



The

SSI Insider

A Smitty's Supply, Inc. Newsletter

Second Edition - March & April 2014

SSI SPOTLIGHT!

The Latest About Smitty's Supply, Inc.

Smitty's Supply Welcomes Stephen Kelley & Robert Mancil to the Team!

Smitty's Supply, Inc. is pleased to announce and welcome our new Vice President & Chief Financial Officer, Mr. Stephen Kelley and Vice President of Operations, Mr. Robert Mancil.



Mr. Stephen Kelley, a native of Camden, Arkansas, has been in the industry for 14 years. *"My ultimate goal and focus is on continual improvement for all areas of our Company for the next 45 Years! I will also be gearing my endeavors towards growing our Company through strategic acquisitions and organic growth opportunities; to continue attracting top talent to our organization to support such growth; to lead Smitty's into the 21st century accounting and finance world to make sure we as a Company exceed the quality and service standards of our competitors; and to develop an improved benefit program for our Key Asset "Our Employees" who devote their time, energy, and talents to making our Company so successful!"*



Mr. Robert Mancil, a native of Shreveport, Louisiana, has been in the industry for 33 years. *"Some of the things that I hope to accomplish in the upcoming year : to raise efficiencies, streamline packaging components, raise production levels, increase business and profitability - just to name a few."*

WELCOME ABOARD!! Your positive impact has already made waves!!

Bourbon St. Bread Pudding

INGREDIENTS: 1 loaf French bread, cut into 1 inch cubes • 4 cups milk • 3 large eggs, beaten • 2 cups sugar
1 cup raisins • 3 tablespoons butter • 2 tablespoons pure vanilla extract
BOURBON SAUCE: 1/2 cup butter, softened • 1 cup sugar • 1 large egg, well beaten • 2 tablespoons Bourbon
PREPARATION:

- 1 Combine bread and milk in a large mixing bowl; set aside for 5 minutes.
- 2 Add eggs, sugar, raisins, butter and vanilla; stir well.
- 3 Spoon mixture into a greased 3 quart casserole.
- 4 Bake, uncovered, at 325°F for 1 hour or until firm.
- 5 Cool in pan at least 20 minutes before serving.
- 6 Spoon into individual serving bowls; serve with Bourbon Sauce
- 7 Bourbon Sauce: Combine butter and sugar in a small saucepan; cook over medium, stirring frequently, until sugar dissolves.
- 8 Add egg, stirring briskly with a wire whisk until well blended.
- 9 Cook over medium heat 1 minute.
- 10 Remove from heat, cool slightly; stir in bourbon.



**Smitty's Supply Corporate Headquarters
COMING THIS SUMMER!!**



SSI's New Corporate Headquarters is nothing short of WOW!! With enough square footage to house 73 offices, Smitty's corporate facility will also include a training area for new employees, conference rooms and meeting areas. SSI's Corporate Headquarters is set for completion in Summer 2014.

SSI - PRODUCTS FEATURE

Check out the Latest Products to Hit the Shelf.



SuperSyn 2-Cycle Full Synthetic Engine Oil

is a premium quality, high performance formulation of 100% synthetic base oils and a sophisticated additive package that meets or exceeds the performance, protection and service requirements for ashless, high flash 2 cycle engine oil for use in modern, high performance water cooled and air cooled two stroke cycle engines.



Recommended for use where ISO E-GD & JASO-FD is required.

SUS 18-26-----12-2.6oz (77mL)

**CALL YOUR SMITTY'S SALES REP TODAY FOR PRICING!
(800) 256-7575 • www.smittysinc.net**

On the Front Lines! Production News Breaking Records!

- **LINE 12** - has broken a record on average for a week. The new number to beat is 26
- **The Grease Plant** for the first time has broken the mark for grease production/packaging for the month of January and for February. We would like to welcome David Williams to the Grease Plant team.

A Peek at Promotions!

We are please to announce that Jowanda Gordon has moved from Warehouse Associate to Purchasing!! **GREAT JOB!!**

Did You Know! Fun Facts Worth Reading.

Smitty's Supply consumes approximately 15 boxes of Community Coffee per month. There are 36 packs of coffee per box which totals 540 pots of coffee per month or 27 pots of coffee per day.

