

PLANNING MEETING POSITIONS FISA FOR FUTURE

The FISA Board of Directors met February 7–9, 2019 in Naples, FL for a Planning Meeting. The purpose of this meeting was to assess FISA's progress in meeting its goals, to look at changing market conditions and discuss how FISA can continue to grow and remain relevant as well as to plan the content of the 2019 FISA Annual Conference. Trish Lilly, Sr. VP of Thought Leadership for NAW, was the facilitator of the meeting.

The Board opened the meeting with a business conditions roundtable including an assessment of 2018 business conditions, their 2019 outlook and their predictions on what will have the greatest impact on their businesses in 2019:

- Overall, 2018 was a good year, despite a softening in the last two months of the year. It was noted that project bids slowed down at year end, perhaps due to the vulnerability of tariffs.
- 2019 projections were positive, particularly for sanitary and pharma. With a backlog of projects, the second half of the year is expected to be strong.
- The shortage of talent was noted numerous times during this exchange.

Participants identified the greatest challenges facing their business:

- Human capital issues: talent shortage, integrating new talent, a changing and aging workforce, and retention issues
- Delay in capital spending
- Global supply chain issues
- Customer expectations continue to rise
- Customer terms and conditions, particularly payment terms and indemnification clauses, continue to increase.
- Impact of tariffs
- Volatility of raw materials
- Safety



2019 FISA Board of Directors

(L to R) Jason Ryan, FCX Performance, Inc.; Mike Lovelace, Steel & O'Brien; Eric Perkins, Statco/DSI; Bryan Downer, Sani-Matic, Inc.; Joe Landry, Alfa Laval, Inc.; (L to R Standing) Barry Dobbins, Dobbins Company; Rob Clark, Perrigo, Inc.; Andrew Mahoney, ITT; Gray Sherrill, M. G. Newell Corporation; Joe Reynolds, CSI.

- Export compliance
- Competition from European suppliers
- Integrated supply
- Vendor consolidation
- Speed
- Vendor products adapting to market

Because of her position with NAW, Trish Lilly is in a unique position to see trends impacting all the member associations of NAW representing many diverse lines of trade. She noted key trends impacting distribution include:

The Amazon Effect – Customer expectations as identified in 2018, customer expectations for easy ordering, fast and reliable shipping, easy returns, and exceptional service will continue to grow. A younger workforce and customers will have high technology expectations and will drive digital transformation.

Talent Shortage – As baby boomers retire, knowledge and experience are leaving the workforce. Attracting, hiring and retaining talented millennials will continue to take on greater significance. Adapting to a changing workforce and multiple genera-

tions will present challenges and opportunities for companies.

Digital transformation will continue to impact business activities, processes, and business models.

Consolidation will continue to impact industries as will increasing threats from competitors.

While distribution has evolved and changed through the years, the speed with which change is happening now is unprecedented. The FISA Board of Directors is committed to positioning FISA to serve the membership by providing relevant educational and networking opportunities.



2019 FISA Annual Conference
September 14–17, 2019
Grand Geneva Resort & Spa
Lake Geneva, WI



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.

**2018 – 2019
FISA Board of Directors**

FISA Officers:

Jason Ryan
FCX Performance
President

Eric Perkins
Statco-DSI
Vice President

Rob Clark
Perrigo, Inc.
Past President

Directors:

Barry Dobbins
Dobbins Company

Bryan Downer
Sani-Matic, Inc.

Joe Landry
Alfa Laval, Inc.

Mike Lovelace
Steel & O'Brien Manufacturing Co.

Andrew Mahoney
ITT

Joe Reynolds
CSI

Gray Sherrill
M.G. Newell Corporation

FISA Address:
1207 Sunset Drive
Greensboro, NC 27408
Phone 336-274-6311
Fax 336-691-1839
www.fisanet.org

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

FROM THE PRESIDENT



Dear FISA Members,

The FISA Board gathered in February to begin planning content for the upcoming conference in Lake Geneva this fall. Each business continues

to feel pressure from new entrants, business model changes and a rapidly evolving digital platform. This year, the Board of Directors facilitated by Trish Lilly, a Senior VP at NAW, spent a significant amount of time focusing on the future of the FISA organization.

