

Savannah Conference Breaks Records

The recently concluded FISA Annual Conference in Savannah, GA broke several records with an attendance of 238 people, 18% of whom were first-timers. We had a 21% increase in sponsorships. 52 companies were sponsors and of that total, 21 companies joined the Pinnacle Society this year. Jim Banks, Sponsorship Chairman, said, "It is so humbling to see the broad base of support from the membership and know that member companies appreciate FISA's mission of strengthening the distribution channel. By companies voluntarily providing financial support, we are able to maintain annual dues at a low level for everyone and keep down conference registration costs. Each year, hotel food and beverage charges increase, and FISA is working hard not to pass those costs on to the membership and yet still provide a top quality conference."

In the electronic evaluation of the Conference, attendees were asked: "As you think about the Conference, what do you consider the greatest benefit to you for attending?" Overwhelmingly, the response was Networking. The term networking is overused in today's society and means different things to different people. One older dictionary definition says networking is any complex arrangement of interconnected electrical circuits. Well, FISA is not about electrical circuits but the distribution channel is

clearly complex and interconnected.

In the world of FISA and the Annual Conference, attendees said networking meant:

- Many customer contacts at one event
- Networking with current and potential customers and meeting new contacts
- Networking and trying to build solid business relationships
- Meeting with multiple distributors in a single visit versus multiple site visits is very beneficial
- Being able to see so many of the manufacturers we represent in one place and the time to socialize
- Meet with channel partners in a relaxed environment
- Connect with my distributors, strengthen relationships and make new relationships
- Relationships/networking, meeting new people, gaining knowledge from speakers
- Getting to know members, FISA staff and Board of Directors

And to summarize, one person said, "As a new member, the networking was exceptional." The FISA Board of Directors is constantly looking for ways to enhance networking opportunities in the future. If you have a suggestion, contact a member of the Board or email your suggestion to stella@fisanet.org.

2013 Yes Team Members

Many thanks to these Sponsors of the 2013 FISA Annual Conference:

Ace Sanitary
Alfa Laval Inc.
Anderson Instrument Company
Andron Stainless Corp.
APT Inc.
Arrow Process Systems Inc.
Burkert Fluid Control Systems
CSI
Cummins-Wagner-Florida
DCI Inc.
Dobbins Company
Dynamic Manufacturing
Enerquip LLC
Flowtrend Inc.
Food Engineering/Food Master
Fristam Pumps USA
GEA PHE Systems
GFI Stainless
Girton Manufacturing Company
Haynes Lubricants
M.G. Newell Corporation
MDE Corp.
Murzan Inc.
Nelson-Jameson Inc.
Newark Wire Cloth Company
Newman Sanitary Gasket Co.
OCS Process Systems
Owner Resource Group
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Perrigo Inc.
PSG-Wilden-Mouvex
Quality Tank Solutions
RathGibson
Rodem Inc.
Rubber Fab Technologies Group
Sani-Matic Inc.
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SPX Flow Technologies
Standard Pump Inc.
Statco Engineering & DSI Process Systems
Stuart W. Johnson & Co. Inc.
Tel-Tru Manufacturing Company
Tetra Pak Inc.
Thermaline Inc.
Top Line Process Equipment Company
Twinco Inc.
Unisource Manufacturing
United Industries Inc.
VNE Corporation
W.M. Sprinkman Corp.
Walker Engineered Products
Westone & Associates Inc.
Wright Process Systems
YRC Freight

You are Cordially Invited to a FISA Cocktail Reception

Monday, November 4, 2013 • 6:00 PM

Chicago Yacht Club • 400 E. Monroe

Business Casual Attire • Wear Show Name Tag

RSVP to stella@fisanet.org by October 25 with number attending from your company

fisa

Distributors Serving
Sanitary Processing

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

2013 – 2014 FISA Board of Directors

FISA Officers:

Bob Morava

*Stuart W. Johnson & Company
President*

Brad Myers

*Arrow Process Systems
Vice President*

David Brink

*M.G. Newell Corporation
Past President*

Directors:

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Flowtrend Inc.

Rob Clark

Perrigo Inc.

Jeff Heerema

Heerema Company

Andrew Hider

Anderson Instrument Co.

