

# NAHAD

## news

A QUARTERLY NEWSLETTER of  
THE ASSOCIATION FOR HOSE AND ACCESSORIES DISTRIBUTION

## NAHAD Hears from its New Industry Insights Committee on How to Tackle Tough Industry Challenges

**E**ARLIER THIS YEAR, NAHAD completely redesigned its committee structure to better represent the industry and provide information for NAHAD members that help solve the complex issues facing companies today. One of the main strategic objectives of NAHAD's Industry Insights Committee is to facilitate the development and dissemination of knowledge-based solutions for the hose industry. So, we asked the question: ***What is the top challenge facing your business today, and what are you doing to overcome it?*** We got some great responses from these industry leaders.

### TREY TRAVIS

#### Vice President, Southeastern Hose Inc

Top challenge? Supply, Supply, Supply! How are we overcoming it? Since COVID hit, Southeastern Hose has doubled our already robust inventory. We chose to reinvest 90% of additional profits directly back into our inventory and material handling/storage. This created a domino effect at times simply because our inventory levels were so high. We were forced to get better at storing the material. The forced reorganization allowed us to streamline a lot of our bottlenecks in the production process because we were forced to be more efficient on every facet of the shop floor. We invested heavily in our testing department. Pre-COVID, testing was the bottleneck, and assemblies would stack up taking valuable floor space. The investments shrank the overall footprint of our testing departs, in turn, allowing for more storage space. The result? Our order volumes have increased at the same rate as our inventory. It's the old saying, "If you don't have it, you can't sell it." Our profits have soared the last two years due to the increased inventory and production capacity.

### PAUL POWERS

#### Cross Selling Specialist, SunSource

The landscape of business has certainly changed since a pandemic swept across the globe. It has created many challenges such as raw material shortages, limited freight options, and tariffs/fees imposed at time of shipment. It has also created a massive challenge of trying to hire qualified people who can contribute to established and upcoming growth goals. SunSource has locations from coast to coast, so we have the unique perspective of seeing this phenomenon play out at various levels within the organization and in a variety of markets. We see that the qualified candidates require more now than they would have two years ago. A couple of ways we approach this issue is by offering flexible schedules where applicable, and we now offer more opportunities for employees to engage with their peers. The engagement may come in the form of a high-performance team tackling workflow issues or through fun HR challenges that promote a healthy lifestyle. This has reinforced the notion that an employee who is engaged and feels valued is less likely to look for something else. It is no longer just about the title and money. The younger generations are compelled to feel a part of something much bigger than themselves. It is our duty to give them ways to do that.

### GUY ENTA

#### VP of the Americas, Industrial Fluid Solutions, Continental

The biggest challenge for us right now, at least in North America, is attracting and retaining good people. This comes in two areas: (1) labor in our manufacturing plants and DCs, and (2) our salaried and career/management jobs. Related to labor, we continue to invest in our operations here as we believe we have to be "in the market, for the market." Meaning, the vast majority of what we sell in North America should be made, distributed, sold, and managed in North America. There is no one solution, but here are some actions we are taking, and have taken to improve both our retention and attraction in our manufacturing centers.

- Automation – to continue to make our processes more ergonomic and safer. This comes with the added benefits of better, more consistent output and reduces the overall dependency of a factory on labor. The challenge here is understanding the right balance. For some jobs, a robot simply can't outperform a human.
- Flexible work schedules. We have learned it's not only office workers who want this after the pandemic.

## in this issue

- 2 President's Letter
- 4 Board Spotlight
- 6 Member Connections
- 10 What Does the Future Hold in the World of Technology?
- 11 HSI Exam Passers

## Officer Listing

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### NAHAD NEWS STAFF

Dominique Abney, *Editor*  
 Studio Red Design, *Graphic Design*

## Dear NAHAD Members



**In October, NAHAD's board of directors met in beautiful Puerto Rico for NAHAD's fall Board Meeting and Strategic Planning session.**

While it sounds like a tough job to be on a tropical island with the best "hosers" in the business, I can assure you we worked a lot and accomplished a ton for the organization. During the course of two days, we outlined NAHAD's 2023 Annual Convention, discussed the outcomes of the new committee structure, determined the next class of exceptional board members, and established the newest initiatives for NAHAD Academy. Additionally, during our strategy session, we addressed the future of the Hose Safety Institute, the expansion of our educational offerings through NAHAD 365, as well as the launch of Hose Safety Awareness Week in 2023 (more to come on that). So much good came out of that meeting and I want to sincerely thank my fellow board members for taking the time out of their busy schedules to attend.

