee by RefrigiWear, the leading manufacturer of insulated industrial outerwear. Buck started his career at what was then Delta Freezer in 1964, continued to work through the transition to the Beare Company and finally American Cold Storage. Curries has been on the job long enough to remember shoveling ice into boxcars in the days before electrical refrigeration. He also recalls lifting blocks of ice.

Those days are over certainly, but regardless, "It doesn't matter what the job, he's willing to do it," said Charles Cheatham, Americold facility manager. "It's a pleasure to work with people that way. He's a standout."

Only 10 winners of the annual award were selected nationwide from more than 200 nominees. Winners were selected based on their length of service, integrity, productivity, motivation, attitude and leadership abilities. Curries was given a plaque and a jacket at a special presentation ceremony. Phil Tuner of RefrigiWear made the presentation, noting that warehousemen are often under appreciated.

HCS Names New Associates



Mike Keller has been named Chief Engineer of our Twin Falls, Idaho warehouses. In his new roll Mr. Keller will oversee all engineering functions at the warehouse including refrigeration, warehouse maintenance, materials handling, safety and security. Debra Rose, General Manager of the Twin Falls operation said "we are excited to have Mike join the team, he brings over 10 years of engineering experience to the organization and we are looking forward to increased warehouse operating efficiencies." Mr. Keller was previously with Millard Refrigerated Services in Geneva, IL.



Bill Daniel has been named Administrative Services Manager at the company's headquarters in Hillsboro, Oregon. Mr. Daniel will be responsible for marketing/advertising, human resources/benefits, training/orientation and other administrative functions. Mr. Daniel brings over 15 years of administrative experience and was formerly with AmeriCold Logistics in Woodburn, Oregon.

NOCS Represented at WLFO

Three Assistant Warehouse Managers from NOCS recently completed sessions at the 40th Annual WFLO Institute at the University of Oklahoma in Norman, OK.

Nathan De Ville, Assistant Warehouse Manager of the Jourdan Road, NOCS Dockside facility in New Orleans, completed his second year at the institute; Clarence Hamilton, Assistant Warehouse Manager of the Airline Drive, NOCS location in Metairie, LA completed his second year of the institute; and, Manuel Gutierrez, Jr., Assistant Warehouse Manager of the NOCS West Gulf facility in LaPorte, TX, also completed his second year of the institute.

HCS Named One of 100 Best Companies to Work for in Oregon

Henningsen Cold Storage Co. has once again been named one of the 100 Best Companies to work for in Oregon. The 100 Best rankings, produced in conjunction with Davis, Hibbitts & Midghall Inc., are determined by surveys both of a company's management and employees.

The aim of the project, which is conducted in the fall and the results published in March, is to (...continued on page 4)

(...continued from page 3) recognize and celebrate Oregon companies for their commitment to creating great places for their employees to work. Last year Henningsen Cold Storage Co. was ranked 26.

International Poultry Show Recap

The turnout of the World Group Poultry Party was huge; best ever in terms of the amount of different customers and industry related partners who stopped by to visit. NOCS would like to thank everyone who attended for making that event an enjoyable, business-focused experience.

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TCS Announces Expansion

On June 1, 2004 TCS will be opening a new 100,000 square foot frozen facility housing over 20,000 racked positions. This facility will cater to the continued growth of existing accounts along with the increased demand by new customers in our market place.

Our new addition will take TCS up over 17 million cubic feet of temperature controlled warehousing.

The continued growth is being generated by the continuing support of TCS national Freight Consolidation Program, the largest in Canada. In addition, local customer production facilities have growing storage requirements.

Our new addition will take TCS up over 17 million cubic feet of temperature controlled warehousing. The site has the ability of growing over 250,000 more square feet.