



Useful tips, news and information from James CRAFT & Son, Inc.

## Church of the Good Shepherd

### *Hot & Chilled Water Piping Replacement*

**T**he James CRAFT & Son team was recommended to the Church of the Good Shepherd by another contractor who has serviced the building since it was built. The hot and chilled water piping had been in place for 40 years with improper insulation, causing the piping to sweat when running chilled water for cooling. The piping began to corrode and repairs were becoming frequent and costly. So, the decision was made to replace all the piping throughout the building. We were contacted by the church as the other contractor did not have the resources or manpower to take on a job of this size.

Many challenges were faced—the biggest of which was maintaining heat for the church during the project. Another challenge was completing the project by Easter Sunday, so cooling was available—which we did accomplish. Our crews removed the old, black iron piping, installed new copper piping with ProPress fittings and reinsulated everything (properly this time)—all while minimizing the impact on the church and its operations. Randy Doxon served as our Project Manager, Dale Hager was the Lead Foreman, and the project was estimated by Roger Haugh and Andy Leh.



*Before: Old piping in the ceiling showing severe corrosion.*



*After: New copper piping installed in the ceiling.*



*Old, corroded valve.*



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## Did You Know?

Blood donors in Sweden receive a thank you text when their blood is used.

The boiling point for water at the top of Mt. Everest is 162°F, about 50 degrees below the boiling point at sea level.

Kea parrots of New Zealand warble when they're in a good mood, making them the first known non-mammal species to communicate with infectious laughter.

More than half the world's population lives within a 5,000-mile-wide circle in East Asia.

Ornithologists often use Cheetos to study behavior in crows. Along with being easy to spot, they're also one of the birds' favorite snacks.

During WWII, La-Z-Boy manufactured seats for tanks, torpedo boats, gun turrets, and armored cars.

According to one study, dunking an Oreo in milk for three seconds gives you the optimal balance of sogginess and structural integrity.

Despite producing 95 percent of the world's bourbon supply, the official drink of Kentucky is milk.

—from *mental floss*

## Lessons From A Successful Entrepreneur

Mike Lindell is the inventor of MyPillow, a popular pillow brand, and CEO of a manufacturing company. He's also a veteran entrepreneur, having run many successful businesses throughout his career. On the *Small Business Trends* website, he shares his tips for success:

- **Watch for deviations.** Anything out of the ordinary can be a sign—of problems or opportunities. Keep a close eye on what's happening in your business so you can respond quickly.
- **Learn from other people.** Cultivate a wide network of colleagues. Seek their advice—and listen to it. You can't know everything, so outside counsel can help you keep up to speed.
- **Get a lawyer.** You have to have solid legal advice to avoid problems. Consult with your attorney often, especially on employment issues.
- **Be willing to take chances.** No entrepreneur succeeds by playing it safe 100 percent of the time. Assess your tolerance for risk and get comfortable taking (reasonable) chances.
- **Listen to customers.** Get feedback from the people you do business with, and use the information to strengthen your operations.
- **Hire people with passion.** You already have a passion for your brand. Hire employees who feel the same commitment to your industry and to helping customers.
- **Communicate.** Keep the lines of communication open with employees, customers, suppliers, and anyone else your business depends on.
- **Treat people right.** Employees want to feel valued. Customers do, too. Go out of your way to recognize good performance, and thank people for their support.
- **Focus on growth and development.** Without growth, your business will stagnate. Always be on the lookout for your next big opportunity.

## Customer Service

A sales manager overheard a clerk tell a customer, “Hmm. We haven't had any for quite some time. We probably won't get any until the end of the month.”

The customer thanked the clerk and was headed to the exit when the manager rushed to him and said: “Come back next week. We should be restocked by then. If not, we might be able to make a special order for you.”

The customer made a puzzled face and left. The clerk dropped his head in embarrassment.

The manager approached the clerk. “How many times have I told you not to let anyone walk out of this door without having a reason to come back? Even if it is something we no longer sell, give them a reason to come back. Now, what was this customer asking about?”

The clerk looked at his boss. “Rain.”

“The secret of leadership is simple: Do what you believe in. Paint a picture of the future. Go there. People will follow.”