In the coming months, I will share with you some of the action items and deliverables that resulted from this meeting and how leadership is continually looking for ways to evolve and grow the association. I'm excited about new efforts, such as Hose Safety Awareness Week, which will showcase why safety is so important and how NAHAD's HSI members ensure their customers receive the safest products and applications possible. You hear me say it time and time again, but this is a pretty special industry, and I am honored for the opportunity to serve in leadership and help implement efforts that benefit our members, and our businesses.

As always, I welcome your thoughts and feedback. As we approach the holiday season, I want to wish you and your families many blessings and good times ahead. I cannot wait for 2023 and see where this industry continues to evolve. This past year has been quite a ride, and I thank each and every member for supporting this organization, and this industry. NAHAD's Annual Convention in the Bahamas will be here before you know it, so get your passports ready. Can't wait to see you there April 29-May 3, 2023.

Sincerely,

Jason Westad  
 NAHAD PRESIDENT  
 FORCE AMERICA

**“I am honored for the opportunity to serve in leadership and help implement efforts that benefit our members, and our businesses.”**

# NAHAD Hears from its New Industry Insights Committee on How to Tackle Tough Industry Challenges

*Continued from page 1*

- Pay for performance. \$X/hour straight wage no longer cuts it. Again, it's not only 'white collars' who want and deserve to be rewarded for their performance.
- Be in the community. Today, it's even more important we are promoting our business in the community to get our name out there as a great place to work. We are sponsoring more community events and, in some locations, giving our team members paid time off to volunteer and help in their communities.

For our career/management folks, retention is less of a concern; but as our business continues to expand, trying to attract great talent is the bigger need. Some things we are doing include:

- Active recruiting at targeted colleges – including presence at their career days – it's no longer "they will come to us." We have to go to them.
- Promoting the overall size and scope of Continental. We can give the opportunity to people to work in our industry but also in other industries like automotive, technology, retail, etc., as well as the opportunity to work in other countries. Giving people other opportunities within the company allows us to develop folks who get restless in their current job or location.
- Bring sustainability and technology into the hose and rubber business and actively promote it. When I was the keynote speaker at the hose and rubber producers conference, prior to the pandemic, there were several students there on a panel. I was surprised how many of them brought up sustainability. I continue to be pleasantly surprised how many students and applicants ask us, "What is Continental doing to be more sustainable?" I am not saying this overcomes a much better

financial offer from a competing company, but it does break a tie in our favor. Continental is also a technology company very active in digital and software solutions. The technology component definitely helps us get more interest.

## **BRAD FITZGERALD** VP/General Manager, Binkelman Corporation

A real challenge we are facing today is replacing our retirement-aged talent with new and fresh faces in the industry, along with creating ways to retain these new employees once they have been hired. We have started with beefing up our onboarding process to immerse those new employees in our culture, provide them with our vision for success, and listen to learn how they want to be involved in that success. The old days of hiring an employee, throwing them to the fire, and assuring them if they work hard they can climb the ladder are no longer acceptable. Our onboarding process now lays out the first 30 days for the employee and introduces them to all facets of the business, especially those they will impact. They need to know our company culture, customers and suppliers, processes, and products from day one. We have found new employees want a clearer vision of their success at the company. We strive from day one to work with them on an outline of how they can reach their definition of success. Setting milestones to assist them in reaching their goals, both financial and personal, are being tackled. We have extended this task to not only new hires but existing employees as well.

## **TOM PAFF, JR., STRAPBINDER** GENERAL MANAGER Ideal Tridon

The top challenge we faced in 2022 were material shortages. To overcome this

challenge, we set up more secondary sources. Material shortages caused strain on the business and made it difficult to service our customers. However, the challenge presented us with a great exercise in sourcing strong secondary suppliers. We now have multiple reliable sources for material, allowing us to improve our speed to market & boost service levels. Our next challenge is making sure we are offering value added services that meet and exceed customer expectations. If we can ensure the supply of products is flowing, the next step will be listening to other ways we can better differentiate ourselves from the competition.

