

Hyster Company

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Hyster Company President's Staff

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Dee Shingara Administrative Assistant	(252) 931-5875	(252) 931-5865	dee.shingara@hyster.com

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P.O. Box 7006
Greenville, NC 27835-7006

Hyster Company
1400 Sullivan Blvd.
Greenville, NC 27834-9007

Hyster Company

Dealer Development

What: Responsible for:

- Continuous improvement and continuity of the Hyster dealer organization
- Focus efforts on Hyster unit and aftermarket for dealer needing improvement
- Provide financial and operations consulting to Hyster dealers

Where: 1400 Sullivan Blvd., Greenville, NC 27834

Key Contacts	Telephone	Fax	<u>E-Mail</u>
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Open Dealer Business Manager			

Hyster Company

Dealer Business Systems

- What:** Responsible for:
- ❖ Gather information from Hyster Company and dealer management on business system needs
 - ❖ Support dealers through system analysis and consultation, training, and telephone and on-site assistance as needed for applications including:
 - HERO, HMAS, HSN, Q2+ and PM Drop.

Key Contacts	Telephone	Fax	<u>E-Mail</u>
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Judith Steele Dealer Business System Specialist	(252) 931-5672	(252) 931-7877	ahjsteel@hyster.com

Hyster Company Marketing

What: Responsible for: * Special Commitment (SC) pricing

* Advertising

* Direct Marketing

* Yellow Pages Co-op

* Sales Literature

* Public Relations

* Trade Shows

* Internet Site

* Retail Strategy

* Marketing Programs * Hyster Licensed Merchandising Program

Key Contacts	Telephone	E mail
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Hyster Company

Western Region & Canada Management Group

Responsibility: Monitor and Manage Unit Sales Performance for Class I, II, III, IV and V (not SPED)

- ❖ Establish and manage forecasting of dealer orders and stock
- ❖ Manage “Value Selling” with the dealer groups
- ❖ Establish and manage special sales programs
- ❖ Manage dealer “Big Deals” towards successful closure

Address: 1400 Sullivan Drive, Greenville, NC 27834

Fax: (252) 931-5682

Key Contacts	Title	Telephone	Fax	Email
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Ken Maka	Regional Manager – Big Trucks	(815) 468-2725 (704) 756-9948 Cell	(815) 468-2723	ahkmaka@hyster.com

Western Region& Canada Dealerships:

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Arnold Machinery Company - Arizona		Materials Handling Equipment Co.		
Arnold Machinery Company - Salt Lake City		Wajax Industries Limited - Milton/Mississauga		
Harvey & Company Limited		Wajax Industries Limited - Lachine		
RDO Material Handling Co. - North		Wajax Industries Limited - Edmonton		
RDO Material Handling Co. - South		Wajax Industries Limited - Langley		

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American Machinery, Inc.		Papé Material Handling, Inc. - Portland		
Papé Material Handling, Inc. - CW		Papé Material Handling, Inc. - Sacramento		
Papé Material Handling, Inc. - Eugene		Papé Material Handling, Inc. - Seattle		
Papé Material Handling, Inc. - Fremont		Papé Material Handling, Inc. - Spokane		
Papé Material Handling, Inc. - Fresno		Johnson Lift - Hyster		

Hyster Company

Central Region Management Group

Responsibility: Monitor and Manage Unit Sales Performance for Class I, II, III, IV and V (not SPED)

- ❖ Establish and manage forecasting of dealer orders and stock
- ❖ Manage “Value Selling” with the dealer groups
- ❖ Establish and manage special sales programs
- ❖ Manage dealer “Big Deals” towards successful closure

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Open	Regional Manager – Warehouse Products			
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Central Region Dealership:

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Great Lakes Power Lift		Sellers Equipment, Inc.		
MEE Material Handling Equipment LLC		United Lift Truck L.P.		

