ChemStation®

(800) 554-8265 www.chemstation.com

INSIGHTS

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Keeping It Clean!

A Little ChemStation History



When we began in 1977, our approach didn't have a name. Today it's called mass customization – the application of mass production techniques to the production of tailor-made products and services – and it's one of the most powerful trends in business.

We originally defined our business proposition as eliminating a form of environmental waste: the 55-gallon drums that were used to deliver industrial soap and then were discarded in local landfills. The early motto "keeping it clean" not only referred to the custom formulated, water-based, biodegradable cleaning compounds, but it defined our interest in helping to keep the environment clean of those unsightly drums.

Rather than offer a commodity product to our customers, we decided on transparent mass customization. We focused on and identified the critical customer sacrifice gaps, and identified not only what, but when to customize in our effort to create the greatest customer-unique value at the lowest possible price. ChemStation independently analyzes each customer's needs and formulates the right mixture of soap that goes into a standard ChemStation tank on the customer's premises. Bottom line – our customers don't have to settle for average, traditional offerings – they receive a unique product, specially designed for their needs.

From a handful of employees at a single location in 1977 delivering a few thousand gallons a month, ChemStation has grown to 300+ employees in a network of 43 manufacturing operations across the United States, delivering a million gallons about every 4-5 weeks. ■

This Month in History

It's your right, so get out there and vote on November 5. On November 10, 1775, the U.S. Marine Corps was established. Originally part of the Navy, it became a separate unit on July 11, 1789. Since 1918, November 11 has been celebrated as Veterans Day. On November 15, 1777, the Articles of Confederation were adopted by Continental Congress. A Connecticut schoolteacher, Charles F. Dowd, proposed a uniform time zone plan for the U.S. on November 18, 1883, consisting of four zones. Abraham Lincoln delivered his Gettysburg Address on November 19, 1863. The 2-minute address has come to symbolize the definition of democracy. Thirty-nine years ago on November 22, 1963, President John F. Kennedy was assassinated in Dallas, Texas. On November 24, 1874, Joseph Glidden patented his invention of barbed wire. This year, Thanksgiving will be celebrated on November 28. Best thing about November…it's National Peanut Butter Lovers Month!



Reduce Workers' Comp Costs

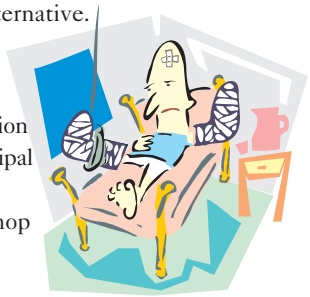
Investigate all accidents. In order to design an effective accident prevention program, keep records of all accidents, not just the ones resulting in claims.

Have an accident prevention program. Many states offer free workshops and consultations. For details and a list of state consultation offices, visit www.osha.gov/oshprogs/consult.html.

Report accidents promptly. The sooner you file an accident report, the sooner your employee will be evaluated, treated, and returned to work.

Stay in touch with the injured worker and doctor. This will help you design a sound return-to-work plan.

Use return-to-work/light-duty programs. If a worker is too severely injured to return to regular work, have a transitional or light-duty alternative.



Know your insurance system. Know the classification for your business. The classification should be based on your principal line of business, not on a particularly hazardous job. Shop for the best rate. ■

Source: Employer's Practical Legal Guide

OSHA Revises Publication

Following an Occupational Safety and Health Administration inspection, an employer has specific rights and responsibilities. OSHA has revised a publication that provides detailed information on what is expected of both the employer and OSHA after an inspection. The booklet covers types of violations, how an employer can contest citations, follow-up inspections, and posting requirements. ■

ChemStation®

The Financial Rewards of Education

Going back to school can boost your income 30 percent or more. According to the Bureau of Labor Statistics, several years ago the median salary for workers holding a bachelor's degree was $34,736. But for those with a master's degree, the median salary was $45,292.

Workers are taking the statistics to heart. The number of Americans age 35 to 54 who are taking classes has more than doubled in the past decade. And spending money on education really is an investment that can pay off. For example, a medical secretary earning $18,000 can boost her income to $49,000 by completing a two-year physician's assistant program at a public college costing around $12,000. ■

Source: Money





Send your comments to:

Insights Editor, ChemStation, 3400 Encrete Lane, Dayton OH 45439
Email: kdunlap@chemstation.com

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Soapbox

Banging your head against a wall uses 150 calories an hour.

In 2001 hurricanes and tropical storms caused $5.2 billion in property and crop damage. Hail, the next most costly weather phenomenon, damaged $2.6 billion in property and crops. – *National Weather Service*

Angioplasty, n. One kind of inflation you can live with.

Professional life is like a fire hydrant. You spend all of your time putting out fires and standing your ground against the big dogs. – *Anonymous*

Painting, v. The art of protecting flat surfaces from the weather and exposing them to the critic.

Earth's oceans are estimated to contain 7 million metric tons of gold. At $400 per ounce, that comes to approximately $100 trillion. – *Encarta Encyclopedia*

Mouse, n. An advanced input device to make computer errors easier to generate.

If I have seen farther than others, it is because I was standing on the shoulders of giants. – *Isaac Newton*

Trying to assess the true importance and function of the Internet now is like asking the Wright brothers at Kitty Hawk if they were aware of the potential of American Airline's Advantage miles. – *Brian Terren*

Any philosophy that can be put "in a nutshell" belongs there.

Fishing's Rewards: Give a man a fish and you feed him for a day. Teach him to fish and you get rid of him on weekends.

Education is the ability to listen to almost anything without losing your temper – *Robert Frost*