## **BRAD RICO** Executive Vice President, Brennan Industries, Inc.

There are so many challenges in today's business world. Is it logistics, manufacturing capacity, tariffs, material availability or inventory control? All these points have caused their share of problems, but finding good people is by far the hardest challenge. We have several openings in our global operations. It's just as hard to find workers in North America as it is in Asia and Europe. We have sales, engineering, manufacturing, and operation positions open. Our HR department has developed a threefold solution to addressing this issue. In our 70 years of business, we have never used recruiters, but that changed in 2022. Good recruiters are worth their weight in gold, and we are using them. Additionally, we are attending college campus job fairs and recruiting graduates to be. Finally, we started an internship program aimed at recruiting highly talented students for the summer. In 2022 we had over twenty interns working for us globally. We will continue growing this program and hope to hire these individuals as they work toward graduation. ●

# BOARD SPOTLIGHT with TRIPP BATEY of HOSE OF SOUTH TEXAS



**I**N MAY 2022, NAHAD welcomed three new members to its Board of Directors, including Tripp Batey of Hose of South Texas. Since 1978, Hose of South Texas has been supplying a complete line of hose and hose related products to a variety of industries. Batey serves as the Corpus Christi-based company's president.

## **Congratulations on joining the NAHAD Board of Directors. Can you tell us a bit about your background?**

I grew up in the hose business that my father had started in 1978. I began working summers and holidays at age fifteen. After graduating with a degree in industrial distribution from Texas A&M University, I went to work for Sepco Industries (now DXP). After a very short stint there, my father came calling for me to move back to Corpus Christi and rejoin the Hose of South Texas team. I did various jobs, working in the warehouse, purchasing, and as an inventory manager. All of us at the time did inside sales as the customer was always number one. In January 1997, I was sent out on the streets to make sales calls. That ended abruptly when three of the four people we had running our Fort Worth location, Hose of North Texas, suddenly resigned and went to work for a competitor. Within a week, I left Corpus Christi to move to Fort Worth to do outside sales, and in 1998, I became the branch manager. It was a time of growth and education for me. While we became one of the most profitable branches, I learned the hardships of large customers filing for bankruptcy and crimping cash flow. We survived and managed to thrive until the branch was sold along with our Houston location, Hose-Tex, to a hose outfit out of Louisiana.

After my branch sold, I moved back to Corpus Christi in 2002 to rejoin the Hose of South Texas team. I picked up the purchasing and inventory management rolls again and enjoyed being back home with family, old friends, and our beautiful South Texas coastline.

My father, Kermit Batey, and his partner, Norman Glasson, decided it was time for them to move on in 2005, and we started a succession plan. In January 2006, along with Norman's sons Jay and Craig Glasson, and long-time dedicated co-workers Sam Jenkin and Gilbert Perez Sr., we purchased the business. Once again, it was a time of growth and education with the different business cycles associated with our market that included a lot of oil and gas industry.

We started to outgrow our two approximately 16,000-square-foot warehouses located across the street from each other. In late 2012, we bought a 70,000-square-foot warehouse around the corner from where we had been for 34 years. After a lengthy remodel, we were finally able to move into our new location in November 2014, right before the oil market crashed again. All of us here at Hose of South Texas are glad we started diversifying our business in the late 1980s, as we continue

to do today, so we are not dependent on the ups and downs that come with the oil & gas market.

In 2016, we were invited to join the IDCO Co-op. It has been a great experience. Besides building stronger relationships with our suppliers, the networking of the IDCO Co-op is the best in class. I was elected to the IDCO Board of Directors in 2017 and served one three-year term. While not currently on the board, I remain very active with the IDCO community and events.

In late 2021, I was honored to be asked to join the NAHAD Board of Directors and jumped on the chance to get involved in another great organization within our industry. My first meeting, this past May, in Miami was great. So many wonderful people serve on the board. The leadership and team at NAHAD are top-notch.

## **What do you look for when joining a board?**

I want to know if I'm a good fit for the organization and if they are a good fit for me and my company. I want to know if there is good information flow between management and the board of directors and what the relationship is. I need to know how often the board meets and the requirements for those meetings. Does the board have a strategic plan? Are we implementing a plan or creating a new strategic plan? Is the management and board team diverse and mutually respectful?

## **What motivates you about NAHAD's work on behalf of the industry?**

NAHAD's outreach and education programs are essential for our industry's success. NAHAD's Hose Safety Institute sets the industry's standard for training and guidelines. The yearly conventions are not only a great time but great for networking with other distributors, building relationships with new suppliers, and strengthening the relationships with our current ones.

## **What is one major challenge you feel NAHAD faces at the moment, and one significant opportunity you hope NAHAD will grasp?**

Currently, we are all dealing with runaway inflation and supply chain issues most of us have never seen before. I feel the members of NAHAD are trying to address these issues and together, with our collective strengths and minds, we will overcome the current issues we are facing.