Open	Regional Manager – Warehouse Products			
Deep South Equipment Co.		Stewart & Stevenson Services, Inc. - South Central		
Stewart & Stevenson Services, Inc. - North		Van Keppel Liftruck - Kansas City		
Stewart & Stevenson Services, Inc. - South		Van Keppel Liftruck - Tulsa		
Stewart & Stevenson Services, Inc. - Power				

Open	Regional Manager – Warehouse Products			
Iowa Machinery & Supply Co.		MH Equipment Company - Ohio North		
MH Equipment Company - Illinois		MH Equipment Company - Ohio South		
MH Equipment Company - Kentuckiana		Shipping Utilities, Inc.		

Hyster Company

Eastern Region Management Group

Responsibility: Monitor and Manage Unit Sales Performance for Class I, II, III, IV and V (not SPED)

- Establish and manage forecasting of dealer orders and stock
- Manage “Value Selling” with the dealer groups
- Establish and manage special sales programs
- Manage dealer “Big Deals” towards successful closure

Address: 1400 Sullivan Drive, Greenville, NC 27834

Fax: (252) 931-5682

Key Contacts	Title	Telephone	Fax	Email
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Eastern Region Dealerships:

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Equipco Division Phillips Corp.		Modern Handling Equipment of NJ, Inc.		
Hyster New England, Inc.		Modern Handling Equipment of PA, Inc.		
Liftech Equipment Companies, Inc.		VBS, Inc. Material Handling Equipment		
McCall Handling Company		Vicararo Equipment Corporation		

John Callahan	Regional Sales Manager	(252) 931-7825 (912) 634-0244 Office	(912) 634-1759	ahjcalla@hyster.com
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Barloworld Handling - Alabama		Barloworld Handling - Mid-South		
Barloworld Handling - Florida		Barloworld Handling - NC		
Barloworld Handling - Georgia		Barloworld Handling - SC		

Hyster Company

Government

Responsibility:

- ❖ Monitor and Manage Government Sales for new units and parts
- ❖ Coordinate with dealers as appropriate on sales, service and parts issues.
- ❖ National account sales and development
- ❖ Account management and strategy
- ❖ Team leader and coordinator
- ❖ Dealer/customer interface

Address: 1400 Sullivan Drive, Greenville, NC 27834

Fax: (252) 931-5963

Contacts	Phone	Email
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Hyster Company

Hyster Fleet Services (HFS)

What: Responsible for:

- ❖ Fleet management programs, marketing and sales
- ❖ Fleet analysis and benchmark studies
- ❖ FMEG and HMAS promotion
- ❖ National and dealer major account fleet management support

Where: 1400 Sullivan Blvd., Greenville, NC 27834

Contacts		Telephone	Fax
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Hyster Company

National Accounts – Western Region

- What:** Responsible for:
- ❖ National account sales and development
 - ❖ Account management and strategy
 - ❖ Team leader and coordinator
 - ❖ Dealer/customer interface

Where: 750 Pasquinelli Drive, Suite 240, Westmont, IL 60559-1291

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Hyster Company
Hyster National Accounts – Eastern Region

What: Responsible for:

- ❖ Sales and account management of GM
- ❖ Administration of following GM agreements:
- ❖ Global Unit Contract
- ❖ Rental Contract
- ❖ Parts Contract

Contacts	Telephone	Fax
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Hyster National Accounts Administration

Where: 1400 Sullivan Drive, Greenville, NC 27834

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Hyster Company

Hyster Capital

Purpose of Department: To provide financing alternatives for all Hyster dealers and customers.

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Assistant Remarketing Manager Open		

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Toll Fee Number: 877-HYSTCAP (497-8227)

Hyster Company

Aftermarket Sales

What: Responsible for:

- ❖ Parts sales through Parts Marketing Department and Service Marketing Department.
- ❖ Assisting dealerships in gaining new parts customers and increasing business with existing parts customers through various Parts Programs.
- ❖ Assisting dealers in gaining new fleet service accounts and increasing service business with existing PM and Service Accounts through Service Marketing Programs.
- ❖ Parts Operations Management

Where: 1400 Sullivan Blvd., Greenville, NC 27834

Fax: (252) 931-5682

Key Contacts	Title	Telephone	Email
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Regional Aftermarket Sales Managers:

	Telephone	Email
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Aftermarket & Customer Service

What: The exceptional product support value provided by NMHG and its' partners enables us to capture 100% of its dealers and customers product support needs. As distinguished service, parts, and technical information providers, NMHG and its dealers are able to attract business from customers who also own competitive brands.

