



## GROWTH AND UPGRADES AT HPWS

During the past year our business has been experiencing substantial growth and we've been adding additional capacity, both in personnel, equipment and operations to maintain and hopefully improve customer service. In the personnel area, we've recently hired *Josh Downham* as a third delivery driver and parts department specialist, giving us additional capacity in making deliveries and answering phones. *John Holtz* has been training to help out in the service department with the goal of reducing response times on service calls. We've also hired *Kris Milligan* as an installation technician. *Kris* brings a wide breadth of experience to our team and we are looking to hire one more additional technician. *John Midcap* will be transitioning into chemical service, assisting *James, Erik, Tim,* and *Jim* in servicing our customers. *Jim Blake* has rejoined us at an opportune time to handle the increased requests for equipment upgrades. This brings our full time head count to 28 personnel.



Kris Milligan



Josh Downham

Besides bringing new people in, we've also started two formal training programs for our staff. Our installation technicians now have weekly classes on troubleshooting, installation, and programming, while our parts department staff is receiving training twice a week on parts and chemical. Over the next six months this new training should reduce phone wait times for the parts department and allow our technicians to work on a wider variety of equipment.

On the equipment side of the house, we recently ordered a new Kenworth truck for deliveries. This 33,000 lb. truck will give us greater reliability in making deliveries, and we're hoping the more powerful engine will reduce travel times when making deliveries to the Western Slope. In our detailing department we're testing new remote invoicing capabilities to simplify deliveries and paperwork for our detailing customers. At our

office we've been doing some much needed renovation to the office and parts department areas.

On the operations side of the house we've been making changes in several areas. We've increased the frequency of deliveries on two of our routes due to increased demand. Kansas will now see their free deliveries every five weeks and the Western Slope every three weeks. Technology is another area that is seeing changes. We have recently redesigned our website. If you haven't visited it lately, check out [www.hpws.com](http://www.hpws.com). The website has new content and is better organized. There are new capabilities as well including a service call request form that allows you to request a service call right from your smart phone. The technical resources area has been expanded and we've added links to our YouTube channels.

To showcase all of these changes, we'll be celebrating our 55<sup>th</sup> anniversary on Wednesday June 26<sup>th</sup> with an open house and free training day. Check out the classes available at [www.hpws.com/specials/55th.pdf](http://www.hpws.com/specials/55th.pdf). The sign up page for classes is at [www.hpws.com/55th.html](http://www.hpws.com/55th.html). This is a great opportunity to meet with HPWS staff and manufacturer representatives face to face.

We are grateful for your business and support!

## FREE TRAINING CLASSES ARE FILLING FAST

We have had a great response for our 55<sup>th</sup> Anniversary training classes. Many of the seats are being taken, so if you are interested in attending, we recommend you sign up today, not tomorrow. Go to [www.hpws.com/55th.html](http://www.hpws.com/55th.html) to sign up. This will also help us make sure we have enough breakfast, snacks and lunch for everyone.

## RMCWA MEETING

The next Rocky Mountain Car Wash Association meeting will be held Wednesday June, 12, 2013 at 7:00 p.m. at Cinnzetti's which is located at 281 West 104<sup>th</sup> Avenue, Northglenn, CO 80234. For more information contact Shane Wells at [shane.wells@rmcwa.com](mailto:shane.wells@rmcwa.com)