**What do you hope to accomplish as a NAHAD board member?**

I hope to offer the board and the organization some guidance and expertise after being in this industry for more than 27 years. I know I will get out of the board as much as I put into it. I have a tremendous opportunity to build relationships and bonds created with the different members of the board and association members and bring back best practices to my business.

**What's one thing people would be surprised to know about you?**

In 2002, when my Fort Worth position at Hose of North Texas ended, I took a long sabbatical from work to travel the east coast before I returned to Corpus Christi. It took me from June 1 to July 3 to drive the Florida coastline from Pensacola to Key West. It took me another three weeks to finish the Florida east coast before I made it to Georgia. I eventually made it to Maine to meet a friend to go white water rafting in August. In September, I started the journey back home, traveling through Vermont and upstate New York. Then I continued

south through Pennsylvania, West Virginia, Virginia, North Carolina, and so on before settling back in Corpus Christi. I slept, not 99 or 101 nights in my tent in 2002, but exactly 100 nights. It was a wonderful experience. ●



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# MEMBER CONNECTIONS



**Alternative Hose**

is pleased to announce the acquisition of Amerray Hydraulics located in Simi Valley. Amerray has been serving the area since 1974. This acquisition expands Alternative Hose's footprint into the northwest region of Los Angeles and will be their 5th location in Southern California. Alternative Hose celebrated their 20th anniversary this year and expects the next 20 years to be just as successful through local acquisitions and strategic planning.



**Coxreels** is proud to announce our newest expansion to our mounting bracket lineup,

the SMK-702 SERIES. As part of our enduring dedication to continues product improvements, the SMK-702 series is a swivel bracket accessory for the 100 SERIES HOSE REELS and the V-100 SERIES VACUUM REELS. Built in the USA of heavy gauge steel, the SMK-702 wall mount swivel brackets feature 360-degree rotation, with multiple locking positions via an easy to use ergonomic pin lock. Powder coated gloss black the swivel bracket allows the user to point the reel in the direction where the hose is needed, improving the experience and function during payout and rewind. The innovative design of the swivel bracket offsets the front of the reels forward so that the reel swivels and tracks with the direction of hose payout if left un-locked. The full-length vertical bearing and stability thrust bearing provides

smooth and long-lasting rotation.

The SMK-702 comes in two sizes, SMK-702-8 and SMK-702-12.5. The SMK-702-8 is for use with 8" wide drum 100 series such as the 112-3-100 and the 117-3-250. The SMK-702-12.5 follows the same logic for 12.5" wide drum reels like the 112-3-150, 117-3-400, 112-4-75, 117-4-225 and the 117-5-100 but will also work with all of the 100 VACUUM SERIES V-112-730, V-117-835 and V-117-850 even though the drum with is actually 13.5 on some of those reels.

As the industry leader in hose, cord and cable reels, Coxreels is making a commitment to provide our customers with the ultimate and most complete, diverse line of reels and reeling accessories.

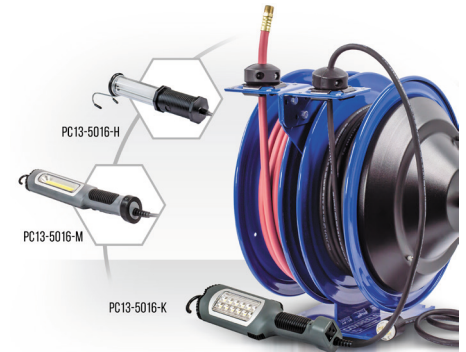
For more information on Coxreels and our new Hi-Vis Hose Series, please visit [www.coxreels.com](http://www.coxreels.com).



**Coxreels** is proud to introduce a new line of three industrial duty LED lights now available on the C (Dual Purpose) reels. The new LED lights feature a variety of industrial-grade features and options, including: a 50,000 hour rating, internal light diffusers, and shatter-resistant

polycarbonate lenses. Coxreels' new LED lights also feature adjustable steel hooks for hands-free placement.

(800) 269-7335 / [www.coxreels.com](http://www.coxreels.com)



**Danfoss** launches two new hoses that exceed SAE 100R5 performance with a lighter, more flexible profile.

Designed to exceed SAE 100R5 performance levels, the new two-braid Aeroquip by Danfoss FC250H and Weatherhead by Danfoss H250H hoses are lighter and more flexible than typical three-braid 100R5 hoses for easier hose routing and reduced application weight. In addition, these hoses weigh 20% less than conventional three-braid hoses, decreasing the overall vehicle weight and delivering fuel consumption savings over the life of the machine. Learn more at [Danfoss.com](http://Danfoss.com)

MARCH 13-16, 2023 // JW MARRIOTT // INDIANAPOLIS, IN





**Dixon** is pleased to introduce Dave Marut as its new General Manager of Dixon Quick Coupling. Dave comes to Dixon with more than 25 years of industry experience. His goal will be to continue growing DQC through innovation and service. Dixon Quick Coupling is a division of Dixon's in Dallas, North Carolina, and manufactures a complete line of hydraulic and pneumatic quick disconnects.