Trish discussed trends affecting members of NAW as a whole; people, commerce and technology. She provided some insight into what NAW members are doing to address the changes. Some companies are hiring college sophomores for anticipated roles when those students graduate. Other companies are recruiting candidates with a strong process knowledge from the consumer service industry. These are but two examples of ways companies are overcoming the challenges with recruitment.

The location of this year's conference in Wisconsin opens a unique opportunity for our membership since Lake Geneva is easily accessible either by car or without a flight connection. The Board chose the theme for this year's conference to be "Living on the Edge of Disruption" and the speakers will provide actionable content for you to take back to your

businesses. I want to encourage you to think about others in your company who could benefit from attending a FISA conference. Consider bringing your company's emerging leaders whether they work in manufacturing, sales, marketing or finance departments.

Another important topic during the Planning Meeting was about maintaining relevancy as an association in a rapidly changing business climate. As our businesses evolve, we discussed ways that would allow the association to evolve with the changes but not lose sight of our core principles. Part of the discussion centered on studying what type companies make up the membership today and how if left unchanged would FISA look in a few years. Many of our products and services interface with other manufacturers and suppliers that specialize in other parts of the process. Over the coming months, the Board is working through a plan to identify these companies and introduce them to the association and what it has to offer. As the plan evolves, we will provide additional updates at our meeting in the fall.

Looking forward to a great spring!

Warm Regards,

Jason Ryan, FCX Performance

Promoting Distribution Is a Team Effort

Help FISA grow by recruiting new distributor members. FISA is focused on strengthening the distribution channel. Here are three reasons to join FISA:

- ▶ Improve the productivity, profitability and performance of your business. FISA offers outstanding educational opportunities through UID, provides excellent speakers at Annual Conferences, and has special discounts available for members.
- ▶ Advance the profession – Channel Leadership. FISA is committed to promoting the value

added services of distributors to manufacturers and end users.

- ▶ Stay connected. FISA offers networking opportunities, provides information about member companies through this newsletter and keeps up with industry trends through NAW.

FISA membership is an investment in your future. Reach out to your vendors who are not members and tell them about the benefits of membership. It's a team effort. Email the name of a prospective distributor member to stella@fisanet.org.

BOARD BRIEFS

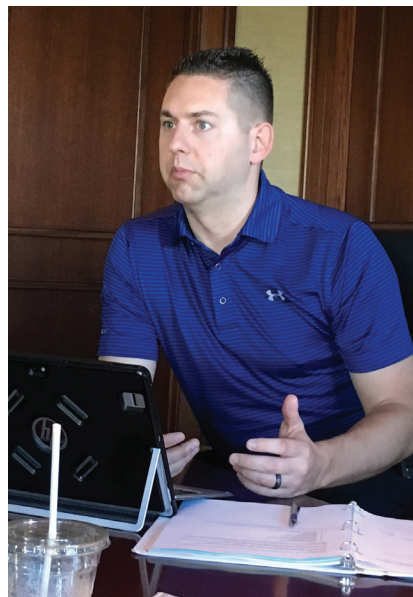
- A motion was made, passed and carried unanimously that wording in the By-laws be changed from identifying FISA members as being in food and related industries to say hygienic processing industries.
- Based on the positive response from the Member Survey, the Board voted to continue at a cost of \$2,500 a one-year contract for a FISA customized quarterly economic newsletter from International Trend Institute (ITR).
- The Board voted to offer two scholarships to the 2020 University of Innovative Distribution (UID). Deadline for applications is November 1, 2019.
- The Board passed the 2019 budget.
- Gray & Tara Sherrill will chair the 2019 FISA Annual Conference.
- Bryan Downer and Eric Perkins will co-chair the Sponsorship Committee for the 2019 Annual Conference.
- A task force of Emerging Leaders will be appointed to report to the Board of Directors on strategies to encourage professional development and participation of younger members in FISA.
- Current membership in FISA includes: 47 Distribution firms, 60 Manufacturing firms and 3 Associate members for a total of 110 members.
- Mike Lovelace, Joe Landry, Gray Sherrill, and Andrew Mahoney will work on Membership Solicitation.
- The Board voted unanimously to hold the 2020 FISA Annual Conference at the Ponte Vedra Inn & Club in Ponte Vedra, FL on September 17-20, 2020



(L to R) Barry & Linda Dobbins, Merisa Nakashima & Eric Perkins, Joe Landry, Bryan Downer.



