

2022 FISA ANNUAL CONFERENCE LOCATION CONFIRMED



2022 FISA Annual Conference • October 6-9, 2022
Westin Hilton Head Resort & Spa • Hilton Head Island, SC

Whether your Hilton Head plans involve lounging on the beach, playing a round of golf or exploring the area, there's something for everyone to enjoy.

Mark your calendars for October 6-9, 2022 to be at the Westin Hilton Head Island Resort & Spa on beautiful Hilton Head Island, South Carolina. The Resort is located oceanfront with acres of beautifully landscaped grounds, multiple pools and numerous places to relax and network. More than 65% of the 416 guest rooms have an ocean view.

Next door to the Resort is Port Royal Golf & Racquet Club. In addition to being praised for its exceptional golf experience, Port Royal Golf & Racquet Club is also well known as an award-winning tennis destination. Nearby on the island, you will find multiple places to eat, shop and explore.

Once again this year, the readers of Conde Nast Traveler named Hilton Head Island winner of Top Island in the US. Hilton Head Island is part of the Lowcountry region of South Carolina and is known

for its 12 miles of Atlantic Ocean beaches and golf courses. If you haven't been to the area before, you'll love discovering South Carolina's gorgeous white-sand beaches, moss-draped oak-lined roads, tropical marshes and swaying palmetto trees. The island is well known as being one of the first eco-friendly vacation destinations planned in the 1950s.

Hilton Head is located 20 miles northeast of Savannah, Georgia, and 95 miles southwest of Charleston. If flying, two airports serve the area. The Savannah Hilton Head International Airport (SAV) is located about a 50-minute ride to the Resort. The Hilton Head Island Airport (HHH), located on the island is just five minutes from the Resort and offers direct regional jet service daily from a number of major airports. Rental car service and taxi service are available at both airports and if driving, the Resort is 30 minutes from Interstate 95 for easy access.

CHECKING THE PULSE SURVEY

Responses: 17 Distributors & 17 Manufacturers

	DISTRIBUTORS	MANUFACTURERS
Now that we are nearing the end of 2021, how does your business compare with 2020?		
Profits are up	82.35%	82.35%
Profits are down	5.88%	0.00%
Profits are same	11.76%	17.65%
If profits changed, indicate whether up or down and by what percentage.		
	12% up	Up 25%
	5%	Up approx. 5%
	Up	5%
	Up by 23%	Up
	Same	Up 9%
	Up 3%	8%
	Up 4%	Up 15% plus
	Less than 5%	9%
	Up by at least 10%	Prefer not to answer
	3%	10% up
	Over 50%	3% up
	7% up	Profits up
	Up by 10%	

For 2022, in which market segments do you anticipate growth?

Food	41.18%	76.47%
Dairy	11.76%	5.88%
Beverage	11.76%	5.88%
Pharmaceutical	23.53%	11.76%
Personal Care	11.76%	0.00%
Other	0.00%	0.00%

How has your company changed its staffing policies?

Adopting a flexible policy of remote/on-site workers	35.29%	35.29%
Requiring certain job functions to be on-site	23.53%	41.18%
Requiring everyone to be on-site	41.18%	23.53%

Have you changed your company's travel policy?

No restrictions	76.47%	64.71%
Encouraging less travel	23.53%	29.41%
Don't Know	0.00%	5.88%

Do you believe the COVID-19 situation has permanently changed the way your Salespeople connect with end-users?

Yes	58.82%	76.47%
No	35.29%	11.76%
Don't Know	5.88%	11.76%

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FISA is an association composed of distributors and manufacturer members who share a commitment to value-added distribution in serving hygienic processing industries. FISA's mission is to help its members improve performance and customer value.

**2021 – 2022
FISA Board of Directors**

FISA Officers:

President

Eric Perkins
Statco-DSI

Vice President

Barry Dobbins
Dobbins Company

Past President

Jason Ryan
FCX Performance

Directors:

Jim Brink
SPX Flow

Joe Gamradt
Anderson-Negele

Joe Landry
Alfa Laval, Inc.

Joe Reynolds
CSI

Tony Roisen
Quality Stainless, Inc.

Andy Soukup
Triplex Sales

Ola Westrom
Endress+Hauser

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www.fisanet.org

Stella L. Jones
Executive Director
Email: stella@fisanet.org

FROM THE PRESIDENT



It was great to see everyone in Scottsdale at the FISA conference. Two years is way too long! We hope everyone enjoyed the event and found it to be valuable to your organization. It was certainly good to get everyone together again.

