

Recognizing Our Organizational Excellence In Action

Dean Andes



"Customer Focus"



**Growing Ideas
Producing Excellence**

"On Tuesday afternoon before Thanksgiving, Dean Andes was notified by one of his suppliers that our order for organic herbs was mistakenly air shipped to Florida. Dean - with the help of Don Lusk - contacted another vendor, Spring Thyme Herbs, to try to replace the lost shipment. Spring Thyme Herbs was able to cover 85% of the lost herbs. However, they could not deliver these herbs in time for our holiday shipping. Dean Andes offered to drive to Delaware to pick up the herbs, and bring them back in time to meet our customers' needs...this occurred during a week when he was also covering for Mel Martin during his vacation."

Ron Carkoski

December 9, 2009

Ron Carkoski, President & CEO

Date