Amy Lovelace and Andrew Mahoney prove attending the Planning Meeting is not for sissies.



Jason Ryan, President FISA Board of Directors

2019 FISA Member Survey

Participation Rate:

33 Manufacturers – 55% Return

27 Distributor Members – 60% Return

	MANUFACTURERS	DISTRIBUTORS
--	---------------	--------------

1. What do you project in sales for 2019?

Sales Up	62.50%	66.67%
Sales Down	6.25%	3.70%
Sales Flat	28.13%	25.93%
Don't Know	3.13%	3.70%

2. In which market segments do you anticipate growth?

Food	36.67%	25.93%
Beverage	6.67%	22.22%
Dairy	26.67%	1.11%
Personal care	10.00%	7.41%
Pharmaceutical	16.67%	22.22%
Other	3.33%	11.11%

3. Did you receive the e-mailed FISA quarterly economic newsletter published by Brian Beaulieu's company, ITR?

Yes	87.50%	81.48%
No	12.50%	18.52%

4. If you received the ITR newsletter, did you find it worthwhile?

Yes	93.33%	88.00%
No	6.67%	12.00%

5. Does your company offer internships?

Yes	43.75%	7.04%
No	29.03%	62.96%

6. Companies that offer internships:

Manufacturers: Endress+ Hauser Inc., Top Line, Fristam Pumps, Richards Industries, Girton Manufacturing, Arena Products, Tetra Pak, Inc., Aquionics, DCI, NETZSCH Pumps, VEGA Americas, Feldmeier

Distributors: Qualtech, Rodem, Nelson-Jameson, Central States Industrial, CPE Systems, Cummins-Wagner FL., Quality Tank Solutions, OCS Process Systems

GIVE YOUR WEBSITE A LEAD GENERATION CHECKUP



By Bob DeStefano

Bob DeStefano is President of SVM E-Marketing Solutions and has over 25 years of experience helping B2B and industrial companies grow their leads, sales and profits online.

Bob can be reached at (877) 786-3249 x234 or bdestefano@svmsolutions.com

Is your Website a lead generation machine? Your Website can be your most powerful marketing tool, delivering a steady stream of new business leads and filling your sales pipeline. Unfortunately, most companies do not optimize their Websites for lead generation – offering nothing more than passive online brochures.

What about your Website? Find out your Website's lead generation potential now by giving it a lead generation checkup. Review the ten questions below and give yourself one point for each 'yes' answer. Good luck!

Does your home page clearly communicate what your company does and the customers you serve?

Yes No

First impressions count and more people will see your home page than any other page on your Website. So, make sure your home page is as welcoming and useful as possible. It should clearly communicate your capabilities and the solutions your B2B company provides. It should be a timely digest of the latest and greatest information you have to offer. Most importantly, it should focus on your prospects' needs and serve to guide them through your Website to find the information that can best help them.

Yes No

People think their Website is designed to serve the thousands of people that will visit it. The reality is that one person will visit your Website at a time. Make sure you connect with each visitor by taking a friendly, conversational tone in your copy. Write as though you're sitting with them over coffee. Demonstrate that you understand the challenges they face and offer a solution.

Do you offer useful educational content in addition to product and service information?

Yes No

Don't just sell — educate. Complement your product and service information with valuable educational information that help your customers do their jobs better. Pack your site with 'how to', articles, best practices guides, training videos and other educational content. This will turn your Website into more of a resource center that your customers and prospects will trust and visit on a regular basis.

Is your website optimized for top ranking in the search engines?