We will be having our Planning Meeting for next year's FISA Conference in early February. A high priority will be reviewing the survey evaluations, program suggestions and working to evolve FISA. We have a great history, but realize we need to keep up with the times and continue to provide maximum value for our members during these challenging times. We also need to share best practices and strengthen the partnerships with our manufacturers.

The 2022 FISA Annual Conference is going to be October 6-9, 2022 at the Westin Hilton Head Island Resort and Spa in South Carolina. The announcement is on the front page of this newsletter and more details will be coming your way the future. I recently attended a Promach Conference in that area, and it is absolutely beautiful. I was very impressed with the area, restaurants and ease of transportation from the airport to the resorts. We will work hard at our planning meeting to assure one of the best conferences yet.

It is hard to believe that we are closing out the 2021 year. I think we all agree that it has been extremely challenging. Supply chain issues have been out of control. Pricing and inflation have been through the roof. New variances of the COVID virus continue to develop. These are crazy times in history. Fortunately, our customers have continued to expand in an everchang-

ing world. This has helped all of our businesses to continue to thrive. We should be thankful for the industry we are in, and how we are a huge part of keeping the Food, Dairy and Beverage supply chain going. However, there are challenges.

One of the biggest issues our customers are having is maintaining their work force. Over 4 Million employees in the US alone left their jobs last month just for a change. This is now labeled the "Great Resignation". For some workers, the pandemic directed a shift in priorities, encouraging them to pursue a new or "Dream Job" or transition to being a stay-at-home parent. Others found that "working from home" created a new work life balance that they preferred. Our customers will need to find ways to overcome this challenge. One area that they will be investing in heavily is automating their facilities to replace the lacking workforce. This will create numerous opportunities for all of our businesses for 2022.

Just as employment issues in the workforce affect our customers, we as employers, will need to adjust how we manage our employees and how our work weeks look. In many cases, this may mean a hybrid work schedule involving a balance of working from home and working at the office. The bottom line is that we need to take care of our employees and retain them. They are what make our businesses successful.

I look forward to seeing everyone soon.

Happy Holidays to you and your families.

Stay Safe.

Eric Perkins, Statco-DSI

A SPECIAL WELCOME TO OUR NEW 2021 FISA MEMBERS:

- Murrplastick Systems, Inc.
- Jacoby Tarbox
- CRP Industries
- LE Commodities
- Stainless Process Equipment, Inc.
- Triplex Sales Company
- Verder Hygienic Pumps, Inc.
- Voigt-Abernathy Sales Corp.
- SemiTorr Group

MICHAEL KICHURA AWARDED FISA SCHOLARSHIP

Michael Kichura, a Sales Engineer with Oliver M. Dean Inc. is the recipient of the FISA Scholarship to the University of Innovative Distribution in 2022. In his application for the scholarship, Michael wrote, “COVID presented unprecedented challenges by changing how business gets done. Consumer product manufacturers are facing high demands, shrinking work forces, and massive shortages in their supply chain for raw ingredients and equipment. Activity during the pandemic in the hygienic processing industry has not slowed down, but it has challenged everyone to adapt. My role as a Sales Engineer is to guide these manufacturers to navigate this change. To do this I am confident that the next step for me is to refine the skills I have developed over the past two years working in this industry. The University of Innovative Distribution’s Sales Track can equip me with the skills and tactics necessary to connect with the right decision makers, fully understand their problems, and efficiently communicate in a way that addresses their challenges and provides value to their process.”



Michael Kichura

“The Sales Track at UID is filled with courses that can enhance my ability to sell to customers in food and beverage manufacturing. As a Sales Engineer for a distributor, one of my biggest challenges is narrowing down a massive portfolio of hygienic processing equipment to what is important to each stakeholder I work with. UID’s course on digital marketing can first help me com-

municate the right message that would be relevant to each of my prospect’s needs. Prior to meeting with each customer, I can use the skills I will have learned in the pre-call planning clinic to properly prepare my appointments so that they are efficient and of value. Finally, when meeting with each customer, I will be a true consultant in their eyes because I will be able to probe and dissect what their true problems and expectations are. Putting it all together, I will be able to walk new and existing customers through the change they are looking to implement because I will be addressing their problems and selling them the right solutions.”



