

SUMMER 2026

ISWM NEWS

International Society of Weighing & Measurement

SOUTH ATLANTIC DIVISION MEETING

ISWM • Beach Cove Resort



Beach Cove Resort

October 2-3, 2026

Board Meeting

October 2 at 9:00 a.m.



Table-Top Exhibitor Opportunities Available

www.ISWM.org | facebook.com/groups/iswm.org | linkedin.com/groups/1907470



03	Coming Events
04	President's Letter
05	New Members
07	Lead Seals vs Audit Trail
16	ISWM Dealer Panel Recap
19	Manufacturer Panel Report
21	Stop Fixing the Same Problem Twice - The 5 Whys in a Service Business
26	ISWM Passport Giveaway
27	Company News
30	Dealer Survey

ADVERTISER INDEX

Adam Equipment.....	12	Miracle Service/Nexent	8
Anyload	18	National Scale Service	22
Coti Global.....	10	NCWM.....	24
Imada	15	Rice Lake	6
Intercomp	31	Totalcomp, Inc.	20
Life & Safety	5	Yamato	30

International Society of Weighing & Measurement (or ISWM)

P.O. Box 296 • Danville, IL 61834 • United States

Ann Crowley

Executive Director

Work 715-651-9123

Email: Ann@iswm.org



COMING EVENTS

Please visit ISWM.org (Home page for more details).

Please visit ISWM.org (home page for more details)

March 9-11, 2027

2027 Annual Conference

Embassy Suites – Little Rock
11301 Financial Center Parkway,
Little Rock, AK

August 6, 2026

Central Northwest Great Lakes Division

Ho-Chunk Casino
S3214 County Road BD,
Baraboo, WI 53913
Wisconsin Dells area

October 2-3, 2026

South Atlantic Division

Beach Cove Resort
4800 S. Ocean Blvd, N.
Myrtle Beach, SC 29582

October 2, 2026

Board Meeting

Before the South Atlantic Meeting

Magazine Submittal Deadlines:

☐ **Spring: Editorial:**

November 1, 2026

Ads:

November 1, 2026

☐ The circle denotes the next available issue open for submissions.

2026 Advertising Contract is now on the website.

https://iswm.memberclicks.net/advertising_contract

Classified Ads!

<https://iswm.memberclicks.net/classified>

For more information please contact:

staff@iswm.org

ISWM 2026 Board of Directors

Executive Director

Ann Crowley

Administrative Assistant/Controller

Annifer Fox

Executive Committee

President

Lloyd Holleman
Anyoad, LLC

Vice President

Ribard Bertrand
Peninsular

Past President

Tammy Schmidt
Coast to Coast
Calibrations

At-Large Members

Bill Ramey

Coti Global Sensors Inc

Tom Boughter

Maine Seal

Governors

Kristen Shuey Central Northwest

Alison Weiss Greater New York

Carlos Lares Ponce International

Jim O'Brien New England

Steve Dishon Potomac

Todd Fowler South Atlantic

John Hallak Western

International Society of Weighing & Measurement

No part of this newsletter may be reproduced, photocopied or copied without the express written permission of the *International Society of Weighing & Measurement* © 2023. Violations are subject to prosecution under federal copyright laws.

Mail goes to P.O. Box 296 • Danville, IL. 61834 • United States.

To contact Ann Crowley, call 715-651-9123 or email Ann@iswm.org.



PRESIDENT'S LETTER

By Lloyd Hollman

ISWM President

Dear ISWM Friends,

I hope you're having a wonderful summer and finding time to enjoy family, friends, and a little well-earned vacation.

As I reflect on our Society, one thing is abundantly clear—we have an outstanding organization made up of exceptional people. Every conference, committee meeting, and conversation reminds me how much knowledge, experience, and passion exists within our industry.

ISWM has always been more than an association. It is a place where professionals come together to learn, build relationships, share ideas, and help advance the weighing and measurement industry. That success is only possible because of the dedication of our members, volunteers, sponsors, and industry partners.

As your current President, I've been asking myself a simple question: **How can we make ISWM even stronger?**

The answer starts with all of us.

How can we become more involved? How can we encourage former volunteers and members to reconnect? How can we engage the next generation of industry professionals? And how can we strengthen relationships with the manufacturers, suppliers, and partners whose sponsorships help make our conferences, educational programs, scholarships, and member services possible?

Whether it's attending a conference, serving on a committee, inviting a colleague to join, reconnecting with a past member, or introducing a potential sponsor, every contribution helps strengthen our Society and our industry.

I'd also love to hear from you. What can we do better? What topics would you like to see at future conferences? Is there someone you know who should become involved with ISWM? Your ideas and participation will help shape the future of our organization.

Thank you for your continued support and for everything you do to advance the weighing and measurement industry. Together, we can continue building an organization that educates, connects, and inspires professionals for generations to come.

I look forward to seeing many of you at our upcoming events and working together to make the year ahead one of our best yet.

Sincerely,

Lloyd Hollman

President
International Society of Weighing and Measurement (ISWM)



NEW MEMBERS

Megan Maertz**Yamato Corporation**

1272 Dakota Drive
Grafton, Wisconsin 53024
megan_maertz@yamato.com

Yamato Corporation

1272 Dakota Drive
Grafton, Wisconsin 53024
generalinquiries@yamato.com

Thomas Hill**METTLER TOLEDO**

1900 Polaris Parkway
Columbus, Ohio 43240
alton.hill@mt.com

Nikki Shipley**Quality Scales Unlimited**

5401 Byron Hot Springs Road
Byron, CA 94514
nik@qscales.com

Weston Privett**WGU**

PO BOX 28364
Fresno, California 93729
wprivett@wgu.edu

New Member Name**Company Name**

Street Address

City State Zip

Choose Division

New Member Name**Company Name**

Street Address

City State Zip

Choose Division

NOTE:

*We have plenty of room for new members!
And you know who they should be -
so please encourage them to join today!*

*Point them to our website:
www.ISWM.org or have them contact
Ann Crowley at: Ann@iswm.org*

WOW! Specific online training for the Handbook 44 focused on the W&M Industry.