Since 2015, **MCC** has been a distributor for the Faster brand of Hydraulic Quick Disconnects in Australia.

Faster is an Italian Manufacturer with more than 70 years of experience in designing and manufacturing hydraulic quick-release couplings. Faster is a supplier to OEM in the following industries: Agriculture, Construction Equipment, Industrial, Oil & Gas, Air Conditioning Refrigeration, High Pressure, Vehicles & Road Machines as well as Forestry.

Millennium Coupling Company is a distributor of couplings and accessories throughout Australia. MCC is strategically located in Adelaide, focusing on providing excellent customer service and operational excellence.

This partnership allows Australian customers to access genuine Faster products from an Australian stockist.



**I.R.P.** continues to grow! We are delighted to announce a few new additions to the Canadian team.

Beginning with Steve St.-Denis, our Branch Manager at our newest location in Montréal. Steve brings over 20 years of experience to I.R.P. We look forward to his contribution along with the entire Montréal team to continue growing and providing exceptional customer service to Québec.

Within our Mississauga location, I.R.P. is excited to announce two new employees to our family: Melissa Ngo and Katie Cheung, respectively.

Melissa was initially hired as Administrative Assistant. She has shown an eagerness to expand her knowledge and responsibilities with I.R.P. As a result, Melissa has quickly become our new Purchasing Assistant.

# OUR STANDARD IS THEIR UPGRADE

- SHUT OFF VALVES IDEAL FOR HOSE & AIR APPLICATIONS
- NUMEROUS CONFIGURATIONS AND CONNECTIONS
- MULTIPLE CERTIFICATIONS
- 100% LEAK TESTED
- SIZES 1/8" – 4"





Taking over for Melissa as Administrative Assistant is Katie. It is already obvious that Katie's skills and experience in marketing, graphic design, and photography will move her career forward and help guide I.R.P.'s marketing strategy into the future.



**Kurt Hydraulics** and Dayco have reached an agreement for all Dayco-branded hydraulic hose and coupling inventory to be transferred to Kurt Hydraulics. Dayco North America will be exiting the hydraulics category and Kurt will take over manufacture and supply directly to all Dayco distributors.

Scott Czupryna, national sales manager for Kurt Hydraulics, announced the agreement with Dayco. "As a long-time partner to Dayco's hydraulic coupling business our hose and couplings are interchangeable with Dayco's product line and have a part match in the Kurt catalog and website. Kurt Hydraulics has been manufacturing hydraulic fittings for Dayco for over 20 years, and has its own distribution network, so the transition is a natural one for Kurt". Kurt Hydraulics will be able to provide a greatly expanded product offering for previous Dayco distributors with a complete line of hose, fittings, and crimpers.

<https://www.kurthydraulics.com>  
Phone: 308-787-0127  
Toll Free: 1-866-257-7995



**McGill Hose** Expands PTFE Fabrication Capacity

With the addition of a third fabrication line and additional staff in our PTFE Hose Assembly department, we are excited to announce an increased capacity producing custom fabricated smoothbore, convoluted, high pressure and other unique styles of PTFE hose assemblies.

Reacting to the market's demand for the versatility and durability of PTFE hose assemblies, McGill Hose is leveraging years of industry knowledge and increased inventories of PTFE hose and fittings. Because of this,

our specially trained fabrication team is able to service the larger and more complex requirements of the NAHAD Community and our customers.

For any questions regarding this or any of our capabilities, please contact us at 413-525-3977 or [sales@mcgillhose.com](mailto:sales@mcgillhose.com).



Today's economic environment has created a rising costs of fuel and fuel transportation products. **PT** products designed to ensure safety and security are the perfect solution such as Safety Bumps® assure the safe preservation of fitting integrity to prevent damage, and unwanted transfer leaks for a safe and secure load transfer. Safety Locks® assure a safe and secure cam arm, lockdown preventing accidental detachment during load transfer, with the cam arms locked in place. PT's Secure Locks®, provide assurance that fuels in storage facing ever rising costs and value are secure from detachment, and safe from theft. Contact your PT Representative for more information on PT's products designed to provide safety and security.