MEDICAL BENEFITS: The latest research has not only confirmed that moderate coffee consumption doesn't cause harm, it's also uncovered possible benefits. Studies show that the risk for type 2 diabetes is lower among regular coffee drinkers than among those who don't drink it. Also, coffee may reduce the risk of developing gallstones, discourage the development of colon cancer, improve cognitive function, reduce the risk of liver damage in people at high risk for liver disease, and reduce the risk of Parkinson's disease. Coffee has also been shown to improve endurance performance in long-duration physical activities.

For those who drink coffee to stay alert, new research suggests that you'll stay more alert, particularly if you are fighting sleep deprivation, if you spread your coffee consumption over the course of the day. For instance, if you usually drink 16 ounces in the morning, try consuming a 2-3 ounce serving every hour or so.

Again, moderation is the key.



Mark Your Calendar!

Upcoming Events at SSI

March - April & More!

- Safety Lotto Drawing - 2nd Friday of every Month
- Safety Topics Due - The 15th of every Month
- Management Meeting - 2nd & 4th Thurs of every Month
- Antique Car Show/Food & Fun @ Smitty's Supply to Benefit the Roseland Police Dept. - May 3rd 10:30am-4:30pm
- Blood Drive - May 20th

The Gaddy Corner

Everything You Need to Know About QUALITY!!

- **Quality Control Return of Goods Form** - I am pleased to announce that we have a new Quality Control Return of Goods Authorization. This is a form specific to returns for shipped products manufactured at our plant that have a quality concern. The form has a complete different look from our normal RGA form so that it is apparent the return is due to a quality issue.
- **Filling Out Documents** - Make sure you are completely filling out documents you are responsible for. This includes all employees of Smitty's. Not only does it affect your fellow employees downstream when information is missing, but we are an ISO certified company and will be written up if paperwork is not filled out correctly. If you feel information on a document is obsolete, inform your supervisor and it will be determined if the information can be removed.

"Quality is not an act, it is a habit." Aristotle.

What to Know About ISO!



What's the Score? - Smitty's strives to achieve operational excellence in all areas of business. To aid in this accomplishment each department is set up with metric – activities that are measured, reviewed and then adjusted as necessary in the light of the results. These Key Performance Indicators help us grade the departments success for the reported month. Scorecards are published on the 20th of the Month for the prior month. For example February 20th the January 2014 scorecard was published. The scorecard is just like the scoreboard at the football game!

If a metric is not meeting goal then the department must take action. We use a Corrective Action program to track actions taken to correct the problem. When we are able to identify an issue that may cause a future problem we use a Preventative Action program to track actions. If you are aware of areas of potential improvement in your department present your idea to fix the problem to your department supervisor.

Go find the posted ISO Metric Scorecard, and the Housekeeping Chart in your area to review your departments goals and current score! If you don't understand how your department is measured get with your direct supervisor for an explanation.

What's the purpose? Smitty's Quality system is used to drive continual improvement in all areas of our business. Simply put we track metrics to get better!

How can you help?

- You can work Safely every day, and help others do the same!
- You can locate the company ISO Metric Scorecard, and learn how to read it!
- You can locate the company Housekeeping charts, and help maintain companywide cleanliness!
- You can identify improvements you can take in your area to help get better, and get with your supervisor to implement!

HEALTH & WELLNESS!

TIPS on Making it Through the Work Day

Too Many Carbs?

Pay attention to your carbohydrate intake and avoid artificial sweeteners. Sugary snacks and other refined carbs spike blood sugar and cause pounds to settle in your midsection. Choose whole grains, beans, and vegetables instead

GreenTea

can help rev up your workout. Its catechins, antioxidants, and caffeine help increase the metabolic generation of heat. Drink a cup 10 minutes before exercising.

Talk About it!

Socializing releases oxytocin, a chemical that can help combat stress hormones and lower your blood pressure. Whether it's spending time with dog lovers, book club buddies or siblings—whatever group you like—just knowing you're not alone can go a long way toward coping with stress.

Got Milk!

Get your vitamin D level checked with a simple blood test. D is important as calcium for strong bones, and most Americans don't get enough. Get a minimum of 1,000 IU a day through supplements & food.

March - Happy Birthdays!