Yes No

Search engines like Google are your best source for targeted, motivated leads. Your prospects are searching for you. Make it easy for them to find you by boosting your rank in the search engines. To turn your Website into a search engine magnet, optimize your Website's content with the keyword phrases your customers use most often. In addition, build a network of quality inbound links to your Website from reputable and industry relevant external Websites.

Are you updating your website's content on a regular basis?

Yes No

Is your latest press release from 2013? Does your copyright notice still say 2016 or earlier? People want to do business with dynamic companies. And, to project your dynamism you need to have a fresh and relevant Website. Make it a point to take a critical look at your Website at least monthly and add or remove information to improve its value to your customers and prospects.

Does every page of your website include a compelling call to action?

Yes No

Don't make the mistake of relying on your 'contact us' page as the sole method for prospects to take action. To turn your Website into a lead generation machine, pepper your Website with a variety of relevant calls to action inviting prospects to reach out and take the next step.

Do your 'calls to action' address prospective customers at each stage of the buying cycle?

Yes No

Not everyone is ready to buy from you today. Some people are kicking tires, others may have a basic early-stage question. Look for ways to compel all prospects to reach out to you by offering tailored 'calls to action' that appeal to prospects at each stage of the buying process. Examples include 'ask the experts' forms, complimentary consultations, downloadable best practice guides, free trials, etc.

Is your phone number prominently displayed on every page of your website?

Yes No

Don't forget to prominently display your phone number on every page of your Website. In our experience, people are at least as likely if not two to three times more likely to pick up the phone when they are browsing a company's Website. And, there is no better time to be talking with this prospect because you can use your Website as a presentation tool.

Are your online forms short, asking only for basic contact information (e.g., name, company, phone and email address)?

Yes No

Are your online lead generation forms as long and daunting as a tax return? If so, shorten them. The more fields your forms include the less likely prospects will be to fill them out. Only ask for basic contact information that your sales people need to make an intelligent follow-up. You can program these forms on the back-end to identify the page the person was on so your salesperson can prepare for the call.

Do you have a process in place to ensure your website inquiries receive immediate follow-up?

Yes No

How long does it take for your salespeople to follow-up online lead inquiries? If the follow-up is not immediate, you are leaving money on the table. Assign salespeople to follow-up online leads and make sure the inquiries get to them as soon as possible. Tie your Website forms into a customer relationship management (CRM) system like HubSpot or SalesForce.com to streamline your lead management and follow-up process.

SO HOW DID YOU DO?

If you scored a 7 or higher, you're doing well and your Website is a powerful lead generation tool. However, if you scored 6 or below, you have some work to do. To get expert advice on how to boost your leads and sales online, sign up for a free Online Marketing Analysis at www.svm-solutions.com/analysis.



Five Ways to Maximize Your FISA Membership

1. CONTINUING EDUCATION

www.univid.org

Any employee of a FISA company is eligible to apply for a 2020 scholarship. Deadline is November 1, 2019.

2. DISCOUNT ON SHIPPING WITH YRC FREIGHT

www.enrollhere.net

Enter FISA in the Association/Group Name field.

Get significant discounts on LTL services and tradeshow shipments.

3. BUSINESS NEWS FROM NAW SMARTBRIEF

www2.smartbrief.com/signupSystem/subscribe.action?pageSequence=1&briefName=naw

Go to the link and sign up today for this free three-times-a-week email newsletter with summaries of important distribution news.

4. PROMOTE YOUR COMPANY

stella@fisanet.org

Email FISA short press releases—your new hires, retirements, expansions etc., to publish in the quarterly *FISA Distributor News*.

5. NAW DISCOUNTS

www.naw.org

Order publications; get discounts with Hertz and other business service providers by registering as a FISA member.