Jim Larsen

Alfa Laval Inc.

Chris LoPresti

Andron Stainless Corp.

Eric Perkins

Statco Engineering

Jason Ryan

PureServe Systems

Wallace Wittkoff

Pump Solutions Group

FISA Address:

1207 Sunset Drive
Greensboro, NC 27408
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www.fisanet.org

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

From the President



Dear FISA Members,

Our annual FISA Conference in Savannah, GA in September was a tremendous success on many levels. The speakers this year presented lively, educational sessions valuable to each

decision maker in our group. The activities provided that needed “stress release” for attendees and guests, and the social networking gave us the opportunity to mix in a pleasant format.

This year's speakers gave us a variety of observations and guidelines to take back to our management teams.

Steve McClatchy gave us two spirited presentations regarding TEAM LEADERSHIP and PERSONAL LEADERSHIP goals to improve your life.

Allan Saylor discussed FSMA mandates and many food safety issues that will affect our businesses.

Dr. Al Bates showed that with focused effort, we can gain profitability in our challenging marketplace.

Dr. Joe Ellers revealed strategies to get better performance from our Sales Professionals through disciplined and targeted behavior.

Past FISA President Karl Girton gave us an informal history of FISA and its predecessors from inception-Thanks, Karl!

Thank you to Stella Jones, our FISA Executive Director, for her work planning and executing this event. Also, thanks to the Conference Chairs, Kevin and Barb O'Donnell. This was a record setting year for participation at Savannah, with 238 attendees and guests. We also set records for sponsorship. Led by fundraising master, Jim Banks, FISA sponsorship dollars raised increased by 21%. Jim and his team have raised the bar, and allow FISA to keep dues and conference costs in check for the membership. Thank you to our volunteer yoga instructor, Sally Hennessey, for leading co-ed morning yoga. Also, Wallace Wittkoff did a great job with photography. If you have Conference photos you would like to share, please email those to Wallace at wallace.wittkoff@psgdover.com.

He will compile the photos, and we will send you the link where you can download copies of your favorites.

I would personally like to thank the Board of Directors for their participation and time. It's this time of year when we thank three retiring members for their outstanding service: Amanda Sasse of Nelson-Jameson, Inc. , Jim Banks of Cheese & Whey Systems, and Past President Chad Sprinkman of Quality Tank Solutions. Also, I would like to welcome new Board members: Eric Perkins of Statco Engineering, Chris LoPresti of Andron Stainless Corporation and Jim Larsen of Alfa Laval Inc. Our new Vice President of FISA is Brad Myers of Arrow Process Systems, Inc.

A special thank you to David and Julie Brink of M.G. Newell Corporation. David has served as FISA President for the past two years, and leaves large shoes to fill.

We have many plans for the upcoming year. On November 4, 2013, during PROCESS Expo in Chicago, FISA will host a cocktail reception at the Chicago Yacht Club. Note the invitation on the front page and be sure to respond with how many from your company will be attending.

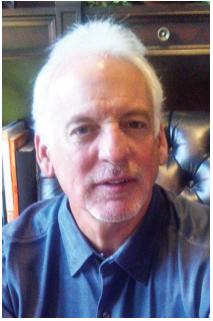
I am pleased to announce an exclusive opportunity with 2013 Conference presenter, Dr. Al Bates. FISA will sponsor the cost of a PAR survey to create business analysis for distributor members. Although we each have uniquely different companies, we buy from similar suppliers and provide goods and services to similar customers. Self analysis is an avenue to determine where we need to improve. Think about it, and let's participate.

In closing, everyone is excited as we plan our next Annual Conference in Newport, R.I. We promise quality speakers and challenging events in a wonderful setting. For those of you who may have missed Savannah, we look forward to seeing you in 2014!

Best Regards,

Robert T. Morava, Jr.
Stuart W. Johnson & Company

Meet the New Board Members



Brad Myers

Newly elected Vice President, Brad Myers, is President of Arrow Process Systems. Brad has previously served on the FISA Board and says, "I welcome the opportunity to serve on the FISA Board.

I believe the organization is 2nd to none in our industry. The annual conference allows a unique opportunity to gain additional knowledge on topics which directly affect our business along with the ability to further our relationship with the manufacturers and other distribution associates."