Each student will learn:

- The structure which HB44 operates under including the National Council on W&M plus NIST
- What performance tolerances are needed for new and previously installed equipment.
- Best tested throughout the course and take a final exam to validate the student's comprehension.
- Records will be kept by Life and Safety for your reference if needed.

Handbook 44 is Online at Life and Safety.

<https://lms.lifeandsafety.com/login/367/ISWM.aspx>

Life & Safety Consultants, Inc.

15 Brendan Way Suite 140

Greenville, SC 29615

PH: 864.297.4521 Web: www.lifeandsafety.com



Accurate Weighing with Comfort for All Patients

Rice Lake Weighing Systems' Healthweigh® scales prioritize reliable measurements and patient comfort. Designed with safety and stability in mind, Healthweigh scales are available in a range of models and capacities to ensure each patient is weighed comfortably and accurately.

Rice Lake also offers custom and ADA-compliant models to provide accessible weighments to all patients, regardless of mobility levels.



Learn about Rice Lake's patient weighing solutions
at www.ricelake.com/healthweigh.

RICE LAKE
WEIGHING SYSTEMS

Healthweigh®

Lead Seals vs Audit Trails

Sealing Requirements for Weighing & Measuring Devices | June 2026

By: Ann Crowley

Know Your State Requirements

Before specifying or servicing a weighing device, confirm how your authority manages sealing. Two questions drive the decision:

- Are you required to use physical lead seals?
- Does your state allow audit-trail (electronic) sealing as an approved alternative?

Regulatory Basis — NIST Handbook 44, S.1.11 (Provision for Sealing)

S.1.11.2 All Other Devices. Except on Class I scales and the devices specified in S.1.11.1, the following provisions for sealing apply:

- (a) Provision shall be made for applying a security seal in a manner that requires the seal to be broken before an adjustment can be made to any component affecting the performance of an electronic device. (Nonretroactive as of January 1, 1979)
- (b) A device shall be designed with provision(s) for applying a security seal that must be broken — or for using other approved means of security, such as a data-change audit trail available at the time of inspection — before any change that detrimentally affects the metrological integrity of the device can be made to any electronic mechanism. (Nonretroactive as of January 1, 1990)
- (c) Audit trails shall use the format set forth in Table S.1.11, Categories of Device and Methods of Sealing. (Nonretroactive as of January 1, 1995)

The Case Against Lead Seals

- They cost money to procure and apply.
- Crimp-imprint requirements differ from state to state.
- They are not good for the environment.

Understanding Audit Trail Sealing in Scale Indicators

An audit trail is an electronic log that records metrological changes. Scale indicators use audit trails to ensure compliance with legal-for-trade regulations. This feature replaces or supplements physical lead-and-wire or pressure-sensitive seals. It tracks configuration changes, calibration events, and system parameter adjustments.

Key Components of an Electronic Audit Trail

1. Event Counters

- **Function:** Tracks the total number of changes made to the scale system.
- **Mechanism:** Increments by one every time a parameter is altered or saved.
- **Compliance:** Weights and Measures inspectors compare this number against the last recorded inspection value.

Continued on page 9



No Paperwork Required

Digital calibration certificates.

Instant access for you and
your customers.

Maximize Efficiency, Minimize Effort.

A cleaner, more professional way to deliver calibration results—every time.

Why ISWM Professionals Choose CRS

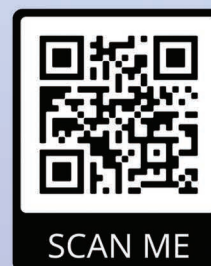
- ✓ Up to 30% faster calibrations
- ✓ 24/7 customer access portal
- ✓ Calibration for scales, gauges, probes & more
- ✓ Offline mobile app for low coverage areas
- ✓ Multi-device usage (Android, iOS, and Windows)



GetCerts.com

[Request a Demo](#)

See how CRS fits
your calibration workflow.



2. Event Logs

- **Data Points:** Records the exact date, time, and nature of the modification.
 - **Traceability:** Identifies which specific parameter was changed, such as span calibration or zero range.
 - **Security:** Keeps a permanent, non-resettable record that cannot be deleted by users.
-

Regulatory Standards and Compliance NIST Handbook 44 (United States)

- **Category 1:** No remote configuration capability; requires a physical seal or an on-site event counter.
- **Category 2:** Remote configuration via a physical link; requires a security disclaimer and a local event logger.
- **Category 3:** Networked or remote configuration capability; mandates a full, non-resettable electronic audit trail.

OIML R 76 (International)

- **Global Access:** Controls software separation and data storage verification across international borders.
 - **Integrity:** Ensures calibration software remains untampered during standard weighing operations.
 - **Legality:** Protects consumers by ensuring the device maintains its verified accuracy class.
-

Benefits of Electronic Sealing Over Physical Seals

1. Remote Maintenance

- **Efficiency:** Technicians calibrate scales via digital networks without breaking physical wires.
- **Downtime:** Eliminates the need to wait days for an inspector to apply a new physical seal.

2. Enhanced Security

- **Tamper Proofing:** Eliminates physical seal duplication or bypass vulnerabilities.
- **Accountability:** Pinpoints exactly when an unauthorized adjustment occurred.

3. Better Asset Management

- **Data Integration:** Integrates directly into industrial ERP and Quality Management Systems.
- **History Tracking:** Provides clear diagnostic data for multi-scale industrial facilities.