SIX WAYS TO STAY MOTIVATED AND FOCUSED OVER THE HOLIDAYS

By Mary Kelly, Commander US Navy (ret)

It is the holiday season, and it seems everyone around you is decorating, shopping, traveling for fun, and relaxing.

It is tempting to

take your foot off the gas pedal and turn everything off. After all, it is the holidays, and we all need a break.

However, what we do in December is often what sets us up for success in the first quarter of the new year, and perhaps the entire year. How do you stay motivated on work when you want to enjoy the holidays as well?



Mary Kelly

Now is a great time to reassess what is really important, and to categorize what needs to happen in the right way. Once projects are properly categorized, it is easier to get them accomplished.

1. Redefine your core values

Core values encapsulate what is most important to us. Values such as “provide for my family,” “feel a sense of accomplishment,” and “contribute to my community” help us find direction when we want to take the day off to bake cookies or go fishing. Values, both our own and our organizations’, help us stay motivated towards goals that are part of the bigger picture.

2. Redirect efforts to focus on your wants

The Great Resignation is often linked to employees wanting something different from what their employers are offering, and not feeling as though they can do what they want in their current capacity. This may be true. What are your career aspirations? What do you want for your business? What do you want to accomplish in the part of the business you control?

3. Remember that the grass isn’t always greener

Employees who are leaving their jobs are saying they are underpaid, underappreciated, and overworked. Is this you? Is this the people around you? Is this the people who work for you?

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THE BRINK FAMILY HAS A LEGACY OF FISA LEADERSHIP



George Brink
FISA President 1972-1974

The nine distribution companies listed below were members of FISA in 1973-74 and are members today. Two companies have been sold and the name of the acquiring company who is a FISA member is in italics.

- Oliver M. Dean & Sons, Inc.
- Food Equipment & Supply Co., Inc.
(Cummins-Wagner-Florida)
- Heerema Company
- Nelson-Jameson, Inc.
- M.G. Newell Company
- OCS - Ohio Creamery Supply Company
- Rowlands Sales Company, Inc.
- R.D. Smith Company, Inc.
(Crane Engineering)
- UDMC – United Dairy Machinery Corp.

Few families are as intertwined in the history of FISA as those FISA members with a last name of Brink. The Brink family has been active in FISA for more than 60 years. George Brink started the legacy when he returned from serving with the Marines in the South Pacific toward the end of World War II. George returned from the War, went to the University of Tennessee on the GI Bill, and majored in food science graduating with honors in three years. Like many in “the Greatest Generation”, he went to work, married and started a family.

In 1955, George borrowed \$7,500 and started his own company, Brink’s Inc., a distribution firm headquartered in Knoxville, TN serving the food industry. Through hard work and perseverance, the business thrived. George became active in FISA and served as president from 1972 – 1974. In those days, members had defined geographical territories so it was commonplace to share ideas at the annual conference that would help other members. The minutes from 1970 say suggestions were made to get a WATS line to save on telephone calls and perhaps members should consider buying smaller cars so they could save on gas when traveling. George also added, “Every time I come to a FISA meeting, I learn something that I take back that pays my way for coming.” Through the years, he continued to be active in FISA serving as Conference Chair in 1982 in Knoxville during the World’s Fair. In 1987, George was named a Life Member. At its height, Brink’s employed 52 people and never had a losing quarter in 30 years. In 1985, George sold his business but its legacy lives on through his children who had the experience of working there.

Hank Brink

Not only did Brink’s, Inc grow and prosper but so did the Brink family. George and his wife, Alice, had nine children in thirteen years. George Henry Brink, Jr. (Hank) was the first-born in the family that grew

to include six more boys and two girls. Hank worked for Kraft for a few years after college, then returned to Brink’s Inc. and in 1987, started his own company, Cadence Technologies. Like his father, Hank became actively involved with FISA as a Board member from 1995 – 1998. He returned to the Board from 2003 to 2009 and was President from 2005 – 2007.

David Brink

David Brink also grew up working at Brink’s during summers and throughout college. After he graduated, David returned to Brink’s Inc. until he joined M. G. Newell Corporation and opened their Louisville Division on March 1, 1994. He is now a Vice President of M.G. Newell Corporation and General Manager of the Louisville office. David actively participates in FISA and said, “It was history repeating itself. I remember my parents going to the FISA Conferences, and we’d have great parties at home while they were gone. Funny, that our kids have done the same thing.” David first served on the FISA Board of Directors from 2001 – 2004 and then he returned from 2010 until 2016. He became the third member of his family to be President when he served from 2012 – 2014. David added, “You could say that Hank, Jim and I never grew beyond our summer job because we have always worked in the food industry. All the kids in our family learned to drive a forklift before we got driver’s licenses.”

