While the FISA Annual Conference provides outstanding education, it is also the premier networking Conference for distributors and those manufacturers who market through distribution. This is your chance to meet your suppliers face-to-face, establish personal connections, and develop new business relationships.

Several weeks before the Conference, attendees will get an email listing each person coming to the Conference along with a description of each company attending. By planning ahead, you can schedule meetings with your suppliers and make this a cost effective way to strengthen your business relationships.

Our host in October will be the Omni Barton Creek Resort & Spa located on 4,000 acres. The Resort offers us the best of all worlds. We are within 30 minutes of the Austin airport; we are on the outskirts of downtown Austin; and we are in a residential neighborhood with lovely homes located in the rolling Texas Hill Country. The Resort has a large fitness center and Spa and features numerous areas to meet fellow attendees in a relaxing setting.

On both Saturday and Sunday nights of the Conference, FISA has chartered buses which will run continuous loops taking attendees into the center of town for dinner and to enjoy the variety of music venues. We will be sending out a list of restaurants in advance and will have a coordinator in town providing you maps of the entertainment district with popular restaurants listed. Advance restaurant reservations are recommended particularly for larger groups.

Be sure to reserve your hotel room today. Go to www.fisanet.org and click on the link direct to the Resort. Our special FISA rate of $234 per night includes the resort fee. Also, click on the link ‘To Register for the Conference’ and sign up now to attend and participate in activities. Some activities are filling quickly.

Perhaps, the best endorsement for the 2015 Annual Conference is that of the first 50 registrants, many are attendees who were first-timers last year in Newport. If you are considering coming for the first time this year, the FISA Board of Directors promises you a warm welcome. Our goal is to make each person feel at home as we introduce

Wondering if You Should Attend the Conference?

If you attend, you will receive:

- Practical content you can use
- Ideas for immediate impact
- Face-to-face meetings with distributors and manufacturers
- A cost effective way to meet potential vendors and/or distributors
- Speakers accessible for one-on-one talks
- A friendly, welcoming networking event

Two Clicks Will Do It!

Registration is online. It's easy and convenient.

1. Go to www.fisanet.org and click on the Meetings tab. Click on To Register. Registration is online this year however you may pay by either credit card or check. Be sure to register yourself first and choose your activities; then register your spouse/guest and then if you want to be a sponsor of the 2015 Conference, include your sponsorship.

2. After you register for the Conference, be sure to go back to the Meetings tab and Click on the link that takes you directly to Omni Barton Creek Resort & Spa to book your room.
Dear FISA Members,

With spring almost behind us, we all look toward summer with joy and perhaps a little hesitation. The joy of spending a little more time with family and friends can be outweighed by projects, quotes and budgets. What we all must consider, and strive for is balance in our lives. That commitment to balance will allow us strength, pride and satisfaction.

With the passing of the seasons, we know that your FISA Board of Directors and Executive Director, Stella Jones, have been hard at work planning our upcoming Fall Conference. This year’s event “Kick It Up!” in Austin Texas will provide a balance of education and recreation in one of the fastest growing cities in America. I’m sure you have heard of all the music venues, festivals, and Barbeque that Austin has to offer. FISA will have great offerings too. Attracting and retaining top quality employee associates has been a challenge for many of us for years. Mel Kleiman will offer ideas to identify, capture and retain “top performers” in this changing world. We will also hear Norm Clark’s vision for the future of the “sales force”. How will we need to approach customers, and with what tools in our briefcases? Will we need briefcases? Doubtful...

Ross Bernstein will light up the room with his dynamic discussion relating accountability and ethics in the sports world, to sales and marketing in FISA’s world. Ross hails from Minnesota and has written over 50 books relating to champion teams and player/performers. Moving our employee associates from “Good to Great” will be just a part of this captivating presentation.

And as balance is the source of my inspiration today, we will hear Dr. Elaine Dembe discuss work-life balance, and practical strategies she has to offer.

