

Southwind

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Association of
Electric Motor Repair Shops
for Co-operative
Self-Improvement

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The President's Column

Southeastern Chapter President Bret McCormick

Running your service center can be like riding a roller coaster ... in the dark. The ups, downs, twists and turns can make for quite a ride. After managing a motor repair shop for 16 years, here are some of the things I've found to help smooth out that ride.

1. Be honest about the job. Before you commit, get all the facts on the table. Go to your archives and your friends in EASA. Try to gather all the information available and make sure that you outline all costs up front - including any potential hidden costs. Remember that these costs include all the aspects of the repair job. The most commonly overlooked cost is YOUR time. Don't forget to factor in the time you and your staff spend planning.

2. Test, Test, Test. Find every available method in which to test your materials, processes, and procedures, either internally or externally. Then do it until you can't stand it anymore. It's too important to your reputation and your company's morale to overlook. Then go through each phase that really looks and feels like your customer's application environment. By providing the information about the tests being performed to the production floor and to your customer you will open a valuable line of communication between all parties. The "people" aspect of implementing this testing is often more challenging than the job itself.

3. Be an Author. Throughout the bidding, planning, rewinding, and testing, write a book about every aspect of the job. By accurately recording all the data available, you will create a living document for that job, and for every job that will come into your facility. That excellent record-keeping provides continuity in time standards, material usage, training data, and verified test results. Those records will create your library for your repairs in the future.

4. Love your shop floor team. Once the job hits the production floor, and you've made the "go" decision, make sure that the people around you can not only deliver the repair but also will tell you when there's a problem.

Continued on Page 2 ...

"The check is in the mail ..."

Oh, I'm sorry. It's not "the check" that's in the mail but the 2001-2002 Southeastern Chapter Handbook. This information packed directory of the Southeastern Chapter's membership is on it's way to you by now (probably, unless there was a snag somewhere.)

If you are an Active, Affiliate, or Privileged member of the Chapter and you haven't received your copy within a few days, please contact the Chapter office for assistance.

Continued from Page 1 ...

If there are only a bunch of new people in place, you're looking for trouble. However, if you give people proper training and responsibility early in the project, then you have to give them the opportunity to go out and do things ... they'll get it done.

5. Give yourself room to work. There are always speed bumps. You may be committed to finishing a job by a certain date, with X hours of test time built in. Structure is important, and being able to predict behavior is important. As a project progresses, being flexible enough to accommodate those bumps in the road will make for a positive outcome. If there's a problem with the job, the schedule will start to slip, and time for testing will start to shrink. If you're not disciplined, you could face delivery before you're ready, which could lead to disaster.

6. Keep talking. Undertaking any motor or equipment repair is a huge consideration, every step of the way. So define your milestones - not only so that you can track your progress but also that you'll be ready for the inevitable glitches. Provide those progress reports to your customer in a proactive manner, call *them* with your status before *they* call you!

While you're out there riding that roller coaster, always remember these few things. Every ride eventually has a beginning and an end. Most of all, every roller coaster runs on tracks, and the cars will follow the route. If you guide everyone to the right track, your ride will be a profitable one.