Jim Brink

Jim Brink too worked at Brink’s full time after college but took a bit of a different path away from Distribution and as he says, “I became the F- word in our family, a Factory Man, when I started working with Waukesha Pumps in 1986. We became part of SPX in the late 1990’s, and in 2015 we were spun-off to create SPX FLOW. Through the years, FISA has worked to dispel any myths of separation between manufacturers and distributors



(L-R) Jim, Hank, David and John Brink

and today, manufacturers and distributors are partners working together to serve our end users.” Jim is Eastern Regional Manager with SPX Flow and has been actively involved in FISA. He was Golf Chairman for the recent FISA Annual Conference in Scottsdale and is currently serving a three-year term on the FISA Board of Directors.

John Brink

Brother John, graduated from the Naval Academy and then worked in the defense industry. He gravitated back to the food industry and retired earlier this year from Power Engineers. The other Brink children chose different careers but they all grew up learning the value of work.

The main emphasis for the Brink family was faith, family and a work ethic. David said, “The word allowance was not in our parents’ vocabulary. In grade school, we delivered papers and in high school, we cleaned the office on weekends to make spending money.” Jim added, “They always knew when I had a special weekend coming up because I’d shampoo the carpets in the Brink’s offices without being asked so I could make extra money. Dad believed idle hands were the devil’s workshop so he kept us busy. We lived right outside the city limits of Knoxville and had about four acres that we maintained with push lawn mowers. But come football season, we were all in great shape.”

All nine Brink children attended private Catholic schools throughout grade school and high school. Each Sunday they attended 10:00 Mass, and then had Sunday dinner in the middle of the day. Their home was the headquarters for the neighborhood, and the boys said their Mom always had room for more people around the table. The close bond of family was ingrained early and even now, it is a tradition that every other Thanksgiving the entire family gathers. Siblings, in-laws, children, and grandchildren look forward to being together and unbelievably, a few years ago the group numbered 68 people.

Certainly, the Brink family has served FISA and continues to provide great leadership to FISA. Jim and David said their parents made life-long friendships attending the FISA meetings and they also value the friendships that make this Association special. Jim said, “Dad was a born salesman as were so many of the FISA members who started their businesses about that same time. These were independent people who wanted to own their own businesses and not work for anybody else. They seized the opportunity and many of these companies are still active in FISA today. It’s a wonderful tradition.”

The Past Speaks to the Future in a FISA Article from 1973

Putting things in perspective as we look toward 2022...here’s information taken from a FISA newsletter in 1973 when George Brink would have been FISA President. That’s right, 48 years ago. The article quotes a writer for the Wall Street Journal saying, “Marketers will need nerves of steel in 1974. Their vision and flexibility will be tested as never before. It is not easy to recall another period posting as much confusion and frustration.”

The writer goes on to say, “Other years the economy was to some degree

predictable, times would be good or bad or the business environment would be static. Not so in 1974. Our decisions will be made in an atmosphere of uncertainty. The changes that have taken place and will occur in the future will strain the adaptability of many in leadership positions. There is little doubt that courage and discipline will be two very essential ingredients in the making of productive decisions.”

Fred King, Executive Director of FISA went on to write, “The future is not all

gloom and there will be new opportunities for market-oriented companies. They will be in new products, packaging, distribution and services. Exploiting the opportunities that will emerge will require alertness and awareness of what the customer wants in products and services.”

So much for text written 48 years ago. The message is the same today, and FISA members will do what they did years ago. Our members will adapt to meet the needs of the customers in 2022 and in the future.

Member News & Views

The who, what, where, when and whys of the FISA membership.

How to Submit News

The Distributor News is published quarterly and the deadline for the next issue is March 1, 2022. Due to space limitations, we cannot print specific product information, but personnel changes, changes of address, expansions or other industry news is always of interest.

If you have a question, please call 336-274-6311 or email stella@fisnet.org

Oliver M. Dean, Inc.