I’d like to say a special “thank you” to Board Member, Jason Ryan, and his wife, Lisa, for their efforts as Conference Chairs this year. In addition to the responsibilities as chair, Jason and Lisa, along with Stella Jones, have updated the Conference Registration process by automating it on the FISA web site. Many hours of programming by these folks will save time, labor, and create efficiencies for our future.

Again this year, we have had tremendous response to Austin as our venue. Book your reservations for travel and hotel at your earliest convenience. The Omni Barton Creek looks great and has all the amenities we need for a successful conference. In order to provide our speakers, programs and social events, we count on your generosity in the form of sponsorships. Please contact Eric Perkins at 714-375-6300 or Joe Allman at 214-558-4223 to make your commitment today. The Pinnacle Society is a great way to support FISA and keep your company logo at the center of the conference.

Remember that balance is a great start to satisfaction. We look forward to seeing you in Austin.

Bob
Have questions about Human Resources?

FISA offers a variety of membership benefits

FISA offers a variety of membership benefits

CONNECT WITH NAW THROUGH FISA

Ever wonder about the acronym NAW and what that means or what it means to you? NAW (The National Association of Wholesaler-Distributors) works to influence public policy, conduct research, and provide group purchasing programs for about 40,000 member wholesale-distribution companies and about 85,000 people who work in the industry. It encompasses about 80 national wholesale-distribution trade associations and about 30 state, regional, and local associations. Members operate in a wide range of industries but share an interest in getting goods to market efficiently. NAW was formed in 1946.

FISA is one of the 80 national trade associations who are members of the National Association of Wholesaler Distributors (NAW). We pay annual dues of $1980.00 which entitles all our association members to tap into the services and discount programs offered by NAW.

If you have not checked into the benefits, you are missing some wonderful opportunities. Go to www.naw.org and click on Member Benefits to find out about the available programs in insurance and discounts with Hertz and FedEx just to name a few. All you have to do to participate in a program is identify yourself as a FISA member.

In addition to discount programs, NAW also has an active government relations department which lobbies on behalf of wholesale distributors and the Institute for Distribution Excellence which regularly publishes research and books. The emphasis is on helping independent distributors in all lines of trade maintain profitable businesses and prosper in a changing economy.

TWO UID SCHOLARSHIPS ARE AVAILABLE

The University of Innovative Distribution is a concentrated educational program focused on the unique needs of the industrial wholesale distribution industry. Known worldwide for excellence in education, UID is sponsored by the leading industrial distribution professional associations, in cooperation with the Industrial Distribution Program of Purdue University in providing a superior learning experience.

SAVE THE DATE: March 6-9, 2016

The next University of Innovative Distribution is March 6-9, 2016, in Indianapolis.

FISA has two scholarships available. Call FISA at (336) 274-6311 for information. The deadline for scholarship applications is November 1, 2015.

HR CONSULTANT AVAILABLE TO FISA MEMBERS

FISA has a virtual HR Department in the Members Only section of the FISA website. Resources are at your fingertips. Also, as a member benefit, each FISA company is entitled to 30 minutes of private complimentary consultation each year with Nancye Combs, the FISA endorsed Human Resources consultant. Nancye has more than 35 years of practical experience in human resources and organizational management. A recognized authority, she speaks, writes, and offers expert witness testimony on management issues.

She is a University instructor for human resources professionals seeking to become nationally certified by the Human Resources Certification Institute.

SIGN UP FOR NAW SMARTBRIEF

The smarter way to stay on top of news and trends affecting the wholesale distribution industry

SmartBrief is the leading online publisher of targeted business news and information by industry. By combining technology and editorial expertise, SmartBrief filters thousands of sources daily to deliver the most relevant industry news in partnership with more than 180 trade associations, professional societies nonprofits and corporate entities.

- Created by SmartBrief, a business news publisher, in partnership with the National Association of Wholesaler-Distributors (NAW).
- A 4-times-weekly snapshot of the wholesale distribution industry with news from DC Velocity, Industrial Distribution, Modern Distribution Management, Gallup Management and other leading sources.
- Summaries of what matters to you, written by expert editors to save you time and keep you informed and prepared.

