



Recognizing Outstanding Service Excellence

HOWARD SHELDAN & BRYON LEEPER — PROPERTY SPECIALISTS 3, LOGISTICS WAREHOUSE AND LINEN-PURCHASING & PROCESS

It would be easy to stockpile supplies so that our unit never runs out. However, this can lead to an array of problems and as a result par numbers were put into place. Sometimes the numbers don't work and we end up short; that's when Logistics is there to answer my call.

While I am a big fan of what Logistics does there are two who consistently wow me. The first is Howard down at the warehouse. The second is Bryon up here on the Hill. I am always pleased when Howard answers the phone because the process is always the smoothest. I can tell that he is superior at what he does and his level of professionalism and understanding are unmatched at the warehouse. Plainly put when Howard takes the call we get our supplies faster. While I have never seen Howard when I hear him answer I know that I can expect the priority ordering process to go as smoothly and quickly as possible.

Bryon is the other half of this equation. Although often long gone by the time a priority order is necessary the times he does end up delivering he comes through and delivers with a smile. Bryon always practices service excellence but today he went above and beyond. Today 4 boxes of saline flushes that were included on the O&M packing slip seemed to have fallen off the truck. I called the warehouse and was advised to page Bryon and he would look into it. Bryon responded to the page within minutes. Bryon assured me that he would look for the missing boxes, and if he was unable to locate them he would put in the order with the warehouse himself and get new ones shipped up asap. I know this doesn't seem like a big deal but, when I arrive on 7a I have deadlines for adjusting the remote stock and placing web orders that are concrete. For me today it was a big help and a huge morale booster. The fact that Bryon is willing to go above and beyond for me, for the unit, and for OHSU really sends a good message. This behavior is contagious and is exactly the kind of infection that should spread like wildfire through the ranks. *Submitted by Michael Bivins, 7A Trauma ICU*