



## Taking Customer Service One Step Further



Dave Hesselton

If anyone understands the importance of customer service - Long-Stanton's Dave Hesselton does. Dave has been active in a customer service role for nearly 18 years, working with regional and international manufacturing concerns. He considers excellent customer service to be extremely vital to the company's financial health and future.

Dave's experience will directly benefit Long-Stanton and its customers because he is proactively "managing the chain." Recently, he was given the charge of overseeing the shipping department. For Long-Stanton customers this means that he will follow their order from placement - into the plant - through production - and finally, to delivery.

He also has responsibility for Long-Stanton's Vendor Managed Inventory (VMI) programs with select customers. He personally visits our customers who have contracted for this service and takes inventory on-site. He then ensures they have enough parts for their upcoming orders and when needed, provide delivery on-demand.

Dave commented, "Our plant and shipping operations are very efficient and well managed. I feel it is my responsibility to continue on this track and hopefully, my experience will increase efficiencies to benefit Long-Stanton and our customers."

The Massachusetts native joined Long-Stanton in 2006. He has three children and is attending Wilmington College. Dave may be contacted at (513) 874-8020, ext. 11 or email [davidh@longstanton.com](mailto:davidh@longstanton.com).

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**We'd like to know if you think this newsletter (and past issues) are helpful to you!**

**As of May, 2008, Long-Stanton marks 73 consecutive months without a loss-time incident.**

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