**Texcel** is pleased to introduce 2 new products: HS10K-32 and SHR/H-48. The HS10K-32 is a 2", 10,000psi WP oilfield hose that meets or exceeds API 7K FSL O. This hose can be coupled with crimp on 1502 hammer union fittings. The SHR/H-48 oilfield slim hole rotary hose is designed for drilling applications. For more information, please email [sales@texcelrubber.com](mailto:sales@texcelrubber.com) or call 800-231-7116.



The new CP NEO hose series from **Transfer Oil** features constant working pressure of 3,000 psi and 3,600 psi with a safety factor 4:1.

Light and flexible and durable, the CP NEO hoses and are conceived for hydraulic application, especially forklifts.

More information to download: <https://www.transferoil.com/en/download.aspx> or at <https://www.transferoil.com/en/to-hydraulic-products/constant-pressure/cp-neo.aspx>

You can also contact our Houston branch: +1 713 401-1857 or [info-us@transferoil.com](mailto:info-us@transferoil.com)



**Ultra Clean** highlights the enhanced Air Knife technology used in our

Clean Seal System. The Air Knife technology speeds up the capsule shrinking process, sealing out contamination in less than 1 second. A 110mm opening allows single or multiple hose or tube assemblies to be sealed in one pass. Contact us: [sales@ultraclean.tech](mailto:sales@ultraclean.tech) or call 800-791-9111.





# What's **NAHAD 365**

## Excellence in education... Any day of the year.

With a dual emphasis on safety and employee performance, **NAHAD 365** offers professional development and job training content offered in a diverse variety of formats, extending beyond the annual convention, 365 days a year.

### Discover NAHAD 365 below:

#### **NAHAD** CONVENTION

##### **NAHAD Convention**

The NAHAD Convention is your best opportunity to connect with leaders in the industry, attend thought-provoking business sessions, and maximize your presence through the Showcase of Hose Solutions.

#### **NAHAD** WEBINARS

##### **NAHAD Webinars**

NAHAD's Education Committee is focused on providing webinar topics of interest to both manufacturers and distributors. These webinars are a "must-attend" for anyone looking to grow in the areas of leadership, operations, career development, compliance and risk analysis, fabrication and more.

#### **NAHAD** | Skill, Knowledge **ACADEMY** & Competence

##### **NAHAD Academy**

An e-Learning platform Designed to ensure all member organizations, regardless of size or budget, have access to affordable, quality, and relevant education content. More than 200 course titles are available with three subscription options to choose from.

#### **NAHAD** | Safety, Quality **HOSE SAFETY INSTITUTE** & Reliability

##### **The Hose Safety Institute (HSI)**

Members of NAHAD's Hose Safety Institute® represent distributors, manufacturers and suppliers who share a passion for the industry. Membership demonstrates to your customers that you take care great in the products you deliver to the field by following prescribed design and standards specifications for top-tier assembly, design, fabrication, handling, and management.

#### **NAHAD** HANDS-ON TRAINING

##### **HSI Hands-On Training**

Formerly Regional Training, this program is designed to promote and develop an understanding and adoption of HSI guidelines and best practices in hose design and fabrication. Attendees will participate in a series of interactive presentations, visit distributor locations for hands-on exercises, and tour a manufacturer's warehouse.

#### **Distribute Innovation** INFLUENCE//IMPLEMENT//INTEGRATE

##### **University of Innovative Distribution (UID)**

Sponsored by the Association Education Alliance (AEA), a consortium of 40+ distribution professional associations and in cooperation with the Department of Technology Leadership and Innovation of Purdue University, UID is a concentrated educational program designed to enhance and fortify your knowledge, skills, and abilities.

Courses are grouped into six educational tracks: Distribution Strategy, Leadership & Professional Development, Management, Marketing, Operations, and Sales.

#### **NAHAD** Employee Development ROADMAP

##### **Employee Development Roadmap**

Proper recruitment, selection, onboarding and training of new employees and the ongoing education of current employees is critical to their success, and that of your business. This Roadmap provides you with important and timely Human Resources updates, policies, and templates. It identifies the key positions within the typical NAHAD distribution company, by title, with sample Job Task Descriptions for each.

#### **NAHAD** the **OD**

##### **The Outer Diameter (OD) Podcast**

This podcast series is designed to promote professional development and continuing education for distributors and manufacturers. Content includes new industry developments, innovative tactics for any business model, and valuable need-to-know information centered around the hose distribution industry

#### **NAHAD** HANDBOOKS • GUIDES • REPORTS

##### **Handbooks, Guides, & Reports**

NAHAD provides members with access to comprehensive tools, recommendations, and best practices packaged in a collection of various handbooks, guidelines, and reports.