Implementation Challenges

- **Memory Limits:** Older hardware struggles to store large, permanent event logs over decades.
- **Power Losses:** Internal memory must remain non-volatile during sudden facility power outages.
- **User Training:** Operators must understand how to display the audit numbers for sudden regulatory audits.

Continued on page 11

Coti Global Sensors MANUFACTURING

Weighing Products Worldwide



SPRING



SUMMER



*Here for
every
season.*



FALL



WINTER



BUILT TO ENDURE
Rugged. Reliable. Ready.



PRECISE PERFORMANCE
Accurate data in
any conditions.



EASY INTEGRATION
Seamless. Compatible.
Proven.



EXPERT SUPPORT
Real people.
Real solutions.



Call 1-866-762-2684



Email: sales@cotiglobal.com



www.cotiglobal.com

Ensuring Legal-for-Trade Compliance in the Digital Age

For scale technicians, ensuring the integrity of a legal-for-trade weighing system has traditionally been a matter of physical security. For decades, the lead-and-wire seal or the pressure-sensitive adhesive label served as the definitive barrier against unauthorized adjustments, providing weighing and measurement inspectors with tangible proof of compliance. However, as mechanical levers gave way to digital load cells and advanced microprocessor-based scale indicators, physical sealing methods became increasingly vulnerable and impractical. Modern indicators feature advanced software capabilities, remote network connections, and programmable parameters that can fundamentally alter calibration from miles away without ever breaking a physical wire. To bridge this gap, regulatory bodies introduced electronic audit trail sealing—a digital mechanism engineered to track, record, and secure every metrological change within an indicator’s memory.

For the field technician, mastering the nuances of electronic audit trails is no longer optional; it is a core competency required to keep customers compliant and avoid costly equipment red tagging. Unlike physical seals that simply block access, an electronic audit trail acts as a black box flight recorder for the scale. It constantly monitors configuration adjustments, span calibrations, and zero-range modifications, translating these events into non-resettable counters and logs. This shift alters the dynamics of field service.

Technicians must understand not only how to calibrate the scale, but also how the indicator categorizes and stores that calibration data according to regulatory standards like NIST Handbook 44 and OIML R 76. Failing to correctly navigate or explain these electronic logs to an inspector can lead to immediate equipment rejection, regardless of how accurately the scale performs under test weights.

This article provides scale technicians with a practical guide to architecture of regulatory logic, and field management of audit trail sealing. By examining how event counters and logs function under different device categories, technicians can optimize their service workflows, confidently guide clients through regulatory audits, and leverage electronic sealing to perform secure, efficient remote maintenance.

Technical Analysis: NIST Handbook 44 Device Categories

NIST Handbook 44 (Section 1.10, General Code) classifies scale indicators into three distinct categories based on their network capabilities and how configuration parameters are accessed. For a technician, knowing the category dictates exactly how you must seal the device and what information you must present to an inspector.

NIST HANDBOOK 44

CATEGORY 1: Local Access Only

- Hardwired calibration jumper
- Physical seal or 2 counters

CATEGORY 2: Remote/Physical Link

- Networked but requires local seal
- 2 independent event counters

CATEGORY 3: Networked / Remote Configuration

- No physical barriers to programming over IP/Cellular
- Requires an advanced, non-resettable electronic log

Continued on page 12



INTERNATIONAL SOCIETY OF WEIGHING & MEASUREMENT

Category 1: No Remote Configuration Capability

- **Architecture:** These indicators require physical intervention on-site to change metrological parameters. This usually involves opening the housing to flip a dip switch, moving a physical shunt/jumper on the mainboard, or pressing a hidden setup button.
- **Sealing Requirement:** Can be sealed with traditional physical methods (lead-and-wire/adhesive) or a simple electronic audit trail.
- **The Audit Trail Mechanics:** If using an electronic audit trail, it must feature two separate, non-resettable event counters:
 1. **Calibration Counter:** Increments only when span or zero adjustments are saved.
 2. **Configuration Counter:** Increments when parameters affecting the metrological accuracy change (e.g., motion detection limits, division assignment, or weight units).
- **Technician Insight:** No log of dates or times are legally required for Category 1 electronic seals—just the raw counter numbers.

Adam

INTRODUCING the
Sentinel
Dynamic Inline
Checkweigher



- Dynamic, automatic weighing systems to optimize your product line

- Compliant with industry regulatory requirements

- Designed to meet the standards required for food and pharma

**LEARN
MORE**



Adam is the answer.

AVAILABLE TO PREORDER NOW
1 (203) 790 4774 | sales@adamequipment.com

Category 2: Remote Configuration via a Physical Link

- **The Architecture:** These devices allow parameters to be changed remotely over a network or serial connection, but only if someone on-site physically enables the mode first. This is typically done via a keyed switch or a dedicated service jumper that remains closed during maintenance.
- **Sealing Requirement:** Requires a physical seal over the local enabling mechanism, supplemented by an electronic audit trail.
- **The Audit Trail Mechanics:** Like Category 1, it requires two independent event counters (Calibration and Configuration). Because a technician must be on-site to break the physical seal or flip the key switch, the electronic counters function as a secondary verification that no undocumented changes occurred while the switch was enabled..

Category 3: Remote Configuration Capability

- **Architecture:** These indicators are fully networked (via Ethernet, Wi-Fi, or cellular modems) and allow complete calibration and configuration changes from anywhere in the world without any physical on-site intervention.
- **Sealing Requirement:** Physical seals are legally insufficient. A comprehensive, non-resettable electronic form of security is strictly mandated.
- **The Audit Trail Mechanics:** Category 3 devices require a highly robust event logger rather than just simple counters.
 - **The Log Requirements:** It must store a minimum of 1000 entries before overwriting. If the log fills up, the oldest record drops off as a new one is added (First-In, First-Out).
 - **Data Mandate:** Each entry must explicitly record an event sequence number, the date and time of the change, the parameter ID, the old value, and the new value.
- **Technician Insight:** If you change five parameters during a remote session on a Category 3 indicator, the log will increase by five distinct entries.