Jeff Snow

Oliver M. Dean, Inc. is a complete source for engineering, design, and system components across an array of sanitary processing industries in the Northeast and Mid-Atlantic regions. They are pleased to welcome **Jeff Snow** as their General Manager. Jeff joins them with over 30 years of experience with sanitary processing equipment and controls serving in technical, engineering, sales, service and management roles. He will be in charge of all operations of the office, as well as management of the internal team. Jeff lives with his wife, Melissa, of 26 years, outside Albany, NY, has two grown boys, and enjoys spending time outdoors on the lake, the mountain or just in the back woods around his home.

The Williams-Carver Company



Nate Launius

The Williams-Carver Company is very excited to announce that **Nate Launius** has joined their sales team. Nate brings experience, and a particular skillset aimed at providing support for client relationships and the growth of their business as a whole. Nate is a graduate of MidAmerica Nazarene University where he studied business prior to earning his MBA from Ottawa University.

Fristam Pumps USA



Vince Delgadillo

Fristam Pumps USA is pleased to announce **Vince Delgadillo** has joined the company as the South-Central Regional Sales Manager. In his new position, Vince will be responsible for Fristam's distribution network in the South-Central United States. Vince comes to them with 30+ years of experience with valves and pumps in the food and beverage industry and most recently worked as a Regional Manager for a pump distributor in the South. Fristam Pumps USA, Middleton, WI, is a leading global manufacturer of sanitary centrifugal and positive displacement pumps, blenders and mixers used by the beverage, dairy, food and pharmaceutical/biotech industries.

United Industries, Inc.



Myrna Campos

United Industries Inc, Beloit, WI is pleased to announce that **Mirna Campos** has joined the company as Customer Service Representative. Mirna has more than 15 years of experience in Customer Service. Most recently, she had been at VNE Corpora-

tion. She brings with her substantial industry and product experience and is well respected for her customer-oriented attitude. United Industries is a laser welded stainless steel tubing manufacturer.

M.G. Newell Corporation



Tim Ruff

M.G. Newell is pleased to announce that **Tim Ruff** has been promoted to General Manager, Greensboro Division. He will assume this role effective January 3rd, 2022. In this role, Tim will report to Gray Sherrill, President of M.G. Newell. Tim has been with M.G. Newell since November 2015 as the Outside Sales Representative for South Carolina. The Greensboro Outside Sales team, Inside Sales and the Expeditor associates will report to Tim. Tim and his wife, Lisa, will relocate to the Greensboro area next summer. Tim can be reached by email - tim.ruff@mgnewell.com or by cell phone 864-230-4014.



Evan Hillestad

M.G. Newell announces that **Evan Hillestad** has accepted the role as Outside Sales Representative for the greater Atlanta, Georgia territory, effective immediately. Evan has worked for M.G. Newell since April 2015 as a Project Engineer. He has overseen a number of projects at customers in NC and SC. Prior to that, he worked as a Process Engineer with the Design Group in Atlanta. Evan has a B.S. in Mechanical Engineering from the University of Florida. Evan and his wife Katie will be relocating back to the Atlanta area in the next month or so. Evan can be reached by email - evan.hillestad@mgnewell.com or by cell phone 336-339-7573.



Maria Fernandez

M.G. Newell is also pleased to announce that **Maria Fernandez** has joined the Greensboro division as a Senior Project Engineer, effective immediately. Maria brings over 20 years of project and plant engineering experience to M.G. Newell. She previously worked as a Project/Plant Engineer for Resco Products, Evonik Industries and Pepperidge Farms. Maria has a BS in mechanical engineering and an MS in Engineering, Management of Technology. Maria, her husband Robert and their son Robert reside in Greensboro.

Feldmeier Equipment

Feldmeier Equipment is pleased to announce the appointment of **Robert Hilfinger** to the position of Northeast Regional Manager. Robert will be responsible for The Northeast, New England, and Mid-Atlantic markets. Robert was

formerly the Regional Manager of Evergreen Packaging covering the Mid- Atlantic States. Feldmeier Equipment is one of North America's leading manufacturers of sanitary tanks, pressure vessels and mixers.

Perrigo, Inc.



