

Carbide Processors Inc.

Newsletter

3847 Union Ave. Tacoma, WA. 98409 800 346-8274

September 1997

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EPA Compliance Made Easy

EPA compliance is like income tax. If you ignore it, you will get caught. When you are caught you will be fined and may go to jail.

The easiest and safest way to get your taxes done is to go to a tax preparer. It is less expensive and more work to buy a book or take a class and do it your self.

We have two a program that makes EPA compliance easy. We do all the analysis, all the testing, we write the report and then we supply you with everything else you need to get into compliance.

We spent over a year and I went back to college in a graduate level program to get certified as an Environmental Manager.

We are offering a special package for the saw and tool industry. We spent the time and money to develop a complete program that applies to saw and tool shops as well as filing rooms.

This means that we can give you an excellent program for a lot less money than having one done from scratch.

We do not guarantee perfect results but we are very good at what we do. If you use our program you should be in excellent shape and you will definitely be much better off than if you did nothing and got caught.

High Impact Braze Alloy

We have been selling this for well over a year. It truly does make better saws. It is also honestly and legally Cadmium free alloy so it eliminates the safety problems caused by Cadmium.

Bad Debt Scams

We are hearing about and seeing more bad debt scams lately. There are several versions. 1. They switch suppliers and leave you holding the bag. 2. They have a nice person call with a sob story every couple weeks but you never see a check. 3. They do not pay and they threaten to sue you if you press for collection. 4. A bigger company just decides to stiff a smaller supplier and they are big enough to outfight the small supplier.

Some of these folks have been working their way around the industry for years.

These are entirely different than the honest folks who run into trouble or customers who have complaints.

If you have similar problems I would like to hear about them. I am checking with our attorney but maybe we could publish something the same way the paper prints lawsuits if enough of you were interested.

Please call Paige or Wendy at 800 346-8274 if you are interested.

We are moving

After sixteen years of renting we finally bought a building. The new information is:

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ISKA Meeting well worth attending

The annual ISKA meeting in Boston was very successful. The people were great and Boston is a wonderful town for sightseeing and for food.

The big benefit to the members was the chance to talk to each other. These are people who run successful businesses and who can learn from each other. They are spread over the continent so there is not much competition.

On the way to the Colonial Saw tour several people were trading information on selling and servicing band saws for example.

The ISKA members are truly nice people. They are very friendly and personable. I had never met any of them before yet I was made to feel very welcome.

It was a well-organized meeting. Einar Gustafson was a little concerned about how well he did with the rooms. The hotel is an old, classic beauty. However I got a nice, clean, quiet room for \$160 a night in a beautiful hotel. This is a very good price considering the hotel was in downtown Boston and it was the height of tourist season.

As I was checking in, the desk clerk was explaining to a man that they did not have any rooms at all and if they did the very cheapest rooms would start at \$225 a night.

Don't worry Einar, you did very well.

Colonial Saw is Classy

Colonial Saw had everyone down to their place in Plymouth for a great, catered lunch. They showed us a lot of new equipment and then they took us sightseeing.

I always wondered why a company in California was called "Colonial". When I found out that they are ten minutes from Plymouth Rock it made a lot more sense.

They were all incredibly kind and gracious although one lady may have fibbed to us. She went home, traded cars with her husband and then made two round trips just so we could go sightseeing. Then she said, "it was no trouble at all".

Actually I do not think she was fibbing. Colonial Saw has an excellent reputation for service and caring about the customer. I think that they just do everything that way.

A Hero From Norton

Dave Mackay from Norton went out of his way for the meeting. He was on vacation with his family and he interrupted it to drive four hours each way to attend the director's meeting on Thursday.

There was unfortunate confusion in scheduling so he could not make it back Friday.

He only had five days with his family and he gave one of those up to attend a meeting. He also left some really good literature and he is contacting the attendees to see what he can do for them.

It is too bad about the scheduling confusion but these things happen. What is unusual is finding someone with this much class.

Newsletter survey

Some of you complained about too much personal stuff. Others like that. You mostly liked the fact that we give you good ideas.

Counterfeit Parts

We are getting complaints on parts we never did. It seems folks are asking for our pretinning and getting something different.

We have always been the industry leader in pretinning. We do this because we deal with customers who want every part to work every time. We deal with the people who want the very best parts at the very best prices.

Sometimes this leaves you open to the competition. We spent five years developing our new "High Impact" braze alloy. Others spent thirty minutes deciding to shout "me too".

In the five years of research we learned an incredible amount that makes our product clearly superior. That is something you just do not pick up in thirty minutes.

Some distributors are working with other sources and there is occasionally a little confusion.

We work with all distributors and manufacturers. We have found them to be very fine people. If you want the very finest in pretinning please specify us by name. You can also ask to have the parts drop-shipped here if you wish.

If your distributor will not cooperate we will be happy to share our list of national suppliers.

Disposing of Grinding Coolant

Used grinding coolant generally needs to be hauled away by a registered and reliable waste company.

Used grinding coolant typically has metals as well as oils and greases in it. This means that it is probably illegal to pour it down a sewer. You cannot pour it on a burn pile because of the metals.