Sign up today for this free FISA membership benefit. Go to www.fisanet.org and click on the SmartBrief logo at the bottom of the FISA home page.
I read a recent article written by a former manufacturing executive in which he expressed his grave concerns over free trade agreements. He lays the following problems at the feet of free trade: massive trade deficit of over $10-$11 trillion; millions of good paying jobs have been lost (net); manufacturing sector has suffered a massive loss, from over 20% of GDP to approximately 11%.

I think these concerns, and perceptions, are shared by millions of Americans. Fortunately for all of us, their perception is not backed by reality.

Let's deal with the last assertion today, and its first cousin, “all manufacturing has gone overseas”. “Massive loss” and “all gone” are both easy to disprove. The US Total Manufacturing Production Index (Not Seasonally Adjusted) annual moving average is at a record high. This is an index, which means it is not measuring dollars or units, but aggregate output. Obviously, the fact that the index is at a record high level means that free trade has not caused a “massive loss in US manufacturing, despite the relationship to GDP. That is because GDP has been growing faster than manufacturing, not that manufacturing has been shrinking.

Jobs are being created in services and in manufacturing, though the job creation is much faster in the service sector. Manufacturing job openings stand at 297,000, an amount that has been relatively constant for the last two years, and only slightly below the 2006 bubble years. There are manufacturing jobs available in this country. Go to Rochester NY, you will have a manufacturing job tomorrow.

We are nowhere near the amount of manufacturing jobs we once had in this country, and neither do we want to be at those earlier levels, not if we want to stay globally competitive. The cost of American labor would be prohibitive in labor intensive industries. Instead, we have turned to efficiency gains through process improvement and through automation. Both have allowed for reduced labor content in American-made products, and that has allowed us to become globally competitive. Indeed, The Boston Consulting Group reports that the cost of manufacturing in the US is only 5% higher than China. If you really want to see manufacturing leave the US, all we have to do is push up the labor content and diminish efficiency gains. Protectionism and barriers would serve to do that through reduced competition and the establishment of a false cost basis for protected goods.

The chart below, from the Federal Reserve Board, highlights the increases US Manufacturing over the years. We have superimposed on the chart the reasons why America is doing so well.

Near-sourcing is very real, with firms from around the world coming to the US to take advantage of proximity to market, reduced transportation costs, availability of technology, easy access to capital, affordable and dependable energy supply, and a rich consumer base. These factors are real, and they are not going away soon. These firms choose America as a manufacturing base because of the advantages here. More Americans need to appreciate what this country offers, and our global competitiveness, and the long-term advantages that will accrue to us. We will discuss near-sourcing in greater detail in a future blog, as well as the reasons why firms come to the US and why federal taxes are not the major inhibitor most people make them out to be.

We are a strong, vibrant nation with a lot to offer manufacturers, and those serving the manufacturing sector. It does no good to denigrate this segment of the economy, or to write the obituary for what is still a vibrant, thriving, and important part of our economy. Optimism based in reality, and a sense of purpose generously mixed with a “can-do” attitude is what will push manufacturing to ever greater heights.
Have you ever received a letter of recognition? While I would hope you answered “yes” to that question, the likelihood is that you said “no” because, when 5,000 people were asked, only 7.6% answered “yes.” On top of that, when those 382 people were then asked how long ago it happened, the answers ranged from one week to 37 years ago. Finally, when asked if they still have it and could find it, 91% answered positively.

When it comes to employee retention, nothing beats a personal letter of recognition. It doesn’t cost a cent, yet is highly cherished. Paul Cook, CEO of Raychem, says: The most important factor is individual recognition and it’s more important than salaries, bonuses, or promotions. Most people want to identify with the success of their organization. And their greatest reward is receiving acknowledgment that they did contribute to making something meaningful happen.

What’s keeping you from making the time to leverage this powerful employee retention tool?

Mel Kleiman is an internationally recognized expert, speaker, consultant, pragmatic businessman and author of strategies for hiring and retaining great employees and the people who manage them.