John Christensen

Perrigo Inc., a preeminent pharmaceutical process equipment supplier in the United States announces that **John Christensen** has been named President. This announcement was made official on October 1, 2021 by past President and company owner, **Charlie Clark**, who will now be serving as Chairman of the Board. Charlie stated, "John has been a hard-working and loyal partner to me, and his promotion to President is well deserved." John started working for Perrigo in 1987 where he quickly worked his way into the sales office. With the mentorship of Charlie, he quickly became an expert in the industry. He then went on to be Charlie's eventual partner and Vice President before becoming the fourth President in the company's 100 years in business. When asked about the future of



Mike Haas

Perrigo, John said, "based on our three previous Presidents, I have big shoes to fill and I look forward to the challenge". Perrigo Inc. also announces that **Mike Haas** will be the new Vice President. He started with the company in 2001 and was the Director of Purchasing and Lead Project Manager.

Tel-Tru Manufacturing



Brooke Tillinghast

Brooke Tillinghast joined the Tel-Tru Manufacturing team as the new Marketing Specialist. Brooke holds a B.S. Degree in Graphic and Media Design from SUNY Alfred State. At Tel-Tru, Brooke will work on growing the Tel-Tru brand by developing, executing and monitoring marketing programs.

Steel & O'Brien Manufacturing



Jay Empson

Jay Empson joined the team at Steel & O'Brien as the Engineering and Information Technology Manager and he will build strategic value for their customers by optimizing, modernizing, right-sizing their Engineering and IT Organizations.

Jay has 30 years of Engineering and IT leadership experience. He looks forward to working with his cross-functional team to deliver on-time, high-value solutions for Steel & O'Brien customers. **Pete Beyette**, General Manager of Steel & O'Brien, states, "We are thrilled that Jay has joined our team of professionals. His commitment to Engineering and IT excellence makes him an ideal fit for our company. Adding this new key hire in Arcade, NY is just one of the investments Steel & O'Brien is making in 2021 to better serve our distributor partners." Steele & O'Brien is also excited to announce the opening of their West Coast fulfillment operation. New investments in service capabilities now allow them to better serve their distributor partners west of the Rocky Mountains by providing: **Faster Shipping** – popular items in sizes from 1/2" to 6" are stocked in Salt Lake City, UT for immediate fulfillment. **Late Day Order Cutoff** – orders received by 4:15 pm PST are processed and picked up by carriers the same day. **Local Sales Resources** – as previously announced, **Anthony Padilla** and **Joel Jimenez** have joined the Steel & O'Brien team, are based in CA, and are available until at least 5:00 pm PST.

Ace Sanitary

Arjun RJ Radhakrishnan has joined Ace Sanitary as Market Manager-Instrumentation.



Arjun RJ Radhakrishnan

A graduate of the University of Maryland with a Master of Science degree in Management and a concentration in Marketing, he has more than 15 years of experience with hose fabrication and manufacturing in sanitary, instrumentation and semiconductor markets. He has formerly been Production Manager for CoreFlex and Chief Marketing Officer for FlexFit Hose LLC.

Nelson-Jameson



Adam Nelson, owner and Chairman of the Board speaks at ribbon cutting.

On October 20th, Nelson-Jameson hosted a

Ribbon Cutting Ceremony and Open House at their new corporate office in Marshfield, WI. Over the years, the company has grown, and so has their need for additional office space. The newly remodeled building is part of a Nelson-Jameson initiative to better serve their existing customer base, and position themselves for additional future growth by strategically expanding their workforce, investing in people, equipment, and facilities. Nelson-Jameson was founded in 1947 when Earl Nelson, his father Ted, Herb Jameson and Bob Dougherty started a dairy equipment and supply business in Toluca, Illinois. Their goal was to serve as a comprehensive resource for dairy plants, but they soon discovered that their Illinois location wasn't ideal. Ted and Herb then studied dairy production maps and relocated the business to Marshfield, Wisconsin, the heart of dairy production. The move to Marshfield proved to be fortuitous for Nelson-Jameson—allowing the company to maintain its strong dairy industry base, while its customer list grew to include virtually every type of food processor in all 50 states and many foreign countries. Today, Nelson-Jameson is run by the fourth generation of the Nelson family, and has distribution centers in Wisconsin, California, Idaho, Texas, Pennsylvania, and a sales office in Illinois.

SPX Flow



Brooke Austwick



Amy Schultz

SPX Flow is pleased to announce that **Brooke Austwick** and **Amy Schultz** have accepted positions as Customer Service Specialists for the SPX FLOW Delavan operations. In these roles they will be focused on providing excellent customer service to all channel partners in North America. Brooke has more than 10 years of customer service experience within her past work history.