Field Troubleshooting Tips for Regulatory Audits

When a Weights and Measures inspector evaluates a scale, a mismatch, or a failure to display audit numbers can result in an immediate red tag. Use these troubleshooting strategies to resolve audit trail issues on-site.

Issue 1: The Inspector's Logbook Does Not Match the Indicator's Counter Numbers

- **The Cause:** A previous technician performed a calibration or changed a parameter (such as increasing the digital filtering to stabilize a drifting scale) but failed to document the new numbers in the physical on-site logbook.
- **Fix:** Do not attempt to “roll back” the counter, as this is impossible on a compliant indicator. Inspect the scale's performance to ensure it is accurate. If it passes calibration tests, updates the on-site physical paperwork with the current electronic counter numbers, note the date, sign it with your technician license number, and explain the variance to the inspector.

Issue 2: The Audit Trail Memory is Full or Corrupted

- **The Cause:** Power surges, dead internal lithium backup batteries, or hardware glitches can sometimes corrupt the EEPROM or flash memory holding the audit trail.
- **The Fix:** Check the indicator's diagnostic menu for memory errors. If the memory is corrupt, the indicator will often lock itself out of legal-for-trade mode. You must replace the mainboard or memory module, perform a complete re-calibration,

Continued on page 14

record the new starting numbers (which will reset to zero), and provide the inspector with a physical “Board Replacement” service report to justify the reset.

Issue 3: The Inspector Demands to See the Audit Trail, but the Keystroke Command is Blank

- **The Cause:** Many modern indicators require a specific, non-standard key combination to display the audit trail on the screen without entering the password-protected setup mode (which itself would increase the counter).
- **The Fix:** Keep a digital cheat-sheet of manufacturer-specific key commands on your phone. For example, some indicators require holding the TARE and ZERO keys simultaneously at power-up, while others use a specific sequence like FUNCTION -> 7. If the indicator fails to show the numbers externally, it violates HB44 access rules.

Issue 4: A Category 3 Remote Session Disconnected Mid-Calibration, Freezing the Indicator

- **The Cause:** A dropped cellular or Wi-Fi connection while writing data to a Category 3 log can leave the device’s event registry in an unverified state.
- **The Fix:** Establish a local serial connection directly to the indicator. Force a hardware reboot to see if the last event entry was cleanly committed. If the log entry is partial or corrupted, you must re-transmit the configuration file locally to ensure a clean entry is generated, validating the integrity of the trail for the next inspection.

Audit Trail Access: Quick-Reference Key Chart

To assist weight and measures inspectors and field technicians, most manufacturers provide a shortcut key combination to display audit counters and logs directly onto the indicator’s screen without breaking physical seals or entering password-protected configuration modes.

Note: Access methods can vary by firmware version; always consult the specific manufacturer manual if a standard shortcut fails.

Manufacturer / Model Family	Primary Access Keystroke Sequence	What is Displayed
Rice Lake (e.g., 920i, 880, 1280)	Press the Setup switch (under the seal screw) OR press Menu \(\right arrow\) scroll to Audit Trail using directional arrows.	Separate Calibration and Configuration counters.
Cardinal Scale (e.g., 190, 205, 210, 225)	Press and hold the Shift key, then press the ID/Setup key.	Calibration counter (Cal) and Configuration counter (Cfg)
Avery Weigh-Tronix (e.g., ZM300, ZM500, ZM600 series)	Press and hold the Setup key for 3 seconds OR press User (right arrow) select Diagnostics (right arrow) select Audit Trail .	Non-resettable, scrolling chronological event log.
Mettler Toledo (e.g., IND570, IND780)	Press the Info soft key(right arrow) select Logs (right arrow) select Metrology Log .	Total changes counter and structured Category 3 compliant event log data.
Fairbanks Scales (e.g., FB1100, FB2500 series)	Press and hold the Zero and Print keys simultaneously for 3 seconds during standard operation.	Digital counter numbers mapped to the firmware version.



INTERNATIONAL SOCIETY OF WEIGHING & MEASUREMENT

Conclusion: The Evolving Role of the Modern Scale Technician

The transition from physical lead-and-wire seals to advanced electronic audit trails marks a permanent shift in the metrology industry. For decades, a technician's job was defined purely by mechanical and analog proficiency: leveling levers, balancing corner weights, adjusting trimming potentiometers, and crimping a physical piece of lead.

Today, while mechanical and analog fundamentals remain crucial, the scale indicator has transformed into a highly sophisticated network node. As a result, the modern scale technician must possess a blend of physical craftsmanship and digital IT competency.

Securing a scale is no longer just about protecting a physical junction box from a screwdriver; it is about managing firmware categories, understanding data communication protocols, and ensuring electronic audit integrity. This evolution shifts the technician's role from a simple service provider to a critical compliance manager. Every saved parameter, remote calibration tweak, or network configuration change alters the internal digital footprint of the device. Technicians carry the legal and professional responsibility of ensuring that these electronic footprints are immaculate, organized, and readily accessible for state or international weights and measures inspectors.

Electronic audit trails should not be viewed as a compliance burden, but rather as an operational asset. When fully understood and properly managed, digital sealing reduces equipment downtime, enables secure remote service workflows, and provides an unalterable history of structural scale performance. By mastering the strict technical mandates of frameworks like NIST Handbook 44 and OIML R 76, field technicians protect their clients from costly legal violations, safeguard consumer confidence in commercial trade, and elevate the standard of professionalism across the scale industry.