Jim Larsen is National Manager of Business Development of Alfa Laval Inc. Jim says, "It's an honor to serve on the FISA Board of Directors. I see this as an opportunity to contribute to the FISA organization and



Jim Larsen

ultimately the industries we serve, in a unique and different way. FISA, via its constituent distributor and manufacturer members, has been a significant influence in maximizing supply chain value for the customer. I look forward to helping FISA continue on this path."



Christopher LoPresti

Christopher LoPresti is the General Manager at Andron Stainless Corporation. Chris said, "FISA is an organization made up of distributors and manufacturers who sell through distribution. As a

manufacturer in this industry, I want to be able to help strengthen the manufacturer/distribution network and promote further growth in the industry. I have been an active member within FISA for years and have learned much about our industry at the conferences, as well as, had great opportunities for networking. I am proud to be a member of the FISA Board and have the opportunity work with such great people."



Eric Perkins

Eric Perkins is President of Statco Engineering. Eric commented, "I have been coming to the meetings for many years. I can't tell you how excited I am to now be on the Board. I am looking forward

to continuing on such a great organization and making a difference for FISA."

Apply for UID Scholarship

FISA will once again be offering two scholarships to the University of Industrial Distribution in Indianapolis, IN. Each scholarship covers the \$995 tuition cost for the March 9-12, 2014 UID program. UID offers an annual four-day educational program focused on the unique needs of the industrial wholesale distribution industry. Students select their own half or full day courses each day, with classes focused on distribution management, territory sales, marketing, negotiation skills, inventory management, sales management, human resources, leadership, information technologies and many more.

Since 1994, UID has been known worldwide for excellence in education. Nearly 7,000 distribution and manufacturing professionals from around the globe have attended this program. UID is sponsored by FISA and more than 30 other leading industrial distribution professional associations, in cooperation



with Purdue University's Department of Industrial Technology. Working together, these groups take great pride in providing a superior learning experience.

Any FISA employee of a member company is eligible to apply as long as he/she has been employed in the industry for two years. Applicants provide a letter of recommendation from a company principal or manager and write a short essay about why he/she wants to attend. Deadline for submission is November 1st.

Go to www.fisanet.org, click on Member Benefits and in the drop down menu click on Targeted Education. The guidelines for applying and the registration form can be downloaded. If you have questions, call the FISA office at 336-274-6311.

CHANGING OFFICERS



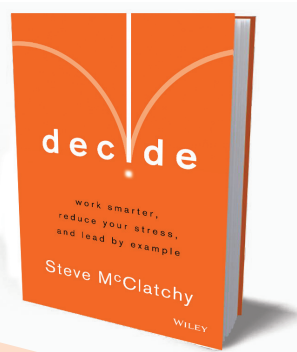
Newly elected President, Bob Morava (L), presented outgoing President, David Brink, with a plaque in recognition of David's leadership. As past president, David will continue to serve two more years on the FISA Board of Directors.

Lead Your Life in Three Areas



by Steve McClatchy

Steve McClatchy was a popular speaker at the recent FISA Annual Conference. He also has written a book which will be published in 2014. Details for ordering are below.



Decide!

Follow Steve McClatchy's no-nonsense and practical approach, and you'll soon manage—and even lead—at your highest level of personal performance.

PRE-ORDER THE BOOK

\$20.67

Aller Training & Consulting
6 Rambling Lane
Malvern, PA 19355

Phone: 800-860-117

Email: info@aller.com

How well did you stack up this past year as a leader? Would you say that you had a good year, a bad year or that you didn't give leadership much thought? If you're like many people you fall into the last category. Let's face it leadership is not something many of us put on our "to do" lists every day. It's not even something that many of us would have an easy time trying to define.

When you hear the word "leadership" what comes to mind? If you are like most people you think of a title or position, or of sports heroes or world leaders. Leadership may be more recognized and noticeable with these people but it's needed on a much more abundant scale.

Every day, in every event, we have an opportunity to lead in one of three key areas. With every task, conversation or decision we make we have an opportunity to lead our relationships, our business (a group) or ourselves. The importance of leading our own lives and our relationships more effectively are often overlooked as components of leadership. Yet a group leader is doomed to fail if his or her own life is out of balance and their relationships are low in trust.