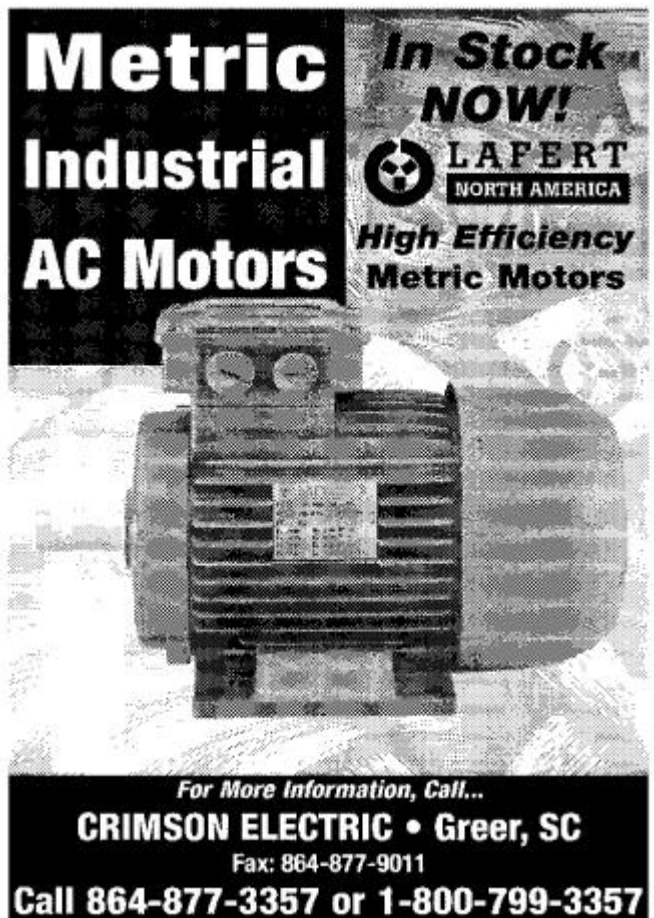
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Startling Development ... Executive Secretary/Treasurer Admits to Making *Mistakes!*

Under intense pressure, Southeastern Chapter Executive Secretary/Treasurer Raymond K. Paden admitted today that he has, in fact, made mistakes. Referring specifically to the hotel 800 phone number printed on early editions of the Fall Conference registration forms, he said, "my eyesight is getting bad, I guess. I was looking at the hotel brochure, and I could have *sworn* that it said '8161' but later I found out the correct phone number was '800-937-8461.'"

When questioned about whether he had ever made any other mistakes, Mr. Paden reluctantly replied, "well, there were a couple of problems with the 2001-2002 Chapter Handbook." When pressed for details he launched into a lengthy description of a computer software "formatting problem" that deformed some phone number listings and in some cases deleted one of the number's digits. He was, however, unable to offer any satisfactory explanation for the handbook's failure to identify the EASA *International Chairman* and *Vice-Chairman*. "I guess it was just bad proof-reading," he snorted and then abruptly terminated the interview before several other issues could be raised.

When written requests for a follow-up interview received no response, this writer virtually camped out in the offices of the Southeastern Chapter, spending more than eight hours a day for several weeks trying to pin down the source of these imperfections, but to no avail. This writer has not given up the quest, however, and promises to doggedly pursue Executive Secretary/Treasurer Paden until all Chapter documents and publications are completely *error-free*.

A list of corrigenda has been compiled by this writer, and it is included here so that handbook recipients can correct their copies. It is also possible (or even likely) that other errors or omissions will be discovered in the handbook. If you find an error, please notify the Chapter Office so that Mr. Paden can be further demoralized by calling it to his attention.

Please Stay Tuned for an Important Announcement

The Semi-Annual meeting of the Southeastern Chapter Board of Directors will be held September 5 in Charleston, South Carolina just prior to the Fall Conference. If you have a question, proposal, or resolution you wish to submit to the Board of Directors for their consideration at this meeting, please send it to the Chapter Office no later than August 13.

Also, the Annual Business Meeting of the Southeastern Chapter will be held in Charleston, South Carolina in conjunction with our Fall Conference, Saturday morning September 8. Please make plans to attend this important meeting, where matters vital to the survival of Western Civilization will be considered.

Southeastern Chapter Handbook Errata

Page 42

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Page 44

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Page 53

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Page 56

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Page 59

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Page 66

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Page 71

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Electrical Apparatus Service Association**

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Why haven't you registered yet?

2001 Fall Conference
September 6-8 at the
Westin Francis Marion Hotel
Charleston, South Carolina

Send comments, suggestions, submissions, corrections, and complaints to

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