If you pour it on the ground or on a burn pile you can be contaminating the whole pile and the surrounding ground. Clean up alone will make ten thousand dollars disappear. That

is before you get to the fines and possible jail.

The EPA and the state agencies are inspecting small businesses and they are fining people in the saw and tool industries as well as sawmills.

You have to dispose of your waste legally the same way you have to pay your taxes. If you do not do it then you will get caught and you will be in a lot of trouble.

We sell programs to help you with this. We also have some free information for you that is yours for a phone call.

A Hard Sell? Maybe.

We are using a different sales approach for our new EPA compliance program. Besides telling you how you can do things better we are also telling you how to stay out of trouble.

We do not like to give people bad news. We like to solve problems, not add more work to your life.

The truth is that you need to get into compliance. Sooner or later you will be inspected. If you are not ready you will be fined.

We are looking at this like income tax compliance. If we knew you, liked you and we found out you were not paying your income tax we would think that, as a friend, we should tell you that you should really pay your income tax. Because we know and like a lot of you we are pointing out the need for environmental compliance.

A lot of you have asked for help and we have developed a program that gets you completely legal and saves you a lot of money.

If you think we are using scare tactics maybe you are partly right. A lot of you are scared and should be. We are offering an easy, simple, really good way to get rid of a lot or most of your fear. We think that is what a friend should do.

Clean Water Act fine only \$60,000 because company is small

Sheyenne Tooling & Mfg. Company in Cooperstown, ND was fined \$60,000 for violations of the clean water act between 1983 and 1993. Sheyenne was discharging waste water into a sewer that lead to a water treatment plant. This water treatment plant discharged into the Sheyenne river

The government recommended a fine of \$336,000. The judge reduced the fine to \$60,000 because the company was small,

The company received very little economic benefit from the illegal disposal and the company was not aware of the law until 1993. Once the company was aware of the law they did change their practices.

There are several important points. The company was fined even though they did not know the requirements of the law. The \$60,000 was considered small. The company was fined for past practices even though it is now in compliance.

If you have used water from any sort of a manufacturing process you must know the law and comply with the law.

We offer environmental compliance packages that do 90% or more of the work for you. They are available from \$2,000 to \$5,000 depending on the size and complexity of the operation.

Sometimes people do not believe this sort of thing. We have enclosed the EPA press release.

New filter Systems

We have two new filter systems. They have special prefilters to trap oils and greases before the oils and greases can clog up the particle filters. These prefilters increase the time between filter change or cleaning as much as eight to thirty times in tests in actual tool operations.

We also offer conversion kits for our existing units.

Filtering coolant makes you money

When you filter coolants you greatly extend the coolant live. This means you buy less coolant, spend less money on changing coolant and have much less cost for disposal. One shop has gone from about 150 gallons a month to fifty gallons every three months.

The filtered coolant was eligible for recycling at \$90 a drum instead of having to be hauled away as hazardous waste at \$300 a drum.

Three drums at \$300 a month was \$900 a month of \$10,800 a year. One drum for recycling every three months is \$360 a year. This is a savings of over \$10,000 a year. In addition this savings comes from getting into compliance and doing things absolutely legally.

Dark Side Saw and Customer Service

By the time you get this the UPS strike should be pretty well over. We were hit hard by the strike and are still waiting for things to get straightened out. During the strike we shared the extra cost to our customers by picking up the difference between the cost of shipping by UPS ground and whatever shipping the customer wanted. After the strike we paid for shipping for a couple weeks to get things straightened out. We think it is good customer service to stick by your customers in hard times.

Mark and Brian Wallinger of West Coast Saws are neighbors. They have done well for two reasons. Brian runs an excellent, high quality shop. Mark runs sales. It was Mark who told me about customer service and hard times.

Mark says that some companies have a tendency to squeeze their customers when they have problems. He thinks this is dead wrong. Mark's opinion is that there are customers that will be loyal no matter how bad things get and they will pull you through as long as you treat them right. If you try to

squeeze them they will disappear and you will never get them back.

There are a lot of changes going on in our industry and I am hearing rumors and stories about ugly and mean behavior. One guy says that eventually there will be just one saw company called Dark Side Saw named after Star Wars.

I know several of the people involved in these changes and I have known them for years. They are very fine men. I do not think they mean to get ugly. I am sure they mean to be fair and honest. Everyone successful in this industry is extremely aware of the importance of their reputation and of customer service.

In this case maybe the point is not what they mean to do but how they look to other people.

A couple weeks ago I was having a really busy, high stress afternoon. Joey, the intern, was a little upset. She said that she was not used to somebody talking grouchy. I did not mean to sound grouchy. I was just really busy with too much to do. It did not matter how I meant to sound it was how I sounded to somebody else that was important.

The whole industry is pretty stressed right now. The buyouts and those changes combined with the UPS strike have a lot of people on edge. If you care about your customers it is very important that you treat them well and that you are very careful about how you sound. In times of high stress it is particularly easy to be misunderstood.

Quotes

1. Forbes Magazine writing about Costco said "Worrying when you are on top is what really good chief executives do."

2. "You never have enough genius combined with a 70 hour work week ethos." Charlie Munger

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Inside:

EPA compliance – simple, cheap and easy

Carbide Processors Inc. is Moving

New Address:

Northwest Research Institute, Inc.

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