—Seth Godin

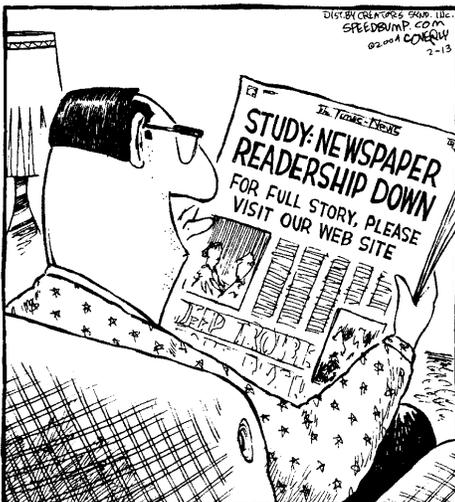
## Five Factors That Spur Inspiration

Being creative isn't all about staring out the window and daydreaming. Sometimes it's hard, stressful work, especially when you're under pressure for results. The *Innovation Excellence* website suggests concentrating on these factors when trying to spark your inspiration:

- **Mindfulness.** Be aware of what you're thinking. If your thoughts are "I'm just not creative enough," or "I'll never solve this," chances are you won't get anywhere. Try to free your mind of doubts and focus on the positives.
- **Movement.** Get out of your chair and move around. You'll pump more blood to your brain, and you may see something that sparks an inspiration.
- **Nature.** Go outdoors. In addition to the exercise, observing what's happening around you in the outside world can open your mind to new possibilities.
- **Playfulness.** Don't be so serious! Turn your problem or opportunity into a game. This will help you relax and can offer you different approaches to finding ideas.
- **Art.** Try drawing a picture with colored pens or markers, or doing a painting if you have the space and equipment. Writing a poem works, too. You'll make new connections in your brain and see the world in a new way.

SPEED BUMP

Dave Coverly



## Fuel From Plastic?

Recycling to reduce waste and protect the environment isn't a new idea. However, a new process may be able to recycle up to 25 percent of our plastic waste into fuel, according to the *Science Alert* website. Chemists at Purdue University have been able to liquefy the polymers that make up about a quarter of plastic waste and turn it into diesel-like products that can be used as a blendstock for fuel.

The process, called hydrothermal liquefaction, involves heating water under heavy pressure to work as a solvent and catalyst for transforming the molecular makeup of polymers. With the addition of some hydrogen atoms, this converts the plastic into a fluid called naphtha.

Previous results were disappointing, but the Purdue team of chemical engineers recently converted more than 90 percent of the polypropylene used in an experiment into fuel-grade naphtha. Further analysis suggests that the process could be a more efficient and environmentally friendly way of dealing with plastic waste than burning it or recycling it.



## Share To Be A Better Leader

Leadership isn't a solo act. As a leader you have to work with other people, sharing a vision, goals, and a common understanding of how to get things done. To create an environment that supports your leadership role, concentrate on sharing this information:

- **Your situation.** You and your team should fully understand your collective and individual strengths and be aware of the challenges and obstacles you face. Knowing who you are and what you're up against is imperative to moving forward effectively.
- **Your desired direction.** Does everyone know exactly what goals you're trying to achieve? You all have to be on the same page to get maximum leverage from your combined efforts.
- **Your common values.** Honesty, respect, and courage should be core values that everyone on your team can depend on. Encourage and model the kind of behavior that helps the team focus on results, and pay attention to the values that make those results worthwhile.
- **Your shared power.** People working together can do far more than any single person working individually. Emphasize what you'll be able to accomplish as a group so the team feels confident and empowered.

“Anyone, anywhere, can make a positive difference.”

—Mark Sanborn

# Employee Spotlight: Congratulations HVAC Graduates!

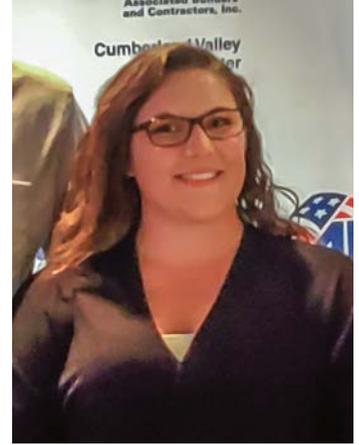
Our warmest congratulations to Zac Nelson and Caitlyn Weatherly on their graduation from the Associated Builders & Contractors (ABC) HVAC Apprenticeship Program.

Zac learned about James CRAFT & Son from an after-school group that introduced high school students to construction. He applied the very next week and started full time with CRAFT right after graduating. Zac began as a laborer in our Pre-Fab Shop but later took an interest in our HVAC service department where he advanced to an HVAC Apprenticeship. Zac's graduation was celebrated May 16th at ABC Keystone Chapter's Apprentice Graduation in Harrisburg.

Following a glowing recommendation from her shop instructor, Caitlyn started at CRAFT in the summer between her junior and senior years as an HVAC student at Franklin County Vo-Tech. After high school graduation, Caitlyn began working full-time in our service department and, given her training, was able to enter the ABC apprenticeship program as a



*Zac Nelson*



*Caitlyn Weatherly*

Level 2 student. Caitlyn's accomplishments were celebrated May 23rd at ABC's Cumberland Valley Chapter Apprentice Graduation in Hagerstown.

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