FORCE & TORQUE



Force Measurement

- Mechanical & digital force gauges
- Manual & motorized test stands
- Wide variety of attachments
- Data acquisition software

Torque Measurement

- Digital testers to check both torque and angle
- Digital torque calibrators for continuous drive or impact tools
- Digital torque screwdrivers & wrenches

Customer Service

- Knowledgeable, experienced technical support.
- Most items can be shipped the same day.
- Custom applications to address your needs.
- Fast calibration/repair with 24-hour turn around emergency service
- ISO9001 Registered and ISO/IEC 17025 Accredited



800-373-9989
www.imada.com

Imada®, Inc.
3100 Dundee Rd., Suite 707, Northbrook, IL 60062
Tel: 847-562-0834 Fax: 847-562-0839
www.imada.com E-mail: imada@imada.com



ISWM Dealer Panel Recap



PARTICIPANTS: Richard Bertran, Ryan Fox, Todd Fowler, John Hallak, Jason Fitzgerald, Paul Dito

MODERATOR: Jerry Finnegan.

SCALE BUSINESS CHALLENGES:

- Attracting and training young talent remains difficult, with generational shifts leading to higher turnover (about five years).
- Public education is needed as scales continue to grow in importance and technology becomes more integrated.

STANDING OUT:

- Maintain inventory and advanced applications.
- Responsive customer service (warranty handling, correct and well-trained technicians, one-trip repairs).
- Utilize data to understand customer needs.



RESPONSE TIME:

- Pull resources from multiple offices, group messaging, and comprehensive toolkits help complete jobs with minimal callbacks.

CUSTOMER EXPECTATIONS:

- Address basics competitors miss—root causes, clear communication, audits, prompt follow-ups, and thorough reports.

AI USAGE:

- Used for emails, proposals, brochures, SOPs, and compliance answers.
- AI assists in accounts receivable and service records but isn't trusted for scheduling or calibration.

TECHNICIAN TRAINING:

- Combines short videos, hands-on learning, shadowing, and fundamental skills taught alongside technology.

REMOTE MONITORING & DATA INTEGRATION:

- Remote scale reporting depends on market.
- Data visibility is crucial; lack of it means lost revenue.

BEST PRACTICES:

- Close tickets quickly, bill efficiently, fulfill agreements, and ensure smooth scheduling.

TOP PERFORMING DEALERS:

- Prioritize education, the right staff, full inventory, documentation, and first-visit repairs.

COMPETING WITH ONLINE SELLERS:

- Monitor online trends and focus on selling complete solutions and future-oriented services.

Continued on page 18



INTERNATIONAL SOCIETY OF WEIGHING & MEASUREMENT

WHAT DO YOU NEED MOST FROM VENDORS?

Manufacturing Reps to call on dealers.
MAP pricing can become the new list price.

DO VENDORS HAVE AI FEATURE –

yes, no, maybe. Not there yet.

WHAT IS THE MOST IMPORTANT STAT FROM THE DEALER SURVEY?

What is the pay scale and volume of business.

CHANGES TO THE DEALER SURVEY?

Look at the wording on some questions.



ANYLOAD[®]

HSP

Hygienic Scale Platform

Hydraulic-Assisted Easy Lifting

Ergonomic Low-Profile Design

IP68 Washdown Stainless Steel Platform



www.anyload.com

1-855-269-5623

Weighing Solutions



Manufacturer Panel Report

Representatives from Minebea, Rinstrum, Anyload, Coti Global, and Lila Scale participated in the manufacturer panel, offering perspectives on training, distribution, product differentiation, artificial intelligence, and field support.

The discussion was moderated by George Williamson.

Distributor Training and Readiness

Panelists described distributor training as uneven across the industry. While some dealers have strong internal development programs, others provide little preparation, creating inconsistent field knowledge and support quality.

Several manufacturers noted that technicians frequently contact support without a clear understanding of basic concepts such as inputs and outputs. This places additional strain on manufacturers, who are often expected to bridge training gaps for dealers and representatives.



At the same time, the panel acknowledged that manufacturers are being asked to support a growing number of dealers and reps, making consistent education more difficult at scale.

Even so, many dealers were recognized for maintaining excellent training programs, demonstrating that strong distributor readiness is achievable when organizations invest in it.

Consolidation in Distribution

Manufacturers generally view dealer consolidation as a significant operational

challenge. As dealer networks combine, it becomes harder to maintain consistency, communicate effectively, and ensure that accurate information reaches the right people.

Panelists noted that consolidation can deliver benefits in some cases, but it also creates administrative burdens, especially when manufacturers must continually update internal databases and account structures to reflect changing organizations.

One key takeaway was the importance of filtering out unnecessary complexity and

Continued on page 20

staying focused on the individual customer or dealer issue that needs resolution.

Transitions in company identity also create confusion. Manufacturers must determine whether a legacy dealer name and a new company name represent the same organization, which affects communication, support, and record accuracy.

Accounting integration and database management were cited as recurring pain points during these transitions.

Product Differentiation and Competitive Strengths

When discussing what sets their offerings apart, panelists emphasized technical performance, particularly high accuracy and precision.

They also highlighted product quality, responsive support, and the ability to provide specialized solutions backed by strong after-sales service.

Quality standards and engineering expertise were presented as major differentiators, especially for customers requiring custom-designed solutions.

Reliable service and timely delivery were also identified as essential advantages, particularly when they align closely with specific customer needs.

Artificial Intelligence and Emerging Use Cases

Artificial intelligence is clearly becoming a priority area for manufacturers, though most panelists described it as an emerging capability rather than a fully mature function. A common objective is to make information easier for technicians to access through AI-assisted interactions.

Some organizations say AI is already at the forefront of their planning and are

testing it first within technical support environments, where quick access to accurate answers can create immediate value.