Welcome New Member

Harvill Industries

Contact: Paul Duddleston
2021 Postal Way
Dallas, TX 75212
Phone: (972)438-3377
pduddleston@harvill-ind.com
www.harvill-ind.com

Harvill Industries is proud to become a member of the FISA organization. Our company is a process system integrator based in Dallas, TX. Harvill Industries distributes process equipment, as well as having a certified pump repair center, along with a custom sanitary hose assembly shop. Harvill Industries offers 24/7 emergency service to our customer base. Currently we sell our products and services to all size companies in the food, dairy, beverage, pharmaceutical, and personal care segments. Harvill Industries services the Oklahoma, Arkansas, Louisiana, New Mexico and Texas markets. We look forward to our new association with FISA members!

YRC Freight Member Benefits



Members Receive Shipping Discounts On:

- A broad portfolio of standard, guaranteed, accelerated, expedited, and specialized freight services
- Cross-border service to and from Canada and Mexico

How To Take Advantage of Member Benefits

- Visit enrollhere.net
- Enter your information and association name

Questions?

- Call 800-647-3061 or email associations@yrcfreight.com

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 June 1, 2019. 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

Ampco Pumps Company



Chad Hawkins

Ampco Pumps is pleased to announce the hiring of **Chad Hawkins** as Business Development Manager. Chad comes to them from SPX Flow where he spent the last six years as North American Sales Manager for the Food & Beverage Division. Prior to SPX Flow, Chad worked in various technical sales and sales management roles for industry leaders such as Alfa Laval, Siemens and SIHI Pumps. Chad earned his Bachelor of Science degree in Industrial Engineering from Clemson University in 1990 and has twenty-eight years of pump experience in the food, beverage, pharmaceutical, personal care and chemical industries.

Cummins-Wagner Florida, LLC



Tim Barnett

Cummins-Wagner Florida, LLC recently hired Tim Barnett to head up their sales efforts in the sanitary food and beverage markets in Florida. Tim comes to them with 30 years of industry experience and a successful career at Rodem and most recently with Tetra Pak.

CPE Systems



CPE Systems, a leading eCommerce retailer of craft beverage equipment to craft breweries, wineries and distilleries in North America, announces the opening of its new headquarters at 7272 Buller Ave. in Burnaby, British Columbia. Following rapid growth in 2017 and 2018, the craft beverage equipment supplier has now opened a building completely renovated and designed to fully meet its needs. Covering an area of 7,300 ft, it has over two and a half times more space than the previous headquarters. This should more than meet the space required to expand key offerings such as “quickship” pumps, as well as provide the space required to accelerate growth even further. CPE Systems Inc. is a Canadian-owned and operated company dedicated to providing craft industry owners quality pumps and products that will support their production needs.

Kaestner LLC



Todd Oseicki

Kaestner LLC is pleased to announce the addition of **Todd Oseicki** as General Manager of the field service and preventative maintenance company. Oseicki has a Master's of Business Administration from the Keller Graduate School of Management, and 30 years of success in a variety of industries, with an emphasis on sales of engineered solutions, manufacturing, product development and management. At Kaestner, Oseicki will be responsible for leading the team, which is focused on the maintenance of sanitary pumps, valves and heat exchangers on-site at dairy and food processing plant locations. Kaestner LLC is a subsidiary of Nelson-Jameson, Inc. and is the on-site maintenance partner to many leading beverage, dairy and food processors. Kaestner is proud to be an OEM-Certified repair source for AGC Heat Transfer, Alfa Laval and Pentair Sudmo.

SPX FLOW

SPX FLOW has announced the appointment of Lighthouse Process as its new distributor in New England territories for its Waukesha Cherry-Burrell® (WCB), APV® components and Seital Separation® product lines. Lighthouse Process is a new company with a focus on providing efficient customer service through online purchase

