"Refining" A Customer's Needs

For some time, ChemStation of Virginia has been supplying Amoco's Yorktown Refinery with cleaning/degreasing solutions for their equipment. The product worked fine, and Amoco was purchasing approximately 5,000 gallons per year.

British Petroleum recently acquired Amoco, and implemented a worldwide cost reduction initiative. They wanted a cleaning product that was nonflammable, friendly to the local wastewater plant and, of course, cost efficient.

The local sales representative, James Daniels, immediately re-profiled Amoco's needs and assembled a group of ChemStation experts, including field reps and headquarters manufacturing and lab personnel. Three alternatives were developed, in the face of stiff competition.

ChemStation was able to satisfy the needs of Amoco, and their new parent British Petroleum, by custom developing a product that would satisfy the company's requirements of lower cost per gallon, nonflammable and environmentally friendly.

Do you have a cleaning challenge that requires expert advice? Call your local ChemStation sales rep to learn how our system can provide the solution. ■

"How Am I Doing, Boss?"

If your company doesn't give performance reviews, you may want to initiate your own. Here's one expert's list of questions for employees to ask their managers:

1. How does my performance rate on a scale of 1 to 10?
2. If I didn't rate a 10, why not?
3. Where am I headed with my job?
4. What training will help me get there?
5. How can I get started, immediately?

The Fact Finder ■

Custom Formulations = Customer Satisfaction



Each ChemStation Manufacturing Center is able to blend chemicals to a precise formula. Through specialized equipment, chemical concentrates and water are metered and mixed to create solutions for customer cleaning challenges. Currently, ChemStation manufactures approximately 700 products that are blends of one or more of 30 concentrates and other raw materials. Products are manufactured as needed based on the customer's metered usage.

For purposes of consistency and quality control, formulations made in Manufacturing Centers nationwide are controlled by chemists at the company's headquarters in Dayton, Ohio.

The ChemStation method offers products that meet your needs, not just an off-the-shelf solution developed for the masses. Efficiencies include: no time wasted for ordering, receiving, handling and disposing of containers; computerized inventory management for just-in-time delivery; and, strong support and prompt response time from local Manufacturing Center. ■

Definition:

- Combustion arising with no direct application of a spark or flame. It is due to an internal rise in temperature to the ignition point, usually caused by a slow oxidation process.

Cause:

- A common cause of this occurrence is the use of cotton rags for wiping oily substrates. The following substances can undergo spontaneous combustion when in contact with cotton fibers: automotive, machine, and process oils; animal and vegetable oils; some oil-base printing inks; D-Limonene and Dipentene.

Prevention:

- To prevent a potentially serious fire:
  - Do not use 100% cotton rags.
  - Use ChemStation products that are diluted with water.
  - Use an OSHA approved receptacle for oily rags.
  - Add water to the receptacle.

Risk Failure!

"People do not understand the importance of failure in achievement. We have to be willing to risk failure. There is no way we can realize our full potential unless we have failed so many times that eventually we learn the lesson necessary for us to go on to our great achievements."

Brian Tracy ■

Having An Employee Shortage?

Most businesses, when asked to identify the biggest problem at their operation, tend to respond, "Finding help, especially good help" and "Employee retention."

Sometimes the grass isnÕt as green at the other job...

One good source for finding a new employee may be a former employee who left because of "a better opportunity." Sometimes the grass isn't as green as the other job as ex-employees expected, and they might want to come back to your company. Whenever good employees leave, schedule yourself to call them in a month or two. It's possible they may want to come back because they miss their old job and the camaraderie of former colleagues. They may be afraid to ask you about their old jobs, so you need to take the lead. Even if they are not interested, former employees will be flattered to have been asked and may send job seekers your way.



When good former employees do return, they are usually welcomed with open arms. This subtly shows present employees that moving on doesn't always mean a better opportunity. ■

ChemStation Is Growing!

ChemStation International, Inc. is pleased to announce the addition of a new Manufacturing Center located in Jacksonville, Florida. This brings the total number of locations to 41, and our second one in the Sunshine State.

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The Soap Box

The U.S. Air Force is currently tracking more than 8,000 objects in low Earth orbit. *The Washington Post*

There are now more than 9 million women-owned businesses in the U.S., generating $3.6 trillion in annual sales and employing 27.5 million people. *National Foundation for Women-Owned Business*

The European Travel Commission predicts 11.5 million American trips to Europe this year, up from 11 million last year. *Newsweek*

There are more than 300 technology companies in the Washington DC area, generating over $90 billion in annual sales. *Washington Business Forward*

On the first day of its release, *Star Wars: Episode 1 - The Phantom Menace* raked in an astronomical $28.5 million. *Entertainment Weekly*

A study found that 45% of the weapons used in crimes in 1998 came from 1,160 gun dealers - roughly 1% of the more than 100,000 federally licensed gun dealers in the country. *The Washington Post.*

ChemStation