Panelists also pointed out that AI processes information differently than people do, which creates both opportunity and risk. In response, some companies have hired engineers specifically to evaluate how AI can be applied effectively and responsibly.

Beyond technical support, AI is already being used to refine marketing content, polish materials, and support social media efforts.

Analytics was another area of interest, with panelists framing adoption around a practical question: will AI meaningfully help the company, the technician, and the customer?

Expanded In-Person Training and Field Support

Panelists expressed strong support for increasing in-person training, with one response characterizing the commitment as absolute.

The group emphasized that if manufacturers do not actively support technicians, those technicians will naturally gravitate toward the products and systems they already know. For that reason, training is not only a service function but also a strategic priority.

To strengthen support, panelists referenced greater engineering availability through Teams calls and continued engagement through product fairs and similar events.

Overall, the discussion underscored the importance of making knowledge accessible in the field so technicians can get the support they need when and where they need it.



**SCALES & COMPONENTS
IN STOCK, READY-TO-SHIP**

Totalcomp, Inc.

Scales & Components

the weigh you want... **today!**

1-800-631-0347

Web site: www.totalcomp.com

E-mail: sales@totalcomp.com



STOP FIXING THE SAME PROBLEM TWICE

THE 5 WHYS IN A SERVICE BUSINESS

By Lucian Stacy | Left Coast Scales, LLC

I have been in the scale industry for over thirty-five years. In that time I have run field service, managed dispatch, sat on the back-office side doing AR, and spent more hours than I care to admit chasing customers for money on invoices I should never have had to re-send. I have also stood in a customer's plant with a newly calibrated floor scale that I had calibrated three months ago, wondering why I was back so soon. If you have been in this business any length of time, you know that feeling. The same problems keep coming back. The same customers call with the same complaints. The same invoices get disputed. The same technician makes the same mistake on the same type of job.

Here is the truth: if a problem keeps coming back, you are not actually fixing it. You are managing it. And there is a



method — dead simple, no software required, no consultant needed — that changes that. It is called the 5 Whys, and I want to show you how it applies everywhere in your operation, from the shop to the field to the front office.

WHAT IT IS

The 5 Whys was developed inside the Toyota Production System, which should immediately tell you it belongs in a manufacturing or technical service environment, not just a boardroom. The idea is this: when a problem occurs, you ask “Why?” Then you take the answer and ask “Why?” again. You repeat that five times. By the time you get to the fifth Why, you are no longer talking about the symptom — you are looking at the root cause.

Here is a fast example. A truck scale you calibrated last quarter is reading erratically.

- **Why is the reading erratic?** The load cell output is drifting.
- **Why is the load cell output drifting?** There is moisture ingress in the junction box.
- **Why is there moisture in the junction box?** The junction box cover seal has failed.
- **Why did the seal fail?** The box was installed on the bottom of the I-beam and sits in standing water after it rains.
- **Why was it installed there?** There is no installation standard in our company procedures for junction box placement relative to drainage.

Continued on page 22

Now you have something. The fix is not drying out the junction box and moving on. The fix is writing an installation standard so that every technician on every job knows not to put the junction box where water collects. The problem stops happening.

That is the difference between **fixing** a problem and **solving** it.

IN THE FIELD: TECHNICIANS AND TROUBLESHOOTING

This is where most people in the weighing industry think the 5 Whys belongs, and they are right — it just does not go far enough in practice. Most field technicians are excellent at identifying the immediate cause of a failure. Bad load cell, blown fuse, corroded connector, indicator out of calibration. They swap the part, verify the result, and move on. That is the job, and they do it well.

But ask yourself: how many of your repeat service calls are on the same piece of equipment, or the same type of installation? If you are seeing a floor scale at the same food processing plant every six months with the same moisture issue, someone is fixing the symptom and billing for the visit. Nobody is solving the problem.



I had a technician who was our best guy on truck scales. Fast, accurate, customers



loved him. But we kept getting warranty callbacks on his installations. Not right away — three, four months later. After the third one I sat down with him and we ran a 5 Whys on the pattern. Why were we getting callbacks? Because the load cell mounting bolts were coming loose. Why were they coming loose? Because the scales checking was too loose. Why was the checking too loose? Because it was winter and the scale had contracted. Why hadn't we accounted for thermal contraction? Because we had adjusted the checking to the manufacturer's specifications. Why didn't we consider seasonal fluctuations? Because that question was not on our site intake checklist.

ONE QUESTION ADDED TO A CHECKLIST. THAT WAS IT. THE CALLBACKS STOPPED.

The 5 Whys also applies to how technicians approach troubleshooting in the moment. Instead of swapping parts until something works — which is the most expensive way to diagnose a problem — a disciplined technician asks “Why is this behaving this way?” at each step. It slows you down for five minutes and saves you an hour of unnecessary parts replacement and a second trip.

Need Quality Repairs ?

**Reliable, expert
repairs for ...**



Indicators



Printers



Scales



**Moisture
Analyzers**



**Lab
Balances**

- **Most brands**
- **Low flat rates**
- **Fast turnaround**
- **Quantity discounts**
- **Circuit boards or units**



**NATIONAL SCALE
SERVICE LLC**

1-800-722-5339
www.nationalscale.com

464 Kenwood Ct. Suite F Santa Rosa, CA 95407

IN OPERATIONS: DISPATCH, ADMINISTRATION, AND ACCOUNTING

This is where the 5 Whys is most underused, and where it pays the biggest dividends.

Take billing disputes. In my experience, most billing disputes are not caused by customers being difficult. They are caused by invoices that do not match what the customer expected, and the reason for that mismatch almost never gets fixed. Someone adjusts the invoice, moves on, and the same thing happens with a different customer three months later.

