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Point Spring and Driveshaft's (PSD) 19th annual golf outing was a rousing success. The weather cooperated and nearly 200 customers, vendors and employees played a round at the Stonecrest and Fox Run golf courses, and then hung around for a steak dinner and drinks afterwards. The annual golf outing allows PSD customers and vendors to get away for the day from the workplace, plus it provides a great opportunity to show appreciation.

"This was another successful golf outing," said Bill Ryan, PSD's CEO. "Everyone had a great time and the weather was pleasant. During and after the outing, we had so many people come up to us and rave about it. We've been told that it's one of the best events in the industry and we certainly look forward to doing it every year. Not only is it a nice thank you to the customers, but it's also a good time for all of us."

Although Ryan has played his fair share of golf, he's never participated in the PSD outing.

"This is more for the customers and vendors," he said. "It's more my place to walk around and talk to them. This enables me to see all of the people whom we deal with year-round."

One of those customers is Jason McCorkle, maintenance supervisor for Savage Services in the Kennerdell, Pa. location, who thoroughly enjoyed this year's event.

"It was great," said McCorkle who played in his fifth outing. "We had a fun time. Point Spring does a fantastic job with the event year after year. I enjoy the golf, but I also like this event because of the networking that's involved. I get to see the sales reps I work with as well as the vendors."

McCorkle finds it helpful that if he or any other customers have questions, they know they can talk to the vendors in this relaxed environment.

"Additionally, what I also like best about it is that you're able to interact with other customers," he added. "You get to learn about their business and what they do. You never know, you may find someone you can do business with in the future."

Dennis McCloskey, purchasing agent and network administrator for



PSD, coordinated the logistics along with marketing director Adam Diecks. He was extremely pleased with this year's outing.

"The customers look forward to it every year. It's like a vacation day for them," said McCloskey, who's been helping to organize the outing since 1996. "It's mainly a day for the customers and the vendors to enjoy. It's all about them. It's been well-received by them over the years and has grown tremendously since the first one we held back in 1990."

While McCloskey admits that there is a tremendous amount of pre-planning involved, he said that PSD has developed a system and process that makes for smooth planning.

"It runs like a well-oiled machine," he said. "I had the luxury of inheriting a pretty good system when I took over, and we just fine-tuned it over the years and made it a little more efficient."

Adam Diecks, marketing director for PSD who started working full-time in January, after spending last fall as an intern, was impressed with his first outing as a PSD employee.

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PSD 19th Annual Golf Outing a Success

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"I was impressed with how everything came together that day and how many people were there," he said. "The entire day went very well. There was so much work behind the scenes before the event, and we had over 20 Point Spring employees working and helping out that day. Everyone worked together to ensure the event would be successful."

The first place team at Stonecrest was a foursome comprised of Don Crammer and Bill Garvin from Greensburg Block; Drew Coen from Bendix; and Tom Doan from Tenneco. At Fox Run, the first place team was a foursome from W L Roenigk: Jeff Mundy, Chad Palko, Bill Ross and Rick Harrison.

This year's hole-in-one prize at the courses consisted of a 7-day all-expenses paid Caribbean cruise and a two-year lease on a Pontiac G6 Convertible. Although no one won the contest this year, several participants took home nice prizes for other mini contests (see sidebar).

Ryan promises that next year's 20th annual outing will be bigger and better. While he didn't reveal any details, he said that planning will begin taking place in early 2009.

"For the 20th, we have a lot of things cooked up that will make it special," he said. "It will be one of the best ones. Just wait and see."