Those who have staying power as group leaders understand the interdependence of these three key areas. The stronger a leader is in each area the more loyal the followers and the more effective the results produced. Here are some tips to help you be a better leader in each of these areas.

Lead Yourself

We demonstrate good self-leadership when we pursue our personal goals and spend time with what we value most. Our goals and values are the ways we lead our lives not manage it.

Think of everything that keeps you from your goals and values and how hard it is to make time for them. We all know it's difficult and the person who can do it is the person who is worthy of being followed.

Pursuing their goals and values provides the leader with strong character and self-identity. If a leader lacks these things then they will also lack the ability to effectively lead others.

Lead Your Relationships

The first principle of effective leadership at the

relationship level is that people don't follow those they don't trust. Trust cannot be faked, manipulated or forced but it can be earned. Establishing compelling trust in relationships is a fundamental skill of effective leadership and will contribute significantly to a leader's success.

The most important skill in building trust in relationships is listening and understanding. Think about a person who truly understands you a great deal and now think about how much you trust them.

People that will take the time to understand who we are and what makes us tick are people we tend to trust. When our cares and concerns are understood we are more willing to give back. Listening and understanding does not mean you agree it just means you care.

In your next conversation, even if it's with your child, let the person you are talking to know that you truly understand their perspective before you give yours. You will not only see a dramatic difference in the way people listen, you will begin building great relationships.

Lead a Group

From managing group dynamics to consistently producing measurable results leading a group can be a complex and challenging responsibility. Where most books focus with group leadership is on a group's mission, vision, values and goals, and for good reason. It is in these basic areas that most groups fail. Trying to succeed without these components is like trying to win a race without knowing the rules, how far away the finish line is or in what direction.

Once these ingredients are in place a leader needs to make sure the policies, procedures, structure, people, rewards, information and decision-making power are in alignment.

Correcting misalignments is the number one job of the leader and often the most neglected responsibility. When I say misalignments I mean anything in the way of a customer being completely satisfied.

If you can take the time to do something everyday in one of these three areas, I promise you will experience quantum differences in the success you achieve as a leader.

FISA Members Get Update on Food Safety Modernization Act

This article was first published September 27 in *Pumps and Processes*.

The 2013 FISA Annual Conference was recently held in Savannah, Ga. FISA brings together independent distributors and manufacturers serving high purity and sanitary processing industries in food, beverage, personal care, pharmaceutical and Biopharm. At the conference, FISA featured a presentation from Allen Sayler, managing partner for the Center for Food Safety and Regulatory Solutions (CFSRS).

During the presentation, Sayler addressed the key issues facing the industry, including hard-to-clean equipment, which ranked sixth on his list of problems needing to be addressed. Sayler's comments are especially pertinent given the upcoming regulation derived from the FDA's Food Safety Modernization Act (FSMA), which focuses on reducing risks from potential food sources and processes.

According to the Centers for Disease Control and Prevention (CDC), one out of every six people in the U.S. is hospitalized annually from food-borne illnesses—and approximately 3,000 die. "The thoughtful approach that FISA and its members are taking to be proactively knowledgeable on this key topic along with services provided by CFSRS and others, will be essential to navigate and generate value from these food safety legislative changes," said Wallace



Allen Sayler addressed key issues facing the industry.

Wittkoff, a member of the FISA Board of Directors and director Global Hygienic Segment for Pump Solutions Group (PSG).

Key takeaways from Sayler's presentation for minimizing and preventing hazards were:

- Food Safety Plan, whereby essential elements, validated procedures and process controls will be documented for traceability and record keeping to ensure compliance.
- A timeline that includes a comment period up to November 2014 and enforcement to start from October 2015 to 2017,

depending on size of the processor.

- Litigation that may force implementation (legislated or self-regulated) of portions of the plan sooner than the current estimated timeline.
- Clean-ability and prevention of cross contamination are the key focus for equipment manufacturers and suppliers.
- FISA will be providing periodic updates on FSMA to educate member manufacturers and distributors so that they can continue to update their customers.