This exceptional value package is created through:

- Highly responsive and cost effective parts logistics focused on having the right part at the right place at the right time.
- Innovative technology leadership fostering deployment of technology to ensure aftermarket and service superiority.
- Easy access to real time technical and parts supply information
- Broad offering of captive, competitive, all makes, and accessories at market competitive prices with a high level of availability.
- Value added dealer and customer support options that emphasis ease of doing business.
- Being the single source provider of product support and service solutions designed to enable our customers to focus efforts on core business activities.

All aimed at creating the customer the lowest materials handling ownership cost.

Successfully achieving this vision will provide strong financial returns to our stakeholders (customers, dealers, partners, and shareholders).

Where: 1400 Sullivan Dr., Greenville N.C. 27834

Key Contact	Title	Telephone	Fax	E-mail
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Jonathan Dawley	Manager, Aftermarket Business Development	252 561 7036	252 931 5413	ajdawle@nmhg.com
Pankaj Shah	Aftermarket Program Development Manager	252 931 5689	252 931 5165	aapshah@nmhg.com
Erick Duncan	Manager, Resident Service Engineering & Warranty Administration	252 931 5794	252 931 5461	aaedunca@nmhg.com

Where: 1010 Fairchild Dr., Danville, IL. 61832-3393

Pat DeSutter	Director, Parts Operation	217 443 7240	217 443 7250	appdesut@nmhg.com
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Aftermarket & Customer Service

Aftermarket Supplier Programs & Pricing

What: To drive the growth of Parts & Service through Product focus for optimum pricing, supplier support, delivery method and stocking options to support the growth of existing products and the development and introduction of new products.

Where: 1400 Sullivan Dr., Greenville NC 27834

Key Contact	Title	Telephone	Fax	E-mail
Jerry Omahen	Manager, Supplier Program & Pricing	252 5617039	252 931 5413	aajomahen@nmhg.com
John Decker	Product Manager, Batteries & Tires	252 931 5806	252 931 5413	aaajdecke@nmhg.com
David Parrish	Product Analyst , Batteries & Tires	252 561 7174	252 931 5413	aadparris@nmhg.com
Jim Fowler	Product Manager, Captive Parts	252 931 5805	252 931 5413	aajfowle@nmhg.com
Jim Cairns	Product Analyst, Captive Parts	252 931 7180	252 931 5413	aajcairs@nmhg.com
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Amy Millette	Product Manager, All Makes	252 931 5458	252 931 5413	aaamille@nmhg.com
Tina Parker	Product Analyst, All Makes	252 931 5858	252 931 5413	aatparke@nmhg.com

Aftermarket & Customer Service

Aftermarket Business Development

What: Our team is committed to developing sales opportunities for the dealer body by bringing new products to market. In a marketing role, our desire is to drive the growth of Parts & Service through effective communications, promotional tools, and sales incentive programs.

Where: 1400 Sullivan Dr., Greenville NC 27834

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Karen Hudson	Service Program Coordinator	252 561 7178	252 931 5682	aakhudso@nmhg.com

Aftermarket & Customer Service

Aftermarket Program Development

What: The mission of the department is to provide strategic direction, focus and project oversight to critical new major Aftermarket initiatives being undertaken. These initiatives are intended to create customer satisfaction, improve quality, compress operating cost, increase dealer productivity and grow sales.

Where: 1400 Sullivan Dr., Greenville NC 27834

Key Contact	Title	Telephone	Fax	E-mail
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Jeff Bean	Marketing Representative	252-931-7134	252 931 5165	aajbean@nmhg.com

Aftermarket & Customer Service

PDC Operations

What: The Parts Distribution Center's mission is to be a world class distributor of quality parts supporting the goals of Hyster while meeting or exceeding our customer's expectations. We strive to provide innovative services, technical support and parts distribution logistics as well as target dealer order fill, flexible response and lowest total cost to the wholesale marketing organizations and their dealers and customers.

