

From: Michael Dorsey </O=ONETEAM/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=MDORSEY>
To: Nancy Baran
Sent: 9/26/2012 3:27:19 AM
Subject: Re: SOM update

I agree. I don't envy you...

Mike Dorsey
Director, National Accounts
262.377.0874 (O)
262.421.4636 (F)
908.906.9838 (C)

----- Original Message -----

From: Nancy Baran
Sent: Tuesday, September 25, 2012 11:25 PM
To: Michael Dorsey
Subject: Re: SOM update

Thanks for your words of encouragement. If you only knew what I am up against.... I would take an out if that were an option.

----- Original Message -----

From: Michael Dorsey
Sent: Tuesday, September 25, 2012 11:22 PM
To: Nancy Baran
Subject: Re: SOM update

Nancy,

You are doing a nice job - I know it is exhausting and you are meeting resistance. Stay strong

Mike Dorsey
Director, National Accounts
262.377.0874 (O)
262.421.4636 (F)
908.906.9838 (C)

----- Original Message -----

From: Nancy Baran
Sent: Tuesday, September 25, 2012 11:19 PM
To: Steve Cohen; Lisa Pehlke; Michael Dorsey; Michael Berryman; Thad Demos
Cc: Michael Perfetto; Ara Aprahamian RPh; Jinping McCormick
Subject: SOM update

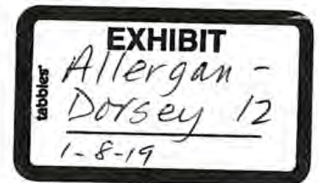
Sales team,

Apparently, the message was not clear on last Friday's call. SOM pertains to all controls, not just Oxy or C2's. I will arrange a special refresher class for those who have apparently been out of the manufacturing business for quite some time (TD). :)

I also wanted to share a recent situation. Lisa had a customer notify her they would soon be reopening a new address/license to receiving and distributing controls again after a temporary closure. She asked a few relevant questions - Anticipated/forecasted volume.. And will this be incremental or cause another location(s) to be reduced. She then ensured the SOM team was communicated to. This will proactively alert us to what is going on. New orders are expected soon and will be sure to pend in our SOM system. This information will allow the investigation, documentation and release of orders to go quickly. This is a great example as to how you can help the process. Where possible, we will work to minimize the impact and involvement of sales....

Nice job Lisa.

We are half way through our second week with our enhanced SOM model. To date, most communication has been with Dorsey and his accounts. He has been a great help.



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As always, please let me know if you have any questions. Just a reminder- the SOM team consists of: Nancy, Rachelle, Maria, Karen and Vicki Freeman. Pls communicate accordingly.

Thanks,

Nancy