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**Here’s a Tip for Employee Retention**

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**Directing Your Sales Force into the Future**

Texas A&M University is nationally known for its programs in Industrial Distribution. As a senior lecturer with the Industrial Distribution faculty in the Dwight Look College of Engineering at Texas A&M since 2001, Norm Clark is in the front lines of education today. Having worked in industry, he has practical experience that combined with his academic experience gives him a unique perspective.

Norm teaches courses in Manufacturer/Distributor Relations, Sales Engineering and New Directions in Distribution. Students say, “He is an awesome professor; one you will always remember. He’s a great teacher who really cares and has a passion for teaching.”

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**Dr. Elaine Dembe**

Dr. Elaine Dembe will present two programs in Austin. She will speak at the spouse/guest breakfast on Sunday morning about Passionate Longevity: The 10 Secrets to Growing Younger and Monday morning will present Take a L.I.F.E. Pill! And You Won’t Need to Call Me in the Morning to conference delegates.

A chiropractor, Dr. Elaine Dembe is a compelling speaker who brings clarity to confusing times. Dr. Elaine Dembe is one of Canada’s outstanding authorities on stress resiliency, longevity and motivation. Known as the Passion Doctor,™ she has extraordinary ability to focus on the current issues blocking the path of the way we live and work, and to inspire and re-energize her audience to live and work with purpose, passion and productivity. Elaine’s current speaking engagements motivate individuals and employees to strengthen their mental and physical resiliency against multiple stresses and unpredictable times and to find joy in everyday living and working.

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**The Champion’s Code**

Have you ever wondered why certain teams WIN consistently, whereas others come up short? Ross explains WHY — in an engaging and visually entertaining style that’s designed to improve YOUR company’s productivity, morale, and bottom-line profitability.

The youngest member ever inducted into the Minnesota Speaker Hall of Fame, Ross has spent the better part of the past 20 years studying the DNA of championship teams and his passion is helping motivate organizations to perform like CHAMPIONS. Ross and his books have been featured on thousands of television and radio programs including CNN, MSNBC, CBS This Morning, FOX News, Bloomberg, ESPN, and the CBC, as well as in the *Wall Street Journal*, *New York Times*, *Los Angeles Times*, *USA Today*, *Sports Illustrated* and Maxim Magazine.

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**FISA 2015 Annual Conference — Austin, Texas —**

**Registration Includes**

- All Meeting Materials
- Three Breakfasts & Receptions
- Monday Evening Cocktails/Dinner
- One Spouse Breakfast
- Transportation into Austin Saturday & Sunday evenings
- Complimentary Yoga Classes

**Things to Know**

Dress in comfortable resort attire. Collared shirts for the men and slacks or skirts for the ladies would be appropriate. Monday night’s dinner is very casual – jeans and boots would be great. Weather permitting receptions will be outdoors so pack accordingly. Temperatures in October average 82 degrees in the day and 61 degrees in the evenings.
Flow Products, LLC

Flow Products, LLC is pleased to announce Nicholas Gogna has joined the company as Technical Sales Manager. Nick has over 20 years technical and sales experience working with Unilever/FMC/Franrca/JBT and ZM Technologies. Nick will be responsible for Rieger valve sales and service in North and South America.

W.M. Sprinkman Corporation

W.M. Sprinkman Corporation (WMSC) announces the following members to the W.M. Sprinkman team: Andy Schroeder, Project Manager; Glenn Kaisler, Production Manager and Paul Wandschneider, Mechanical Designer. In addition, the following W.M. Sprinkman employees received promotions: Heather Katcha, Project Manager and Todd Peterson, Process Engineer. W.M. Sprinkman Corporation was founded by Walter Mendenhall Sprinkman in 1929 and is headquartered near Milwaukee in Franksville, Wisconsin, with a manufacturing facility in Elroy, Wisconsin. Sprinkman specializes in stainless steel sanitary process system engineering, manufacturing and field services for Food and Beverage Processing, Dairy Processing and Craft Brewing (Sprinkman Brewing Systems). www.sprinkman.com

VNE Corporation

VNE is pleased to announce two new additions to their sales staff. Olivia Welch and Briana Carroll. Olivia Welch has been hired as an International Customer Service Representative. Olivia has 18 years of experience and will be supporting customers in Latin America. Briana Carroll has started at VNE as a Customer Service Representative. Briana brings a solid customer service background to VNE.