Where: 1010 Fairchild Dr., Danville, IL. 61832-3393

Pat DeSutter	Director, Parts Operation	217 443 7240	217 443 7250	appdesut@nmhg.com
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Carl Gooch	Manager, Dealer Satisfaction – Parts	217 443 7348	217 443 7607	apcgooch@nmhg.com

Aftermarket & Customer Service Warranty Administration & Resident Service Engineering

Warranty Administration

What: The Warranty Administration team processes warranty claims from dealers. The team provides information to our suppliers, manufacturing and engineering departments to ensure improvement to product quality.

Where: 400 Sullivan Dr., Greenville NC 27834

How: Contact Management or 1 888 282 4788

Key Contact	Title	Telephone	Fax	E-mail
Erick Duncan	Manager, Resident Service Engineering & Warranty Administration	252 931 5794	252 931 5461	aaedunca@nmhg.com
Nancy Dunker	Administration Assistant	252 931 5819	252 931 5461	aandunke@nmhg.com
Hank Schmidt	Service Operations Manager	252 931 5372	252 931 5461	aahschmi@nmhg.com
John Brewer	Supervisor, Office Claims	252 931 5823	252 931 5965	aajbrewe@nmhg.com
Marcus House	Supervisor, Parts Return Claims	252 931 5800	252 931 5460	aamhouse@nmhg.com

Aftermarket & Customer Service Warranty Administration & Resident Service Engineering

Resident Service Engineering

What: Located in the manufacturing plants, the Resident Service Engineers provides aftermarket technical support to the dealers in addition to working toward implementation of design and manufacturing improvement.

Where: 400 Sullivan Dr., Greenville NC 27834

How: Contact Management or 1 888 282 4788

Key Contact	Title	Telephone	Fax	E-mail
Erick Duncan	Manager, Resident Service Engineering & Warranty Administration	252 931 5794	252 931 5461	aaedunca@nmhg.com
Nancy Dunker	Administration Assistant	252 931 5819	252 931 5461	aandunke@nmhg.com

RSE– Electric Trucks

Where: 5200 Greenville Blvd. Greenville NC 27834

How: Contact Management or 1 888 282 4788

Key Contact	Title	Telephone	Fax	E-mail
Greg Gilliam	Supervisor, RSE	252 561 7068	252 931 5233	agggilli@nmhg.com
Lisa Jones	Administrative Assistant	252 931 7807	252 931 5233	aaljones@nmhg.com

RSE– IC Trucks

Where: 2200 Menelaus Pike, Berea KY 40403

How: Contact Management or 1 888 282 4788

Key Contact	Title	Telephone	Fax	E-mail
Michael Cox	Supervisor, RSE	859 228 1550	859 986 5144	abmcox@nmhg.com
Rita Himes	Administrative Assistant	859 228 1551	859 986 5130	abrhimes@nmhg.com

RSE–Big Trucks

Where: 2200 Menelaus Pike, Berea KY 40403

How: Contact Management or 1 888 282 4788

Key Contact	Title	Telephone	Fax	E-mail
Harold Puzey	Manager, Big Trucks	859 228 1560	859 986 5144	abhpuzey@nmhg.com
Rita Himes	Administrative Assistant	859 228 1551	859 986 5130	abrhimes@nmhg.com

Aftermarket & Customer Service

Field Service Engineering & Customer Satisfaction

What: The Field Service Engineers work with dealers in the field for technical resolution after an issue has been escalated through Contact Management. They consult with your dealer management team for improved service operations capability.

Where: 1400 Sullivan Dr., Greenville NC 27834

How: Contact Management or 1 888 282 4788

Key Contact	Title	Telephone	Fax	E-mail
Robin Dickens	Administrative Assistant	252 931 5830	252 931 5786	aardicke@nmhg.com
Eddie Martin	Hyster Field Service Manager	252 931 5222	252 931 5786	aaemarti@nmhg.com
Marty Lovell	Manager, National Accounts & VNA	252 931 5649	252 931 5686	aamlovel@nmhg.com
Ryan McLawhorn	Quality Improvement	252 931 5334	252 931 5786	aarmclaw@hnmhg.com