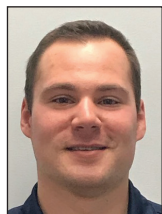


Debra Tracy

of process equipment and spares. **Debra Tracy**, President at Lighthouse Process, said, “We are delighted to be representing such prestigious equipment brands for SPX FLOW. Although Lighthouse Process is a new business, it is based upon a great deal of knowledge and experience in food & beverage processing. We are looking forward to assisting the customers in the New England area and helping them keep processes running reliably and smoothly.” Lighthouse Process will work with customers in the New England states of Massachusetts, Connecticut, Rhode Island, Vermont, New Hampshire and Maine. It will hold inventory at its facility in Franklin, Massachusetts, to enable rapid deliveries of critical SPX FLOW spares and products into the dairy, food and beverage processing market. Vincent Rufo, District Sales Manager - Northeast USA at SPX FLOW, commented, “This is an exciting new company. We have appointed Lighthouse Process as our distributor in New England as part of our continuing strategy to enhance customer experiences. We selected them because of their keen focus on customer service and rapid response.” SPX FLOW, Inc. (NYSE:FLOW) is based in

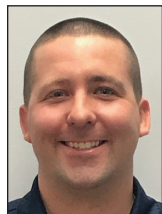
Charlotte, North Carolina. The company's product offering is concentrated in rotating, actuating and hydraulic technologies, as well as turn-key systems, into the food and beverage, industrial and power and energy end markets. SPX FLOW has approximately \$2 billion in annual revenues with operations in more than 30 countries and sales in more than 150 countries.

Steel & O'Brien



Sean Tucker

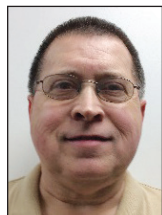
Steel & O'Brien is excited to announce **Sean Tucker** as the Controller. He has seven years of experience conducting Financial Audits on Public/Private companies in Healthcare, Banking, and Manufacturing industries. He joined the Steel & O'Brien team in January 2019. Steel & O'Brien also is pleased to announce **Scott Rutkowski** as one of the latest additions to their Project Management team. He previously spent six years



Scott Rutkowski

working for Dresser-Rand in Marketing/Sales for aftermarket parts and support. He supported all of the Reciprocating compressor lines globally. He was also Head of the Standard Parts Department before coming to Steel & O'Brien. He will now be helping with marketing and website development. He will also be supporting process improvements and new product development projects

United Industries, Inc.



Craig Wood

United Industries, Inc. announces that **Craig Wood** has been promoted to Quality Manager, effective January 1, 2019. In his new role, Craig will be responsible for the overall management and coordination of their Quality activities ensuring they continue to deliver the products that satisfy and exceed their customer's requirements. Craig joined United in 2008 as Quality Engineer. He has an extensive background in manufacturing processes having previously held various positions in manufacturing and operations before coming to United.

QSM, Inc./Tru-Flo

Howard Fyock has been hired to serve as QSM's National Sales Manager, sharing

joint sales responsibilities with **Jeffrey Lindsey**, in leading QSM sales efforts and new product development/implementation. Howard brings to QSM extensive sales and management experience, as well as five years senior management experience in pharmaceutical, personal care, food and beverage industries. Howard is a U.S. Air Force veteran, serving during the Persian Gulf War, a former business owner and consultant for over 100 small businesses in the Pennsylvania area. He graduated with honors from Trinity College.

Fristam Pumps USA



Wilson Hacker

Fristam Pumps USA, Middleton, WI, is pleased to announce **Wilson Hacker** has been promoted to the position of Customer Service Representative. Previously, Wilson held the title of Quality Assurance Inspector at Fristam. In his new position, he is responsible for aiding customers with technical support and customer service. Fristam Pumps 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.

Bykowski Equipment Company



Tom Redding

Bykowski Equipment Company (BEECO) is proud to announce the hiring of three new people in February: **Tom Redding**, Engineering Manager, brings to BEECO five years of experience in the Food/Beverage industry and twelve years of experience in Chemical Manufacturing. He has his Chemical Engineering degree from UC Davis and brings a tremendous amount of knowledge to the Engineering team.



Daniella Meza

Daniella Meza, is their newest Inside Sales Representative. She comes to BEECO with vast experience as Customer Service Specialist with Manufacturing and Distribution service. **Jessica Guisa**, has been hired as Marketing Assistant. She earned her Bachelor of Science degree in Business Management and her MBA, with



Jessica Guisa

Marketing emphasis from University of Phoenix, and has a variety of Marketing, Customer Service, Analysis and Planning experience, in a mix of industries including Manufacturing, HVAC and Construction. Bykowski Equipment Co. (BEECO) serves the food processing and beverage industry in several ways, including: Engineering and Installation of Process Systems, Inventory and Distribution of sanitary parts, and Service of Sanitary Equipment such as pumps, homogenizers, and plate and frame heat exchangers.