Robinson, Charles D	3-18	Brumfield, Angela D	3-3	Gros, Jacob L	3-7
Wascom, Nancy B	3-7	McLendon, Shelton E	3-26	Galladora, Elmer G	3-20
Bourgoyne, Debbie A	3-12	Clements, Kevin T	3-9	Relan, Chance D	3-28
Brewton, John D	3-18	Richardson, Steven	3-25	Gonzalez, Misael	3-28
Herzog, Terri S	3-3	Kinchen, Benjamin A	3-1	Singleton, Trent O	3-5
Banks, Emanuel L	3-23	Cyprian, Theodore T	3-26		
Corkern, Stephen B	3-12	Mawhinney Jr, TJ	3-29		
Crawford, Regina	3-12	Juarez, Alejandro H	3-20		
Thomas, John H	3-25	Barnes, Antwane J	3-20		
Banks, Glen C	3-11				

The Truck Stops Here!

Hear the latest news on **BIG**



SHELL ROTELLA'S MILLION MILE HAUL OF FAME DRIVERS

If you are the kind of driver who respects your rig and its engine, and who takes pride in a job well done... This is for You! Exclusive recognition is reserved for those professional drivers who have driven a single vehicle for 1,000,000 miles. These 3 drivers are the first drivers to put 1 million miles on their brand new trucks. Joe & Lisa are the first team drivers to ever apply for the haul of fame.



- Brett Chambers employed with Big 4 since 04/28/2005
- Joe Graham employed with Big 4 since 09/08/2003
- Lisa Graham employed with Big 4 since 11/05/2003

Ask the Manager!

What song would you most likely want to play Air Guitar to?



BOSTON: Peace of Mind
Rock On!!

Mr. Dave Gempel - Executive Vice President - National Sales

BAD COMPANY: Rock-n-Roll Fantasy

The opening guitar riff on that song allows me to really get in there and shred it!

Mr. Robin Murphy - Senior Plant Manager



OZZY OZBOURNE: Crazy Train

Mr. Michael Vaughn - Director of Production

B.B. KING: The Thrill is Gone

Mr. DJ Jackson - Warehouse Manager



April - Happy Birthdays!

Matthews, Carolyn A	4-7	Seal, Daniel E	4-5
Everett, Bydie G	4-3	Mullins, Jason R	4-11
Ensign, III, Edwin K	4-8	Maique, Roberto M	4-2
Cutrer, David A	4-29	Harper, Kevin D	4-23
Douglas, Wilken A	4-9	Adams, Mallory A	4-7
Curtis, Melody L	4-8	Jones, Ariel W	4-20
Magee, Mattie L	4-12	Lutcher Jr, Demetrius B	4-24
Montgomery, Louis	4-30		
Wilkinson, Patrick S	4-30		
Kelly, Terry L	4-2		

SAFETY FIRST

SAFETY WINNERS FOR JANUARY

Smitty's Supply would like to recognize our Production, Plastics & Warehouse Staff on a Great Job!



Production: David Cutrer, Dustin Sizemore, Matt Dean, Jose Hernandez, Louis Montgomery, Joseph Jackson, Montreal Irving



Plastics: Chance Relan, Terry Kelly, Dade McCarroll, Nathan Thomas



Warehouse: Marcus Stewart, Salvadore Lauricella, Marshall Walls, Nehemia Warren

SAFETY SLOGAN CONTEST*

SUBMIT YOUR SLOGAN & HAVE A CHANCE TO WIN \$100 & BRAGGING RIGHTS!!

Winners of our safety slogan contest will have their slogans displayed around the facility on banners.

STEP 1 - Wed 3/12 - CONTEST BEGINS

STEP 2 - Wed 3/19 - DEADLINE FOR ALL SUBMISSIONS

STEP 3 - Thurs 3/20 - MANAGEMENT PICKS TOP 10 SUBMISSIONS

FINAL STEP - Fri 4/11 - TOP 5 WINNERS ARE ANNOUNCED

Three boxes will be placed around the facility in order for team members to place their slogans in. There is no limit to how many you can submit. One will be in Central (production area), North End (plastics) and Front Office area (behind parts store). Slogans must be written in clear, concise English. They must be short, catchy and easy to understand. The aim is to appeal to a wide audience. Management will chose a slogan based on the power of the message, creativity, and originality. *This contest is for Smitty's employees ONLY!

"I would like to welcome Robert Mancil aboard and congratulate him on the positive impact that he has made on the plant in such a short time.

Also, I would like to give "kudos" to the entire accounting department who have all worked very diligently this past month on several projects which are in addition to their regular duties. In saying this, I welcome aboard Stephen Kelley and look forward to working with him. Like Robert, Stephen's positive impact has been noticed immediately.