Welcome New Members

The following members joined recently. Please welcome:

Zwirner Equipment Company

Contact: Eric Zwirner
580 Industrial Park Drive
Hartsville, TN 37074
Phone (615) 680-3312
eric@zwirnerequipment.com

Brawn Mixer

Contact: Jerry Fleishman
3389 128th Ave.
Holland, MI 49423
Phone (616)399-5600
jfleishman@brawnmixer.com

BRAND-NEW! Facing the Forces of Change:[®] Reimagining Distribution in a Connected World

Facing the Forces of Change[®] is the only major research study analyzing the future of wholesale distribution within multiple lines of trade. Since its inception in 1982, this landmark series continues to provide insights about the overall future of wholesale distribution and the role of wholesaler-distributors.

The focus in this brand-new 10th edition is on today's exciting times for wholesaler-distributors as they look to

- capitalize on opportunities in e-commerce, mobility, and social media
- embrace the full potential of advanced analytics
- reimagine both their role in the value

chain and the structure and functions that comprise their organization.

Over the next three to five years, these existing and future trends will transform the industry, changing the way distributors interact with customers and suppliers, altering the role of individual functions within the distribution business, and driving the imperative for true business-model innovation.

To order your book go to:
www.naw.org/publications/pindex.php



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 December 1, 2013. 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.

Fax information to FISA at 336-691-1839 or mail to FISA at 1207 Sunset Drive, Greensboro, NC 27408.

Email: stella@fisamet.org

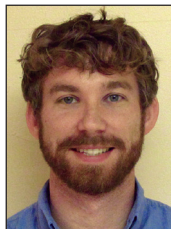
Newman Sanitary Gasket



Thomas Moore

The Board of Directors of Newman Sanitary Gasket Company named **Thomas Moore** President of Newman Sanitary Gasket Company and Newman Diaphragm LLC in July. Tom has been with Newman for more than 24 years, serving as Sales Manager, Vice President of Sales, and President of the Dairy Equipment Division. Newman Sanitary Gasket Company is one of the world's largest manufacturers of FDA Sanitary gaskets, O-rings and custom molded products. Newman Diaphragm LLC manufactures and distributes diaphragms worldwide. The company is headquartered in Lebanon, Ohio.

Steel & O'Brien



Michael Gardner

Steel & O'Brien Manufacturing continues to expand and diversify. Steel & O'Brien welcomes **Michael J. Gardner** as a full time IT specialist who will update and maintain their own customized software program. Steel & O'Brien is also pleased to announce the recent hiring of **Dave Johnson** to their Inventory Management team. Dave has over 20 years of experience in managing and controlling bulk inventories in multiple warehouses based all over the world; including Ireland, Singapore, Malaysia, Thailand, China and Mexico. Steel & O'Brien is a manufacturer of stainless steel fittings and valves used in the food, beverage, dairy and pharmaceutical/biotech industries and maintains inventory levels of over 25 million dollars in finished goods.

Fristam Pumps



Armando Diaz

Fristam Pumps is pleased to announce **Armando Diaz** has joined the company as Bilingual Applications Engineer. In his new position, Armando will provide technical support and customer assistance to Fristam's Latin American customers. Armando comes to Fristam with 12 years of mechanical design engineering experience and is fluent in both English and Spanish. He has a B.S. in Mechanical Engineering from the University of Wisconsin-Madison and an Associates of Science in Mechanical Design from Madison Area Technical College. 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.

Top Line Process Equipment Company



Staci Frantz

Top Line Process Equipment Company of Bradford, PA is pleased to announce the addition of **Staci Frantz** as Vice President of Operations. Staci joins Top Line with many years of business experience and has acquired a very diverse background.

This includes 12 years of top level management with responsibilities for revenue expansion, profit generation, strategic planning, and forecasting. Operational experiences include accounting, purchasing, inventory control, warehouse management, data analysis, supply chain management, sales and customer service.

Staci holds a Bachelor's Degree in Business Administration with a minor in Accounting from the University of Pittsburgh and graduated Magna Cum Laude. She is a Certified Management Accountant and a Certified Financial Manager. Prior to joining Top Line, Staci was with W. R. Case and Sons Cutlery Company for 18 years.