Topics cover hose assembly, the basics of industrial distribution, value-added selling, compensation, and other financial/productivity data.

# What Does the Future Hold in the World of Technology? NAHAD's Technology Committee Weighs In

NAHAD's newly-formed Technology Committee was created in 2022 with the goal of monitoring and informing the membership on new technological tools and services comprising the digital landscape and cloud-based solutions. Recently, we asked the industry experts serving on the committee one question: ***What is the best advice you can provide NAHAD members on technology systems and how best to implement for their company?*** Some of the answers were quite interesting.

**Paul Cook**  
Sales Representative, Alliance Hose & Rubber Co.

My advice to everyone is to have a managed IT service provider. They are tremendously helpful with system monitoring, security, support, and back-up/recovery. They can be a great partner throughout your technology journey. Their experience and insights help you learn from where others have succeeded and failed.

**Lydia Rice**  
eCommerce and Digital Marketing Manager, TIPCO Technologies

No NAHAD member is alone during the journey to implement new technology. As members of NAHAD, you are a part of a community of distributors and manufacturers at different stages of their digital transformation. Seek out others who have implemented the technology you are curious about. Ask honest questions to distributors about the technology they have onboarded and how it works for them. Look to see where your manufacturer partners are at in their technology journey and how new technology could support your partnerships. At TIPCO Technologies, we collaborated with Alaska Rubber Group and Westflex on our Product Information Management (PIM) and eCommerce projects. Without this collaboration, the path to implementing these technologies would have been more intimidating than it needed to be. When embracing change and investing in

new technologies seems daunting or even impossible, remember there is a community behind you.

**Ryan O'Shaughnessy**  
Vice President, Shamrock Hose and Fittings

The best advice that I can give regarding implementation of new technologies to NAHAD members is that you need to have a technological champion at your company. This person should be someone who has both a technological vision for your company and the capability to enact on that vision. If you don't have that person, find someone. It is worth the investment. Change is hard and without a technological champion, change is unlikely to happen.

**Brent Lilly**  
Vice-President, Sales & Marketing, PT

There's not only a shift in demographics in our industry but also in the utilization of technology in conducting commerce. This is showing up more and more in the area of order transactions. Any organization should be prepared to handle transactions the way the customer wants to make them. That varies from more traditional methods such as inquiry/transaction put into an envelope and mailed, or an inquiry/transaction faxed in, or an inquiry/transaction using the phone, or an inquiry/transaction utilizing email. The latest technology trend shift involves a more virtual B2B inquiry/transaction utilizing online/customer portal methods. These emerging next generation members are most comfortable with the technology usage. Their own "buying experiences" with Amazon or any other self-service transactions have created personal preference for how they conduct commerce. Businesses that aren't prepared to find a way to meet this demand may find their opportunities shrinking as the population preferring this technology grows. This shift will continue, so every business should devote time, energy, and resources, towards creating their own

technology plan which may include dedicated team members and investments aimed at having your business poised to meet the demands of this quickly evolving trend.

**Ash Abhyankar**  
Servant Leader, Conexiom

In my opinion there are a number of steps, including prioritizing implementation of technology solutions that (1) yield quantifiable quick benefits/ROI in two to three months for both efficiency and effectiveness of their order-to-cash and procure-to-pay supply chain processes, in addition to providing linkages between the two; (2) assist in both improving customer/supplier excellence, as well as supporting revenue growth, market share and cashflow; (3) support ease of use in change management and absorption; (4) help in attracting Gen X, Gen Z generation talent, and their retention, to help grow future leaders for NAHAD members; (5) minimize need/use of IT resources that can be allocated to other lower priority, albeit valuable, projects; and (6) help avoid early retirement of experienced/knowledgeable baby boomer employees by helping them realize the value they can continue to bring, as well as for their personal growth and success.

Additionally, focus on eliminating manual work that can be automated. Eliminate manual errors that generate back-end costs, time, and efforts impacting customer excellence. Free-up valuable talent time, which will continue to be hard to acquire for growth, so that it can be re-allocated to more value-added activities, including (1) supporting upsell/cross-sell to increase revenue, growth, and market share; (2) activities that improve customer and supplier satisfaction/excellence; (3) capturing changes from suppliers in a timely manner via order-acks, ASNs, price files to place into your ERP for actions; and (4) negotiating better payment/pricing/lead-time terms with suppliers, ensure timely credits so as to improve cash-flow and supplier relationships. ●

# Congratulations Exam Passers!

The following employees of Hose Safety Institute member companies have passed exams during the period August 23 through November 18, 2022.