19th Annual PSD Golf Outing Results

STONECREST

First Place

Don Crammer, Greensburg Block
Bill Garvin, Greensburg Block
Drew Coen, Bendix
Tom Doan, Tenneco

Second Place

Tony Ruth, PSD
Brett Hugo, Stemco
Jason McDowell, Martin Trucking
Paul McDowell, Martin Trucking

Third Place

Jerry Barris, Barris Trucking
Kelly Hoffman, Barris Trucking
Geoff Buskirk, Yourga Trucking
Chuck Mortland, Yourga Trucking

Longest Drive Hole #12

Mark Stem, Northeastern

Longest Drive Hole #5

Deb Geisler, Al Geisler Trucking

Longest Putt Hole #18

Jim Butch, Webb Wheel

Longest Putt Hole #9



Don Weaver, A.D. Weaver

Closest to the Pin Hole #14

Kelly Hoffman- Arnold Barris Trucking

Closest to the Pin Hole#2

Chris Mullen, Palko Truck & Trailer

FOX RUN

First Place

Jeff Mundy, W L Roenigk
Chad Palko, W L Roenigk
Bill Ross, W L Roenigk
Rick Harrison, W L Roenigk

Second Place

Dave Zimmerman, FedEx
Mark Cercione, FedEx
Gary Kelley, Portersville Sales
Ken Haney, Portersville Sales

Third Place

Mark Fleming, PSD
Mark Sayers, McCauley Trucking
Curt Lufsey, McCauley Trucking
Mark Hallauer, Bendix

Longest Drive Hole #18

Jeff Setzenfand, Charlton Repair

Longest Drive Hole #10

Jeff Mundy, W L Roenigk

Longest Putt Hole #14

Bill Roenigk, W L Roenigk

Longest Putt Hole #7

Aaron Silverman, W L Roenigk

Closest to the Pin Hole #6

Harold Nagel, Ameritruck

Closest to the Pin Hole#9

Roy Kahl, General Maintenance

Putting Contest

1st- Bob Brown- Iron City Express
2nd- Bob Duncan- Wooster Motor Ways
3rd- Steve Owen- Owen Trucking
4th- Jeff Finfrock- Student Trans. of America



The Kubisiak Brothers

While some businesses discourage hiring employees' relatives, the practice is not frowned upon at Point Spring and Driveshaft (PSD) where it prides itself in being a family-owned and operated company. Family ties are considered to be the backbone of the company.

Mike Kubisiak, a Baldwin, Pa. resident, followed older brother Dan's footsteps in coming to work for the company 25 years ago.

"Dan talked about what a great company it was to work for," says Mike, who is now a driveshaft technician for the company. "I was just out of high school for a couple years and was looking for a challenging position with a growing company. It seemed like a perfect opportunity for me."

Dan, who was making \$2.80 per hour putting springs on trucks when he started in April 1974, heard about PSD through Mike's best friend's father who was employed there as a sales representative.

"I was attracted to come to work for Point Spring because it was a good company with an opportunity of a bright future," says Dan, who is an auxiliary power and driveline specialist and also trains new employees and some customers in these areas.

Dan, who lives just north of Pittsburgh in Cranberry Township, started with the company when it only had several employees and one location in the Oakland neighborhood of Pittsburgh, Pa. In 1986, Dan and two other employees helped to launch Island Spring on Neville Island and served as its branch manager until 2000 when he relocated to the Brake Drum facility in Lawrenceville. Over the years, Dan has witnessed the company's tremendous growth.

"As the company keeps changing, my role has changed with it which is what I have enjoyed the most," says Dan. "Every day I face some new challenge whether it's dealing with a customer's problem, working with new products or keeping up with the newest applications. My goal is to try to stay one step ahead of our customers' needs and expertise. I love the diversity of what I'm able to do on a given day."

Mike has also been part of the company's growth.

"When I started we only operated two stores and were just opening our third," he says. "Today, we have 10 stores. It's been fun to see the company grow over the years and to be part of that success."

The brothers appreciate the company's conviction of loyalty with its employees and for making the company employee friendly.

"Point Spring is a business built on the employees and I think that's a great attribute for the company," says Dan. "Most people, once they are employed by Point Spring, know they have a job for life."

Mike agrees with his brother.

"It's a wonderful place to work," he says. "Everyone here is friendly and easy to get along with. Each employee is also extremely knowledgeable about what they do. We all specialize in something different. Combine that with the teamwork and we're confident that we can get just about anything done within our abilities."

While Dan and Mike both started working at the same facility, they have since moved on to different branches. Dan is based in the Sharpsburg location, while Mike works at the Island Spring location on Neville Island.