United Industries

United Industries, Inc., a manufacturer of laser welded sanitary tubing, located in Selmer, Tennessee, has announced plans to expand its United Stainless Cutting and Fabricating facility at 130 Three Star Drive in Selmer, Tennessee. The expansion will include a 30,000 sq. ft. building addition that will accommodate additional cutting and fabrication equipment along with more efficient storage and handling. It is expected that a minimum of 10 new jobs will be added within two years.

VNE Corporation



Sally Blue

VNE Corporation is pleased to announce that **Sally Blue** has joined the company as a Design Technician. In her new position, Sally will be responsible for estimating, drawing prints, designing tooling and product, and preparing routings and bill of materials. Sally comes to VNE with 17 years of design technician experience.

M.G. Newell

Mimi Cartee has joined M. G. Newell as Director of Marketing and Business Develop-

Continued on page 8...

2013 FISA Conference • Savannah, Georgia



*Ruth Anne Morava, Stuart W. Johnson & Company,
Connie & Tom Gavinski, Fristam Pumps*



*Jeff Hennessey, UDMC, June Clark,
Perrigo Inc., & Sally Hennessey*



*Wolfgang Stamp, Fristam Pumps,
Michelle & Randy Hirsh, Dairy Engineering*



*Dan Larsen, VNE Corp., Linda & Murray Smith,
Nelson-Jameson Inc., & Jo Anne Larsen*



Raelyn & Jim Jimenez, GFI Stainless



Wallace & Claudia Wittkoff of PSG



*Barb & Kevin O'Donnell, Top Line Process Equipment,
Jim McCoy, Pentair Sudmo*



Neal & Theresa Sanders, Nether Industries, Claudia Wittkoff, PSG

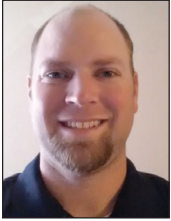


Historic Highlights of Savannah Tour Group

News & Views, *continued from page 6*



Mimi Cartee



Blake Kennett



Ronnie Gaw

ment. Mimi has a B. S. degree in Textile Chemistry, cum laude, and a M. S. in Textile and Polymer Chemistry, magna cum laude, both from Clemson University. She has spent her entire career with Ciba Specialty Chemicals and then Huntsman International, which acquired Ciba. Mimi has served most recently as Regional Marketing Manager and then Global Product Manager for Huntsman. **Blake Kennett** has joined the Greensboro division as a Sales Representative. He will be covering accounts in Georgia. Blake is a graduate of Reinhardt

College and was most recently with Flow-Matic in Georgia. **Ronnie Gaw** has joined the Nashville division as a Sales Representative. He will be covering accounts in

Western Tennessee and Alabama. Ronnie has spent the majority of his career in the Dairy Industry, most recently with Purity Dairy in Nashville.

Zwirner Equipment Company

Zwirner Equipment Company recently opened a new facility centrally located in Hartsville, Tennessee providing new and reconditioned machinery, engineering, parts, services and transport for industries requiring stainless steel for processing purposes. And while Zwirner Equipment Company (ZEC) is a new entity and corporation, the staff, their experience and their guiding principles are anything but new. Founder and C.E.O, Eric Zwirner has been in the industry for 30 years. Core services include fabrication, design & engineering, supply parts, transport, and field installation services for a wide range of systems. Other services provided include field service and repair, reconditioning of customer-owned equipment, appraisals, and equipment removal. Additionally, ZEC is a distributor of several lines of new equipment, parts and supplies for sanitary processing. For more information, www.ZwirnerEquipment.com or at [facebook.com/ZwirnerEquipment](https://www.facebook.com/ZwirnerEquipment).

IN MEMORIAM

On July 24th, 2013, David Newman, founder and president of Newman Sanitary Gasket passed away. Dave had been a loyal supporter and an active FISA member for many years. FISA extends our deepest sympathy to the Newman family.

Mark Your Calendar

November 1, 2013

UD Scholarship Applications Due

November 4, 2013

FISA Cocktail Reception
Chicago Yacht Club • 400 E. Monroe

December 1, 2013

UID Scholarship Winners Announced

September 13-16, 2014

Newport, Rhode Island • The Viking Hotel

**Update your membership listing.
Go to www.fisanet.org and look
under Member Directory.
Contact stella@fisanet.org
if any information needs to be changed.**



Distributor News

1207 Sunset Drive
Greensboro, NC 27408