

Recognizing Our Organizational Excellence In Action

Keith Kozma

"Customer Focus"



**Growing Ideas
Producing Excellence**

"Last Friday evening **Keith Kozma** noticed that there was an open order for C&S Hatfield, MA. We had already dispatched the Hatfield truck...Instead of just letting this become a service failure, Keith called the sales representative and verified that it should have shipped. He then looked for options within our fleet, and found an opportunity on one of our trucks that had not yet departed. He called Sardilli in Hartford, CT and worked it out with Mr. Sardilli to drop the 3 Hatfield pallets on his dock, where the original truck could pick them up and deliver them with the rest of the C&S Hatfield orders. The result: this plan worked and C&S never knew there was an issue! Keith's quick thinking and his ability to work through this quickly gave us a great recovery and saved the company from disappointing our customers."

Ron Carkoski

May 13, 2009

Ron Carkoski, President & CEO

Date