Mike says that he enjoys working at the same company with his older brother.

"It's definitely a good thing," says Mike, who is five years younger than Dan. "We don't see each other as often as we did when I first started



here. Dan's great at what he does. He has an outgoing personality and loves challenges like I do."

Dan describes his brother as "the anchor" in the driveline department.

"My brother and I are problem solvers," says Dan. "If you're having problems in driveline, everyone knows that you can call Mike or me. If there are issues with auxiliary power, Dave Albitz and I take a little more of a role in that as far as solving those problems."

The siblings also have another brother who works in the transportation business.

"His company is actually a customer of ours," says Mike, with a laugh. "We're all in the same industry."

When they're not busy working, family is at the top of their priority list. Mike and Dan each have two children. Dan has one son who is 28 and getting married in September and a 26-year-old daughter who lives in the suburbs of Chicago. His son also worked briefly with PSD. Mike has a 22-year-old daughter and a 19-year-old son.

Besides spending time with family, each brother also has a favorite hobby. Mike's passions are muscle cars and dirt bikes.

"I have an old muscle car that I tinker with now and then," he says. "I also enjoy going dirt bike riding. I recently picked up a street bike and I am looking forward to using it as much as I can."

Dan prefers hitting the slopes and the pavement.

"I take a winter vacation to ski out west every year," says Dan. "It's almost a passion with me. I attend two or three NASCAR races a year, and enjoy watching the Steelers and Penguins. I also take long weekend rides on my street bike. Additionally, I have various active roles with my church."

The Kubisiaks plan to retire with PSD.

"I never thought I'd be at one company for over 25 years," says Mike. "I'm fortunate to have been with them this long. Point Spring is a good solid company that keeps growing and most importantly, they treat their employees well."

Dan adds, "The ownership is great. Together we look for win-win situations. We are treated well and the loyalty goes both ways. We're all committed to providing quality products and exceptional service and we take great pride in our work. And the fact that we have many customers who highly recommend us is something else that gives you a little pride. That's a good thing."

Web Site Updates and Improvements

To better address the needs of the marketplace, Point Spring and Driveshaft (PSD) continues to update and improve their site in order to provide more convenience and to feature more interactive ways of servicing its customers and vendors.

Recently, PSD added an online ordering tutorial to the home page of the Web site (www.pointspring.com) that instructs visitors through a step-by-step 14-slide presentation on how to place an order online. Online ordering ensures customers a faster and more efficient way to order parts, but some customers were having some problems when placing orders. PSD reacted immediately.

"We had several customers who were having some of the same issues when ordering products from the site and were calling us about specific questions or concerns," said Adam Diecks, marketing director for PSD. "We wanted to minimize the amount of time they had to wait to resolve any ordering issues and decided to create this tutorial. Now when a customer has any problems when placing an order, they can click on the tutorial and resolve it themselves immediately."

While PSD has created a system to remove this inefficient process, Diecks stresses that customers can still contact PSD if they cannot resolve the issue on their own.

"Customers can always call us with any problems," he said. "The last slide in the tutorial contains my contact information so anyone can call and I can answer any further questions."

PSD is always striving to provide quality online tools to its customers, noted Diecks. Another recent enhancement to the Web site is that customers can now sign up online to be registered for online ordering. Once a customer is registered they simply enter their username and a password to access the online ordering system. This system displays PSD's real time inventory, as well as the customer's current pricing. In addition, the system also remembers addresses and shipping information, saving the customers a few minutes of valuable time.



Coming soon, added Diecks, is the opportunity to take advantage of online only specials.

"Right now, the current promotions are always listed on the Web site so customers can see what's currently on sale," he said. "But in the future we will be offering online only promotions that will only be available on orders placed online."



Customers and Vendors Pack Clearfield Open House

Having a successful open house is a great way to foster excellent relationships between a company and its vendors and customers. Hosting a successful open house is nothing new for Point Spring and Driveshaft (PSD). Still, it was a bit of a surprise that a packed house of nearly 140 people attended an open house on May 22 at the PSD location in Clearfield, Pa.

Bill Freeman, branch manager, was pleasantly surprised with the turnout.