Saint-Gobain



Diana Ohl

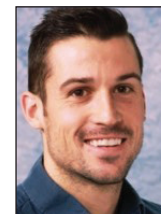
Saint-Gobain announces that **Diana Ohl** has joined the company as Market Manager, Fluid Transfer Solutions business (www.processsystems.saint-gobain.com). Diana is responsible for the global marketing management of all Processing markets: Food & Beverage Processing, Personal Care and Chemicals Processing. In her role, she will develop new opportunities for these market segments and will manage the corresponding product lines, which include Versilon™ hoses, Tygon™ dairy tubing, high performance tanks, to name a few. Diana holds an MBA from The University of Akron and a Bachelor of Science in Chemical Engineering.

M.G. Newell Corporation



Eric Rubush

M.G. Newell is pleased to announce two new Outside Sales Representatives. **Eric Rubush** has joined the company as an Outside Sales Representative for the southern Indiana and southern Illinois territory. In this position, Eric will report to David Brink, VP and General Manager of the Louisville Division. Eric brings over 10 years of sales experience to M.G. Newell. Eric is



Mike Kern

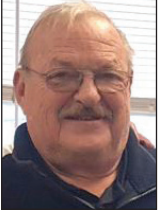
a graduate of Indiana University in Bloomington, IN with a B.S. in Public Management. **Mike Kern** has joined the company as an Outside Sales Representative for the northwest Ohio and southeast Michigan territory. In this position, Mike will report to David Brink,

continued on page 8...

NEWS & VIEWS...Continued from page 4

VP and General Manager of the Louisville Division. Mike is a graduate of Defiance College in Defiance, OH with a B.S. in Bio-Mechanics and Sports Management.

AGC Heat Transfer



Patrick Palmer

After 17 years of dedicated service, **Patrick Palmer**, AGC Heat Transfer's Portland, Oregon Plant Manager has retired. Pat played a pivotal role in AGC's success and made what seemed to be "magic" happen for many of our customers. His devotion to customer satisfaction and ability to keep operations running effortlessly has been greatly appreciated.



Mike Glenn

Mike Glenn has been appointed the new Unit Manager for AGC Heat Transfer's Portland, Oregon facility, and worked closely with Pat during an extended transition period, Mike joins AGC with a wealth of production and manufacturing management experience and sharing the same core values.

Centro, Inc.

Centro finalized their acquisition of Machine Automation of Knoxville, TN. **Mike Messer**, who has owned and operated the company for 23 years will remain with Centro. Machine Automation is a solutions provider with an emphasis on the Automation & Robotics market. They will operate as a wholly owned subsidiary of Centro Inc. until July when it will become the Knoxville branch of Centro Inc. Centro salespeople will be responsible for Machine Automation product lines and all former Machine Automation salespeople will be responsible for Centro product lines. Centro Inc. founded in 1970, is a specialty representative and distributor company focusing on industrial customers in the Discrete Manufacturing and Process Flow Markets.

Baumer

Baumer will have their largest booth ever at ProFoodTech in Chicago; March 26-28. All FISA members are invited to visit and embrace Baumer's sensors and instrumentation for the dairy/food & beverage world. Please stop in at Booth 859 and share some FISA camaraderie with **Greg Saganich**.

Mark Your Calendar

JULY 1, 2019

Renew FISA Membership

SEPTEMBER 14-17, 2018

FISA Annual Conference
Grand Geneva Resort & Spa
Lake Geneva, WI
www.GrandGeneva.com

NOVEMBER 1, 2019

UID Scholarship
Applications Due

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.

1207 Sunset Drive
Greensboro, NC 27408

Distributor News

Distributors Serving
Sanitary Processing
fisa