Ampco Pumps Company

Ampco Pumps Company based in Glendale, Wisconsin is pleased to announce the hiring of Jon Mello as Western Region Sales Manager. Jon’s territory will include California, Arizona, New Mexico, Colorado, Utah, and Nevada. Jon has over 17 years of experience in food and beverage processing. Ampco Pumps is also pleased to announce the hiring of Lisa Twadell as Southeast Regional Sales Manager. Lisa has over 20 years experience in the sanitary industry. Her territory will include Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, and West Virginia. Alex Goff, Application Engineer for Ampco Pumps Glendale, Wisconsin, joined their German subsidiary in April 2015. Alex has been with Ampco Pumps since November of 2014 and is excited about the move to AmpcoGmbH, the opportunity to expand their capabilities and grow Ampco’s presence in Europe.

Fristam Pumps USA

Fristam Pumps USA announces Tim Schiffer has joined the company as Machine Production Manager. In his new position, Tim will be responsible for Fristam’s machining operations including applying Lean Manufacturing and 5S systems. Tim has over 25 years of manufacturing experience and a Bachelor of Science degree in Electrical Engineering from the University of Wisconsin-Platteville. Fristam Pumps USA, Middleton, WI, is a global manufacturer of sanitary centrifugal and positive displacement pumps, blenders and mixers used by the beverage, dairy, food and pharmaceutical/biotech industries.

Tel-Tru Manufacturing Co.

Tel-Tru Manufacturing Co. is pleased to announce that Colin Sheridan has joined the team as President of both Tel-Tru and its associate company, G-S PLASTIC OPTICS. He is a native of Rochester, NY, attended college at Purdue University in Indiana, and earned his MBA degree at the University of Chicago. Most recently, Colin completed an assignment as CEO, with a voice and data communications provider, IP Logic, Inc., based in Albany. Tel-Tru Manufacturing Company, founded in 1916, manufactures and distributes Bimetal Thermometers, Digital Thermometers, Temperature and Pressure Transmitters, Pressure Gauges and Accessory products that sense and monitor temperature and pressure...
M.G. Newell Corporation

M.G. Newell Corporation has been named the 2015 North Carolina Family Business of the Year in the Century category for companies over 100 years old. The award coincides with the company’s celebration of its 130-year anniversary. Since 1885, M.G. Newell has remained a family-owned company providing sanitary processing solutions to food, beverage, dairy, pharmaceutical, and personal care companies. The North Carolina Family Business Awards, presented by the Wake Forest University Family Business Center and media sponsor Business North Carolina, are designed to recognize the achievements of family-owned businesses and their contributions to their communities. In addition to business success, entries are judged on the following criteria:

- Innovative Business Strategies and Practices
- Business Growth and New Development
- Contributions to Community and Industry
- Involvement by Different Family Members and Generations
- Commitment to Family Well-Being and Keeping the Business in the Family