Where: 2200 Menelaus Pike, Berea KY 40403

How: Contact Management or 1 888 282 4788

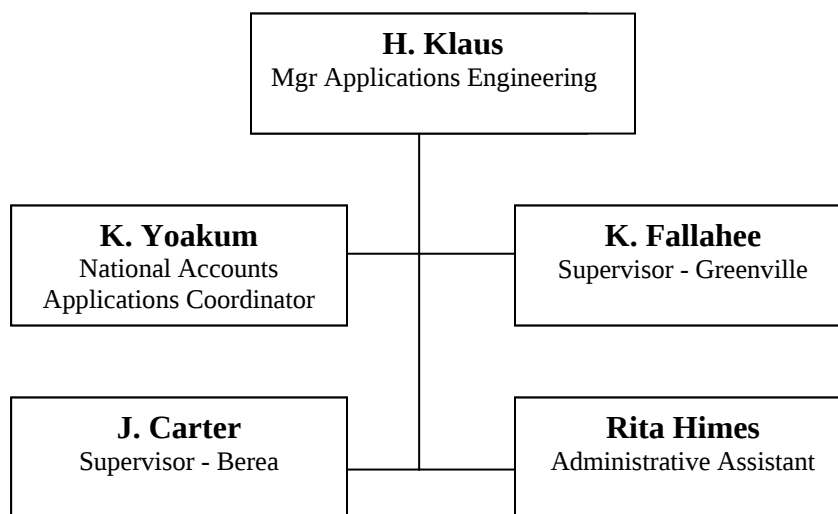
Key Contact	Title	Telephone	Fax	E-mail
Harold Puzey	Manager, Big Trucks	859 228 1560	859 986 5144	abhpuzey@nmhg.com
Rita Himes	Administrative Assistant	859 228 1551	859 986 5130	abrhimes@nmhg.com

Application Engineering Organization

Purpose of Department: To provide dealer sales departments with application related information, sales assistance, and quotations on special options and truck modifications. To provide field capacity plate support to the Hyster dealer organizations.

Key Contacts

<u>Name</u>	<u>Role</u>	<u>Telephone</u>
Ken Yoakum	National Accounts Applications Coord. aakyoaku@nmhg.com	252-931-5952
Kevin Fallahee	Supervisor – Greenville aakfalla@nmhg.com	252-931-5933
Jeff Carter	Supervisor – Berea aajcarte@nmhg.com	606-986-5191



A toll free number, 1-888-381-6766 is available for contacting the AE responsible for a specific truck series in addition to the above listed contact points.

Link to Hyster website is: www.hysterusa.com

Market Planning

Purpose of Department: *The NMHG America's Market Planning & Fleet Support Organization is committed to providing excellent support to dealers with statistical reporting and related informational requirements.*

NAME	TITLE / EMAIL	PHONE
Elise Hamlin	Senior Market Planning Analyst aaehamli@nmhg.com	252-931-5712
Carolyn Allen	Market Planning Analyst –ITA Stats. aacallen@nmhg.com	252-931-5863
Pam Gray	Supervisor Special Projects/Fleet Support aapgray@nmhg.com	252-931-5748
Dana Coles	Market Planning Analyst aadcoles@nmhg.com	252-931-5186
Rob Sherron	Ancillary Equip. Analyst aarsherr@nmhg.com	252-931-7827

Training – Units and Aftermarket

Vision

“To provide our Brands and Dealers a competitive advantage in the marketplace”

Mission

“We serve our Brands and Dealers through the creation of high quality, targeted, performance improvement solutions that drive desired business outcomes”

Name	Role	Telephone
Chuck O’Keefe	Director, Performance Learning Services Chuck.O’Keefe@nmhg.com	252-561-7157
Dick Zeno	Manager, Training aadzeno@nmhg.com	252-931-5697
Dale Grinder	Sr. Trainer aadgrind@nmhg.com	252-561-7150
Rick Brass	Sr. Trainer aarbrass@nmhg.com	252-561-7116
Wendy Chandler	Sales Training Developer aawchand@nmhg.com	252-931-5706
Chris Brown	Sales Training Developer aacbrown@nmhg.com	252-931-5704
Marla Endick	Sales Training aamendic@nmhg.com	908-454-2331
David Edwards	Sales Training aadedwar@nmhg.com	252-931-5708