"This was actually much more successful than I expected," Freeman admitted. "I remember that we had a good turnout with our last one, but this one was far more than what anyone of us here thought it would be. It was amazing how many customers came and stayed the entire time. Many attended the seminars and didn't leave afterwards. They stuck around and talked, not only with other customers, but with the vendors as well."

Over 30 vendors attended the open house. After the event Freeman received positive feedback from many of these vendors who said that the customers were interested in what they had and wanted to learn about the products.

"They walked from table to table, really interested in who was there and what they were offering," he said. "We believe we had a variety of vendors available to speak to the customers, so there was a lot of information that was of great interest for them. The good food was another reason it was a great event. We offered a catered meal, a fruit bar, and pastries. Everyone left with a full belly."

Each customer received a t-shirt, a mouse pad, and other some small gadgets. There were also several door prize drawings such as a camcorder; digital cameras; gift cards of \$25 to \$50 denomination from Home Depot, Wal-Mart, and Lowe's; MGM truck trailer models; various sets of tools; MP3 player; and a Coleman camp grill.

Stan Stutzman, fleet maintenance manager for Advanced Drainage Systems, a national pipe manufacturing company with a local facility in Muncie, Pa., had nothing but praise for the event.

"It was really excellent," said Stutzman, who has been a customer of PSD for over five years. "The food was excellent and everybody had a good attitude. We have always had an excellent relationship with Point Spring. The service is outstanding and the people who we deal with are great. So this event was no exception."

Stutzman then adds with a laugh. "We were still trying to look at things and go around, when we realized that it was over and they nearly had to kick us out. They did a fantastic job with this event."

Stutzman especially enjoyed the three classes that PSD hosted that afternoon.

"Holding programs like that is a fantastic idea," he said. "People are always interested in keeping up with what's going on in the industry and always learning."

One of the seminars, a brake certification program, was so popular that Freeman had to add another class for later in the day to accommodate the additional customers who could not attend the first because it filled up.

"That was a great seminar," he said. "The Dayton Suspension Class was also popular. We had to add another smaller class because the original filled up quickly as well."



The seminar that attracted the most attention was the one featuring the Department of Transportation (DOT) officer who came in to discuss inspections on Class 8 vehicles.

"He discussed what the DOT is looking for when doing inspections, what they want you to keep up to date, what sort of things will give you violations, what are they looking at when inspecting air lines and brake shoes, and more," said Freeman. "It was just the basics of what they look for when they go through a DOT inspection. Drivers, owners, mechanics are really interested in what DOT cops and inspectors are looking for on trucks and what do we need to do to make sure we were following regulations."

After adding a second DOT program due to demand, there were still a few customer lingering around after that seminar, so Freeman added an impromptu mini class for those additional customers.

In addition to the seminars, Stutzman said that he also enjoyed speaking with the vendors who were there.

"It was a good opportunity for us to see what vendors were there and what kind of products that they had," he said.

Bob Pearce, an outside sales representative for the Clearfield store, said that about a dozen of his customers, like Stutzman, drove over 100 miles just to attend the open house.

"People came because they knew of the exceptional quality of the open house," he said. "We heavily promoted it, but we also offered some excellent seminars for those who attended. As a customer, if you are interested in any new products or any seminars, it's definitely worthwhile to attend an open house at any of the PSD locations. I highly recommend it."

Larry Turner, another outside sales representative, agreed.

"It's definitely something that is beneficial to the customers," he said. "We had a really good turnout. I think it worked out well for the vendors, customers and employees. I think Bill did a really good job in setting this up because he knows what works and what doesn't. My hat goes off to him."



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Mission Statement

Point Spring & Driveshaft Is Committed To...

- Meeting the needs of every customer effectively and cost-efficiently.
- Providing only the highest quality products available.
- Indulging every customer in exceptional customer service.
- Establishing long-term partnerships with customers, employees and suppliers.
- Using our experience and resources to provide solutions to customer problems in a rapidly changing market place.
- Helping all customer enterprises increase profitability.
- Building a profitable, well-run organization that rewards PSD employees for their loyalty and dedication.

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