Run a 5 Whys on a billing dispute. Why did the customer dispute the invoice? Because the invoice included a travel surcharge they did not expect. Why did they not expect it? Because it was not in the original quote. Why was it not in the quote? Because our quoting template does not include travel for sites over a certain distance. Why does the template not include that? Because when we built the template, nobody thought to add it.

Result: update the quote template. Every quote going forward includes the travel line item. Disputes drop.

Dispatch has the same problem. Scheduling errors — wrong technician, missed service window, customer not available — are not dispatcher errors in most cases. They are information errors. The job was booked without confirming the contact, or without verifying that the technician held the right certification for the equipment, or without checking the

customer's actual operating hours versus what was in the system from two years ago.

I once had a technician drive two hours to a site, only to be turned away because he did not have a required safety orientation on file for that facility. Nobody knew the customer required it because nobody had asked in the three years since we onboarded the account. When I ran the 5 Whys on that one, I ended up at a simple question that was missing from our account setup form. The fix took twenty minutes. The wasted trip had cost us four hours of labor and two hours of windshield time, not counting the cost of the customer's frustration.

Accounts receivable is the same story. Late payments are often blamed on slow customers. Sometimes that is true. But a lot of the time the invoice went to the wrong contact because the account record had not been updated. Or the calibration certificate was not attached and the customer's AP department was waiting on it before they would approve payment. Or the invoice was sent the day after their monthly payment cutoff, which cost us a full billing cycle. These are not customer problems. They are process problems, and they have root causes.

IN SALES AND MARKETING: UNDERSTANDING WHY YOU'RE LOSING

Most people do not think of the 5 Whys as a sales tool. I do.

When a prospect tells you your price is too high, that is not the objection — that is the symptom. Ask why. Why is price the concern? Because they are trying to

cut costs. Why are they cutting costs? Because they had three production shutdowns last year. Why did they have shutdowns? Because a scale went out of tolerance and they did not catch it until a customer failed an audit. Why did they not catch it? Because their current service provider only comes out once a year and offers no documentation between visits.

Now you are not talking about price anymore. You are talking about the cost of a failed audit versus the cost of a service contract that includes quarterly visits and documented calibration records. That is a completely different conversation, and you will not get there unless you keep asking why.

The same applies when you lose a deal and want to understand it. Most companies do a shallow post-mortem, "they went with the cheaper option", and move on. Run a 5 Whys on the lost deal. Why did they choose the competitor? Because the competitor responded to their request faster. Why did the competitor respond faster? Because we did not have a same-day inquiry response protocol. Why do we not have one? Because nobody has ever defined what the expected response time is for a new inquiry.

Now you have something actionable. Define the response standard. Train to it. Track it.

The same logic applies to marketing. If an email campaign goes out and nobody books a demo, the instinct is to blame the list or the timing. The 5 Whys sends you deeper. Why were there no bookings? Because nobody clicked. Why did nobody click? Because the email led with a feature, "NIST-traceable calibration", rather than a problem the customer was experiencing. Why did it lead with a

NCWM presents...

EVSE Training

For W&M Inspectors and Service Agents

September 1 - 4

Join us in Annapolis for
the **final** EVSE training from
your industry's national
standards association
- one-of-a-kind and led by
the experts.



Register now:
NCWM.COM






feature? Because the person who wrote it pulled from the service list rather than from what customers actually say when they call in panicked because a scale failed an inspection.

The fix is not a new email. The fix is a feedback loop between your service team and whoever is writing your marketing. Real customer language is your best headline.

MAKE IT A HABIT, NOT A MEETING

The most common mistake companies make with the 5 Whys is treating it as something that happens in a conference room after a big problem. That is the wrong approach. The value of the method comes from applying it consistently to small recurring problems — the ones

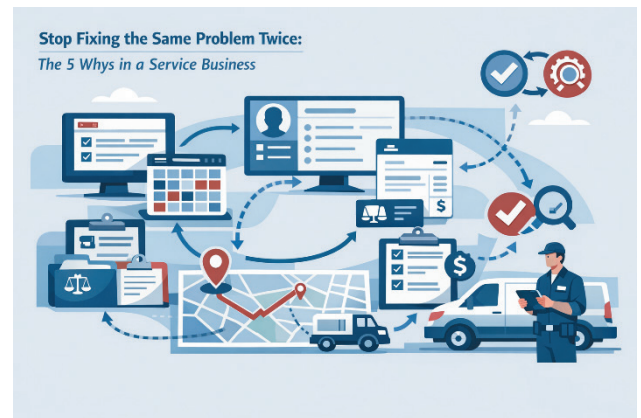
you have learned to live with because they are not dramatic enough to demand a formal response.

Every billing dispute should get a five-minute 5 Whys before the invoice is corrected. Every warranty callback should get one before the technician rolls. Every lost account should get one before it is written off. The analysis does not need to be a formal document. It needs to be a habit.

I have found that the companies that do this consistently — that actually ask “Why?” past the first answer — have fewer repeat problems, better technician performance, cleaner books, and stronger

customer relationships. Not because they have smarter people. Because they have better systems, and they built those systems by understanding why the old ones were failing.

In our industry, precision is not optional. We sell it to our customers every day. It is time we applied the same standard to how we run our own shops.



LUCIAN STACY is the CEO of Left Coast Scales, LLC, an industrial weighing technology company operating in California and Arizona. A US Navy veteran and mechanical engineer, Lucian brings 35 years of industry experience to his leadership of LCS and its training division, LCS Academy. He also serves as Chairman of the CDFA Division of Measurement Standards Registered Service Agency Advisory Commission, overseeing calibration standards for commercial weighing devices involved in approximately \$900 billion in annual California transactions. Left Coast Scales can be reached at leftcoastscales.com.



ISWM GIVEAWAY

The ISWM giveaway this year was a passport holder lanyard. This holder can hold your phone, passport, credit cards and ID. It is a nifty device to assist as you travel around the country and World. Please share where you have taken your passport!



