



B&B Automotive Warehouse Blues Auto Parts Mission Statement

It is the mission of Blues Auto Parts and B&B Automotive Warehouse to provide the customers we serve unmatched service, professional grade quality parts, competitive prices, and the exceptional support that ensures their success and prosperity.

Local Focus, because We're from Here too!

A hallmark of our organization is our dedication, *preferential* treatment, and commitment to a customer base that is largely local. Although we serve all potential customers, locally owned independent repair shops and fleets as well as local governments and quasi-governmental agencies are our focus and our bias. South Louisiana is our home and we believe in a philosophy that reflects our commitment to the community we are a part of. It's our belief that strong communities can't exist without vibrant locally owned businesses. This core belief that local businesses strengthen the fabric of our shared home, informs and motivates our mission. That is why we are "dedicated to the support and success of the locally owned independent repair shop". We accomplish that by working to ensure our customer's success in every endeavor. The result we believe, is that in the same way that consumers are best served by a local independently owned repair shop, our customer's interests are best served doing business with the only locally owned independent auto parts distributor in South Louisiana....Blues Auto Parts!

We are in the Service business

We are in the business of serving customers, and we embrace that calling. Our unmatched customer service includes cheerfully and quickly delivering orders so that your customer can get back on the road. It also means our stores will be staffed with experienced professionals who find the right part the first time, thereby eliminating shipping errors and lengthy wait times. Our support doesn't end with the delivery. When our customers do business with us, they have the security of knowing that we stand behind every part that we sell. We have their back and the best interest of their customer as well. Another way we support our customers is by providing professional technician training. For us, it comes down to recognizing that if we place our customers' welfare first, everything else will fall into place.

Our inventory

We are a one-stop supplier providing a complete offering of automotive parts and supplies. Another commitment to our customers is to carry everything they need to run their businesses. Our customers shouldn't have to maintain multiple suppliers in order to get what they need. Maintained by the best and brightest in our industry, our distribution center in Gonzales focuses on several key points:

1. Fill rate. Our state of the art computer system enables us to deliver an inventory system that has the right part in stock when our customers need it. Focusing on demand history, lead times, vehicle registrations, and part failure trends, we often have the part in stock when no one else does.
2. Slow moving items. Anyone can have the popular stuff in stock. However, our customers work on all types of vehicles. They can count on us to keep slow moving parts on our shelf until it is obvious that there isn't a demand for it. This gives them the peace of mind that when they have the potential to repair a vehicle, they can get the part from us in a timely fashion no matter how rare the vehicle.
3. Full coverage. Running a repair shop effectively requires more than just parts. We carry all the supplies needed. Whether it's chemicals, cleaners, paper products, shop supplies, tools, equipment, our phone number is the only phone number required. If we don't have what is needed in stock, we will save our customer time while we do the legwork and find the item for them.
4. Quality and value. We carry nationally recognized professional grade parts with brand names that have a long tradition of excellence that our customers trust. We have the reputation of stocking Original Equipment parts with OE fit, form, and function.

However, we understand that occasionally there is a need for value. In addition to national brand names, we also carry a complete line of private label parts that are priced competitively. Although these parts are priced competitively, there are no corners cut on quality. These parts meet or exceed original equipment manufacturer specifications. If an item can't meet that standard, we don't carry it.

Where our partners can grow

In addition to serving customers, we believe we are called to assure the well being of our partners as well. No one is alone in an endeavor like this. It takes the disciplined work, commitment, and service of everyone on our team to fulfill our mission statement. For Blues Auto Parts and B&B Automotive Warehouse, that team includes our team member employees, our suppliers, and the professional firms that support our efforts. We ask these partners to share our vision, our belief in the value of service, and our philosophy that if we honor our commitments to our customers, our families will prosper. To support these beliefs we pledge to:

1. Provide a safe working environment.
2. Promote a positive and healthy interaction between team members.
3. Foster advancement through learning opportunities.
4. Provide fair wages and benefits.
5. Provide rewards and incentives for extra effort.
6. Honor our commitments to our vendors, recognizing that all of our partners must share in our success if we are to deliver on our commitments to the customer.
7. Foster the sustainability of our communities by utilizing local suppliers and the services of local professionals wherever possible.