Outside of work, Brooke enjoys spending time with her children and family, adventuring outdoors, reading books, and watching Netflix series. Amy has more than 20 years of customer service in her past work experience. She also comes to them with knowledge of Microsoft Teams, SAP and Lean experience. Outside of work, Amy enjoys attending sporting events and spending time with family as often as possible. Both Brooke and Amy will report directly to Jennifer Davis.

CHECKING THE PULSE SURVEY

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What is the biggest challenge you face going into 2022?

Distributors:

- Staffing
- Getting in front of customers
- Supply chain issues and transportation delays. We could sell more product if we could get it.
- Getting face to face with customer due to many working remotely at home.
- Access to customer
- Material shortages
- Finding and training employees
- Hiring people
- Meeting customer needs as it applies to delivery
- Hiring good employees
- Associate retention
- Delivery of existing orders
- Staffing a supply chain
- Supply Chain & finding more qualified employees

Manufacturers:

- Staffing
- Continued supply chain challenges riving longer lead times.
- Supply chain issues. Electric Motors and ocean freight are killing us.
- Finding skilled labor
- Supply chain issues and lead times
- Hiring
- COVID
- Continued global supply chain issues and local labor with large amount of inflation.
- Getting face time with processors and engineering companies
- Supply Chain
- Adding staff as we continue to grow
- Adapting to customers' ever -changing visitation and meetings guidelines due to COVID.
- Sustaining record growth and sales levels
- Staffing and inflation
- Supply chain & staffing
- Supply chain issues – low inventories
- Uncertainty with supply chain as well as customer interaction

Or is it just the prevailing sentiment that is making you feel like you want to make a change? When your friends are leaving their jobs, it is tempting to join the crowd of the newly unemployed, and the holidays seem like a great time to enjoy the break that quitting your job might bring. But the grass is not always greener. If the problem is that you don't like your house, your city, or career, a change might be in order. But a new job, location, or career may not be better than what you have now.

4. Reevaluate our compensation packages and compare apples to apples

I just worked with an organization where some of the employees told me privately that they believed they were underpaid. Why did they feel this way? Because they thought they were comparing their work and salaries with comparable work. They thought they were comparing apples to apples. Except they were not. I tracked down the competitor, and found out that the salaries were 6% lower at my client's organization, but that the benefits and bonus structures actually meant that my client's employees were making 19% more. The problem is that the employees didn't understand that, because they were only comparing salaries, not the overall benefits, vacation, working hours, and end-of-the year bonuses. My recommendation was that the leadership and HR team do a better job conveying what they were actually spending on their employees, and to reiterate the benefits and bonus structure as they were handing out bonuses and performance evaluations at the end of the year, so that employees didn't think about updating their resumes while opening Christmas presents.

5. Renew the sense of excitement

Take a look at what is changing heading into the new year. Sometimes we feel lethargic about work when work is monotonous. Get the team together and brainstorm about the changes you are likely to face in the new year. Yes, I know we have been baraged with changes over the past few years,

but change is exciting when it is challenging and positive. Make a list of what is likely to change in the new year, and then strategize about what needs to happen to respond and lead those changes. If you need ideas about the six areas where I see change: People, Resources, Technology, Processes, Entrepreneurship, Sales and Marketing, please visit my white paper, *COVID-19 and The Future of American Business*.

6. Reengage with the right people

The people around us play a big role in our success. When it comes to our professional lives, we can be influenced by our peers. If our friends are talking about how happy they are at work, we tend to feel the same way. If our friends are pessimistic, we are influenced. To stay positive and focused, seek out like-minded visionaries and entrepreneurs, both at networking events and in casual contexts. Get inspiration and motivation from those in similar situations, who are motivated and inspired to make a difference moving into the future.

Mary Kelly is a Hall of Fame Leadership-Speaker, Economist, and CEO of Productive Leaders. www.ProductiveLeaders.com

MARK YOUR CALENDAR

MARCH 21-24, 2022
UID – Indianapolis, IN

JULY 1, 2022
Renew FISA Membership

OCTOBER 6-9, 2022
FISA Annual Conference
Hilton Head Island, SC

NOTE: Remember to update your company information. Go to www.fisanet.org and look under the Membership Listing.

Email changes to stella@fisanet.org

If you have a Marketing Manager, send his/her name to Stella Jones to be added to the FISA email list.

Wishing you Health & Happiness in 2022