Lastly, I want to recognize Gary Hamilton for his leadership and dedication to our company."

A. Bradley Berner - Corporate Counsel/Asset Manager

GET FUELED! *Exciting News in the Industry.*

ADDITIVES DEMAND OUTPACES LUBES

Global lubricant additive consumption will grow 2.2 percent per year from 4 million metric tons in 2012 to 4.5 million tons by 2017, consultancy Kline & Co. projected, exceeding the 1.7 percent annual growth rate projected for finished lubricants.

Kline valued 2012's global lubricant additive consumption of 4 million tons at \$13.3 billion.

Upshi Ghosh, project manager for Kline's energy practice, presented a webinar yesterday on the study, "Global Lubricant Additives: Market Analysis and Opportunities."

By function class, Kline projects antioxidants to have the fastest growth to 2017 at 4.9 percent per year, followed by dispersants at just under 3 percent, viscosity index improvers a little over 2.5 percent, and pour point depressants around 2.4 percent.

The top lubricant categories for additives consumption in 2012 were heavy-duty motor oil, accounting for 33 percent of global demand, and passenger car motor oil at 27 percent, Kline found. Additives used in other automotive oils accounted for 7 percent. Additives in metalworking fluids accounted for 14 percent, followed by industrial engine oils with 13 percent, and general industrial oils at 4 percent. Other types accounted for the balance.

Just three classes (dispersants with 25 percent, viscosity index improvers, 24 percent, and detergents with 21 percent) together accounted for 70 percent of total additives consumption in 2012. They were followed distantly by antiwear agents at 7 percent; antioxidants, 5 percent; corrosion inhibitors and friction modifiers, each 4 percent; and emulsifiers at 3 percent. Other types accounted for the rest.

According to Kline, which is based in Parsippany, N.J., global consumption of finished lubricants reached 39 million tons in 2012. "Comparing overall finished lubricant consumption with the overall additive consumption, what we see is the global additive consumption accounts for roughly 10 percent of the global lubricant consumption," Ghosh said. To avoid double counting, she noted, the study excluded aftermarket oil additives.

As in finished lubricants demand – where passenger car motor oil and heavy-duty motor oil together account for 46 percent of global

demand – PCMO and HDMO account for the vast majority of global additive demand, at 60 percent, "due to more additization in HDMO and PCMO products, as compared to industrial products," she pointed out.

Key drivers for HDMO formulation and additives consumption include new engine technologies introduced in response to increasingly stringent emission limits, penetration of biodiesel, the shift to higher-performance oils and multigrades, and extended drain intervals.

She noted that the ACEA 2012 European Oil Sequence is tuned towards providing some degree of biodiesel compatibility. "The increasing penetration of biodiesel led to increased use of antioxidants," to handle sludge, acids and oil thickening issues, Ghosh said. Growing use of biofuel in North America means this same need is on the wish-list for the PC-11 heavy-duty engine oil upgrade, due in 2016 for North American trucks.

As the market shifts away from monogrades (which are still 33 percent of the global market) towards multigrades, the share of viscosity improvers and antioxidants will increase, she said, along with increased consumption of detergents and dispersants.

Extended drain intervals is another trend in HDMO. She noted that to make engine oils more durable, an up-treat of antioxidants and dispersants will be required.

On the PCMO side, Ghosh said trends affecting lubricant formulation and additives demand include introduction of new specifications such as ILSAC's GF-5 and GF-6 and ACEA 2012. She pointed out the shift from GF-4 to GF-5 is still under way in many developing countries, and should increase the consumption of additives such as antioxidants and friction modifiers. The next step up, to GF-6 oils, "will not have as significant an impact on additives though, as what we saw going from GF-4 to GF-5." GF-6 formulations even could see some reduction in the share of detergents needed in their adppack.

The trend towards lower viscosity PCMO will also impact additives. "As the market continues to shift towards lower viscosity grades, there will be an increasing use of friction modifiers," she said.

The extension of drain intervals for PCMO will require increased oil durability. "Extended drain intervals have a direct impact on increasing dispersant and antioxidant treat rates in PCMO formulations," she said.

The growth in usage of flexible fuel vehicles that use ethanol is expected to fuel an increased need for rust and corrosion inhibitors, as well as emulsion retention.

** Article featured in the Lube Report - by George Gill, Feb 26, 2014.*



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