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The Wellness Plan

People Who Care

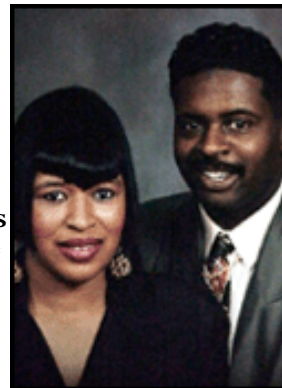
Melvin Love - The "Go-To" Guy

Melvin Love rarely gets a chance to take a lunch break. "There's too much to do," explains Love. As Supervisor, Material Control, Melvin controls the daily functions of The Wellness Plan's Centralized Shipping and Receiving Center - and it's more than a full-time job. In fact, Melvin's devotion to his work is so boundless that he has earned numerous awards from The Wellness Plan for taking a minimal number of sick days in the ten years he has been with the company.



Without the Center, The Wellness Plan would be hard pressed to function. The main artery for TWP, it stocks items used by TWP administration and by all health facilities - from pens, pencils and legal pads to catheters, crutches, and hospital gowns. Along with internal inventory, Melvin sees to it that items purchased from outside vendors are correctly inventoried and ready to be shipped at a moment's notice. Melvin's staff of distribution technicians - Terrill Manley, Mark Smith, Gary Tarpley and Rafael Trowell - are a finely-tuned workforce who know the whereabouts of just about every article in the center - and are quick to respond to customers' requests.

But even without lunch, Melvin has a full plate. On average, he receives some 30 calls a day from people asking about inventoried items and, sometimes, items totally out of the realm of the normal. "That's okay," says Love. "I don't mind those calls. Even if we don't stock an item, I can be helpful in directing the person to a good source for it. I feel great when I can help someone. That's why I always answer every phone call - I'll put the phone on "voicemail" only when I'm out in the warehouse."



Orders for supplies are placed and fulfilled by filling out forms and sending them to the Center. "Doing paperwork takes up a lot of my day," Melvin admits. "But we're looking for ways to automate the ordering process." In fact, Love is looking at a new system that will enable employees to order supplies through their computers. "I'm excited about that possibility. Our priority is to get the orders fulfilled quickly and accurately, and using computer-driven ordering will really increase our productivity."

Melvin still finds time to attend Davenport University, working towards a degree in business administration. He also attends job-related seminars and has attained a number of certificates, among them a qualification as a "Member of the National Association of Purchasing Managers." But, wait: there's more! Melvin is on The Wellness Plan's Safety Committee, the Employee Appreciation Committee - and volunteers for the March of Dimes, the Black United Fund, The United Way, and others. Oh, yes: he's also been a member of TWP's men's softball team and a company basketball team!



Love is a native of Columbus Georgia but has lived in Detroit for more than a decade with wife Carol. The couple has three sons: Melvin II (11), Nicolo (7) and Carlos (almost 1). "Melvin II is a

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late-model car fanatic," says Melvin. "I enjoy taking the boys to auto shows. We had a great time at the Woodward Cruise." But right now, Melvin is looking forward to a well-earned family vacation to see family in Georgia. Then it's back to the Center to start a new year.

"I'm working hard to learn everything I can about business," says Melvin. "I don't know where my career will take me, but I want to be prepared to handle any situation."

It's obvious that this "go-to" guy is going places.

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