

## New Team's Goal: Efficiency



**Distribution Team, L-R, Michael Benoit, Merita Bailey, Darwin Hadrick, Sonja Richard, Wanda McCrimmon, Amy Ramage, Amanda Pait, Kelly Eckhardt, Vanessa Hargrave, Hannah Hunsberger, William Henry (Not pictured: Herbert Langkilde)**

“At this point, we are still evaluating the processes and looking at ways we can make everything more timely and efficient,” says Team Leader William Henry with a smile when asked about the newly formed Distribution Team. The Distribution Team is the result of combining the File Copy Team in Foreclosure with the Imaging Department.

When Sabrina Warner, File Copy Team Leader, transferred to the Litigation Department to become Lonnie Player’s legal assistant, change was in the air. Rather than hire another file copy team leader, it just made sense, says Henry, to combine the two teams.

“Our main objective is streamlining the process so that we can provide the best service to our clients both internal and external,” says Henry.

Della Patterson, Foreclosure Manager, says the Distribution Team idea was rejuvenated at a time when it just seemed the most logical thing to do because of changes in the department and the firm.

“We anticipate the concept will continue to grow and improve during the experimental period. It appears to have gotten off to a good start,” says Patterson.

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## Congratulations to Our Newsmakers!



The Firm congratulates H. Terry Hutchens and Rebecca J. Britton on being named to the 2008 *Super Lawyers* list. This is the pair's third year in a row on the list. Britton was also listed in the "Top 50 Women *Super Lawyers*" in 2007 and 2008.

### *Bits and Pieces*

- Thank you to everyone who gave the gift of life during January's blood drive. The Blood Donor Center of Cape Fear Valley Health System was facing a critical shortage and your gift helped to ease the crisis.
- The firm will once again team up with The V Foundation for the Show Your Spirit campaign in March. With a donation employees can show their spirit and support cancer research by wearing their favorite team apparel to work.

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"It is worthy to note that responsibilities for this team, in our department, are varied and include more than copying and filing. We are pleased that William is cross training his team so that needs can be met in a very timely manner. So much of our work is very time sensitive, and efforts are being made to recognize this part. Everyone seems very willing to coordinate our teams and dedicated to making the new formation a success. The comments in our department have been favorable and very positive," she says.

One of the changes that has already proven effective is putting the responsibility for all of the offsite files under one person. If it's an offsite file you need, says Henry, then Kelly Eckhardt is your contact.

Henry says that other changes will likely occur as he and his team members identify areas that need improvement.

Firm administrator Carol Stephens notes that while the immediate impact is on the Foreclosure department and files, the Distribution Team will manage the filing and storage for all areas of practice, providing a "much-needed service to [our] internal clients."

"Once the new team has worked out the kinks and is fully trained, work will begin to identify a more efficient offsite storage program," says Stephens. "Appropriate purging of files will begin in cooperation with each department/attorney."