## Exams

- Composite Hose Fabrication
- ◆ Fluoropolymer Hose Handbook
- ◆ Composite Hose Handbook
- Hydraulic Hose Fabrication
- Corrugated Metal Hose Fabrication
- ◆ Hydraulic Hose Handbook
- ◆ Corrugated Metal Hose Handbook
- Industrial Hose Fabrication
- ◆ Industrial Hose Handbook
- Fluoropolymer Hose Fabrication

### A-1 COUPLING & HOSE

John Etheredge ●◆◆◆◆●◆◆◆◆

### ALASKA RUBBER GROUP

Robert Fuhrman ●◆◆  
Aaron Jack ◆◆◆◆◆

### AMAZON

Gabriel Wesenberg ●

### AMAZON HOSE

Luis Perez-Soto ●  
Isaac Vass ◆◆◆◆◆  
Gabriel Wesenberg ●

### AMAZON METAL

Gabriel Wesenberg ●

### APPLIED INDUSTRIAL TECHNOLOGIES

Tim Wilkinson ●◆◆◆◆●◆◆◆◆

### ARG

Luis Jimenez ◆◆

### CLINE HOSE

John Chapman ●

### ECHELON SUPPLY CO

Jim Thayer ●◆◆◆◆●◆◆◆◆

### GHX

Julius Jackson ●

### GOPHER INDUSTRIAL, INC.

Milton Harris ●◆◆◆◆◆◆◆◆◆  
Tim Lowe ●◆◆◆◆◆◆◆◆◆  
David Sandlin ●◆◆◆◆  
Cody Thompson ●◆◆◆◆◆◆◆◆◆

### HOSE OF SOUTH TEXAS

Dennis Edwards ●◆◆◆◆◆◆◆◆◆  
Rene Fernandez ●  
Ernest Leyva ●◆◆◆◆◆◆◆◆◆  
Clarissa Longoria ●◆◆◆◆◆◆◆◆◆  
Paul Paben ●◆◆◆◆◆◆◆◆◆  
Cory Rodriguez ●◆◆◆◆◆◆◆◆◆  
Raheem Walton ●◆◆◆◆◆◆◆◆◆  
Daniel Ware ●●

### HOSE SUPPLIES PACIFIC PTY

Mark Vito ●●●

### HOSE SUPPLIES VIETNAM

Duong Nguyen ●

### HOSECO AUSTRALIA

Tadhg Harris ●◆◆◆◆◆◆◆◆◆  
Manjay Kushwaha ●  
Emma Webster ◆◆

### JACHRIS HOSE & COUPLINGS (PTY) LTD

Carl Anthony Payne ●

### MCGILL HOSE & COUPLING INC

Dan Labuda ●  
Brandon Lane ●◆◆◆◆◆◆◆◆◆

### MEP BROTHERS LTD

Chris Gilbert ●

### ROYAL BRASS AND HOSE

Van Kinslow ●  
Courtney Quaintance ●◆  
Terry Walker ●

### RW CONNECTION

Mike Frey ◆◆◆  
Greg Jiminez ●  
Trent Klawans ●  
Justin Rednour ●◆◆◆◆

### SHIPYARD SUPPLY

Mike Morris ●

### SINGER CORP

Jackie Raupp ●

### SOUTHEASTERN HOSE

Chevy Cowart ●◆◆◆◆◆◆◆◆◆

### SPARTAN IND

Tyler Pellegrin ●

### SPECIALTY HOSE XPRESS LLC

Ciro Castaneda ●  
Gabriel Plagenza ●◆◆◆◆◆◆◆◆◆

### SPOKANE HOUSE OF HOSE, INC.

Anthony Ehrmantraut ◆◆◆◆◆  
Niko Jacobsen ●◆◆◆◆◆◆◆◆◆  
David Picker ●  
Eric Thomas ◆  
Benjamin Williamson ●

### TIPCO

Jack Henson ●  
Myers Smith ◆◆

### TNA

Cody Kind ●●



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Nassau, Bahamas

## in this issue

- 1 NAHAD Hears from its New Industry Insights Committee on How to Tackle Tough Industry Challenges
- 2 President's Letter
- 4 Board Spotlight
- 6 Member Connections
- 10 What Does the Future Hold in the World of Technology?
- 11 HSI Exam Passers