To learn more about M.G. Newell and to see the video from the awards ceremony, visit the M.G. Newell YouTube page. M.G. Newell Corporation also announces the following organizational changes: Tony Saenz has been promoted to Vice-President of Engineering. He will work with each of the division General Managers and Engineering departments to provide corporate oversight to all engineering functions. Jeff Hartig has joined the Nashville division as an Outside Sales Representative for the mid-Tennessee and Alabama territory. He formerly worked at the Kroger Tolleson Dairy in Arizona. Alan Carley has joined the Nashville division as an Outside Sales Representative for the western Tennessee, Arkansas and northern Mississippi territory. Previously, Alan worked for Mid-South Industrial Valves. Aaron Sprowl has joined the Louisville division as a Project Engineer. He formerly was a Plant Engineer at Dean Foods in Louisville, KY and has a B.S. in Mechanical Engineering from the University of Kentucky. Ron Mann has joined the Greensboro division as a Project Manager. He formerly worked at Gilbarco in Greensboro, NC. Ron has a B.S. in Aeronautical Engineering from Purdue University and is a registered PE in Mechanical Engineering. Evan Hillestad has joined the Greensboro division as a Project Engineer. Previously, he was a Process Engineer with the Design Group in Atlanta, GA, and he has a B.S. in Mechanical Engineering from the University of Florida. Carl Neuser has joined the Greensboro division as an Outside Sales Representative for the Maryland/DC and Pennsylvania territory. Previously, Carl worked for JH Process Equipment in Pennsylvania. M.G. Newell Corporation is headquartered in Greensboro, NC with divisional offices in Louisville, KY, and Nashville, TN, M.G. Newell is a full service distributor and systems integrator of sanitary equipment for the food, beverage, dairy, pharmaceutical, and personal care industries. Established in 1885 as a dry goods store, the company has evolved over the years first to a dairy supply business, and later to its present structure. The company proudly celebrates its 130th anniversary in 2015.

Andron Stainless

It is with deep sorrow that we communicate the tragic loss of a key employee/family member here at Andron. John Seymour, production scheduler, was struck by a SUV while riding his motorcycle to work the morning of May 20th and died. John was a great person, as well as a personal friend to many of us. He always had a smile on his face and a desire to help. He will be dearly missed. He leaves behind a wife and four children. John was 38 years old.

CONSIDER SPONSORING THE FISA CONFERENCE!

By Joe Allman, 2015 FISA Sponsorship Chairman

The FISA Board of Directors invites you to participate as a sponsor of the 2015 Annual Conference, October 10-13 at the Omni Barton Creek in Austin, Texas.

Sponsorship of this event provides a unique opportunity to show your involvement and support of this dynamic organization of industry professionals. Sponsorships are used to provide top-level educational opportunities by bringing in speakers and educators who are leaders in their field. They are also used to subsidize other conference events, keeping costs down for attendees.

We recognize our sponsors with signage at each sponsored event.

Don’t miss your chance to invest in the largest gathering of professionals in the sanitary process industry! Ready to Sponsor? Go to www.fisanelt.org and download the Sponsorship Form from the "Meetings" tab.
GET THE YRC MEMBER BENEFIT TODAY

FISA Members are eligible to receive significant savings with YRC Freight on shipping services. YRC Freight invented LTL (less-than-truckload). Their broad portfolio of North American LTL services helps you increase the flexibility and reliability of your supply chains by offering direct service to almost every point in the United States and nearly all of the Canadian population. YRC Freight specializes in palletized shipments over 150 lbs.

**Key benefits:**
- Ground and air expedited and guaranteed solutions
- Time-Critical Service counts Saturday and Sunday as service days, unlike most carriers
- Cross-border services throughout North America
- Get the highest Canada cross-border clearance rate among LTL carriers for your shipments
- YRC Freight Exhibit Services has been Best-in-Show for trade show shipping for over 25 years
- No-cost inbound guarantee on trade show shipments
- Book, track, and manage your shipments anytime and anywhere at my.yrcfreight.com or contact YRC Freight Customer Service 24/7 at 800.610.6500

The FISA/YRC Freight Shipping Program is a free member benefit. It’s easy to get started, enroll today by phone, e-mail, or online. | 800.647.3061 Associations@yrcfreight.com | www.enrollhere.net

**Mark Your Calendar**

**JULY 1, 2015**
Renew Membership

**OCTOBER 10-13, 2015**
FISA Annual Conference
Barton Creek Resort & Spa
Austin, TX

**NOVEMBER 1, 2015**
UID Scholarship Application Deadline

**DECEMBER 1, 2015**
UID Scholarship Winners Announced

**NOTE:**
Remember to update your company information. Go to www.fisanet.org and look under the Membership Listing. Email changes to stella@fisanet.org.