CABO GIRAO IS A SEA CLIFF LOCATED ALONG THE SOUTHERN COAST OF THE ISLAND OF MADEIRA, IN THE PORTUGUESE ARCHIPELAGO OF MADEIRA, GEOGRAPHICALLY PART OF AFRICA. IT IS A TOURIST LOOKOUT POINT, WITH UP TO 1800 VISITORS A DAY. ELEVATION IS 1,900 FEET.



MURCIA IS A CITY IN SOUTH-EASTERN SPAIN. IT IS THE REGION OF MURCIA'S CAPITAL CITY. SPAIN'S 7TH-LARGEST CITY LOCATED ON THE SEGURA RIVER IN THE SOUTHEAST IBERIAN PENINSULA. THE CITY IS NICKNAMED "EUROPE'S ORCHARD" DUE TO IT AGRICULTURAL TRADITION OF GROWING FRUITS, VEGETABLES, AND FLOWERS.



COMPANY NEWS



NCWM:

NCWM is pleased to announce a third EVSE Training Session scheduled for September in Annapolis (Register here: www.ncwm.com/events-detail/evse-training-fall-2026). The training continues to see strong participation, providing both classroom instruction and hands-on learning opportunities for regulators and service agents. In addition, our RSA Technical Exams program continues to grow, with steady daily engagement and 15 states now accepting or requiring exam results. You can view the expanding list of participating states here: www.ncwm.com/rsa-exams. We appreciate your continued support in helping expand awareness of these programs. Thank you for your partnership, and we hope to see you at our Annual Meeting in Philadelphia this July.

Intercomp

Dial Engineering Measures the Immeasurable with Intercomp Scales

Dial Engineering is a forensic engineering consulting firm specializing in reconstructing vehicle accidents and analyzing mechanical failures. The company relies on accurate vehicle weight data to feed computer

simulations and perform detailed forensic analyses.

“The PT300™ scale’s robust nature has allowed us to drive 18-wheelers over them without a single mechanical, structural, or electrical failure for over 10 years,” - Eric Deyler, Owner of Dial Engineering.

While curb weights for standard passenger vehicles are easy to obtain, commercial and industrial vehicles like tractor-trailers, construction equipment, and farm implements, present a more complex challenge in collecting accurate weight data.

For Dial Engineering, four key factors drove the selection of the PT300™ system: high weight capacity, strength, durability, and reliability in the field. Dial began using Intercomp’s PT300™ portable vehicle scales in 2015 and has yet to experience a single failure.

With the ability to gather real-world weight and balance data for vehicles that other forensic engineering firms can’t

measure, Dial Engineering has developed a valuable edge in their field. They are currently building a proprietary database of commercial vehicle weights, which will soon support the launch

of a new online product for the forensic engineering industry. Dial’s investment in Intercomp technology has become a strategic advantage in an industry built on ac-

curacy and credibility. The PT300™ scales are helping Dial raise the bar for what’s possible in forensic engineering analysis.

Adam Equipment

Adam is the Answer When Accuracy is the Priority: A Legacy of Precision Enters Its Next Chapter of Growth

MILTON KEYNES, UK, 14 May 2026 — Adam Equipment Co. Ltd., a leading global designer and manufacturer of high-quality, precision scales and balances, today introduced its new brand identity, marking the next evolution of a legacy built on accuracy and the next phase of its growth.

For more than half a century, Adam has been the answer for weighing professionals worldwide. The company’s new brand identity reflects the trust it’s earned from its customers and focuses Adam’s commitment to providing expanded solutions and clearer vision to industries where precision matters most.

“As we begin a new chapter in the Adam story, through our new and expanded product developments and innovations, it felt like a natural time to take a deeper dive into where we’ve been and where we see ourselves going, as we continue to drive performance,” said Colin Maher, Adam CEO/Group Managing Director.

Adam was founded in 1972 in Bletchley, England. The company quickly outgrew its initial facility, and in 1975, moved to Milton Keynes (and to increasingly larger facilities there). In the 1980s, Adam began to design its own products and international growth soon followed with





COMPANY NEWS

the company opening its South Africa branch in 1990, followed by the U.S. (1998), China (2005), Australia (2006) and Germany (2015).

Adam's impressive global expansion didn't go unnoticed: in 2019, Sweden-based Indutrade AB, an international technology and industrial group with more than 220 companies and 9,800 employees worldwide, acquired Adam. Becoming part of the Indutrade group strongly positioned Adam for scaling the business and the next phase begins with its rebrand.

The new modern brand identity – based around the strap line “Adam is the answer,” conveying the confidence Adam has in its scales and balances – includes a new logo, typography and brand color palette. The logo and strap line work in concert, with the logo incorporating an equal sign to recall the strap line's use of the word “answer.”

In May and June, the company will support its strategic development and brand relaunch by hosting meetings for key dealerships in its branch offices in the U.K. and the U.S, and an upcoming global webinar for Adam's 4,500+ member dealership network.

The in-person meetings will offer insights into Adam's future, while showcasing its innovative, expanded product portfolio, a new service network and the launch of an Adam training academy.

As he prepared to host the dealership meeting in the U.K., where the new branding debuted today, Maher said, “I'm

excited to see this journey finally begin and delighted that our dealership partners are joining us.”

Adam Follows Company Rebrand with Launch of First-Ever Dynamic Inline Checkweigher

MILTON KEYNES, UK, June 4, 2026 — Adam Equipment, which rebranded last month and is now known simply as “Adam,” has launched its first-ever dynamic inline checkweigher.

The manufacturer, which was founded in the UK in 1972, had previously only manufactured and sold static weighing equipment. The new product announcement will be the “first of many surprises” from the company, according to its CEO, Colin Maher. The checkweigher range, named Sentinel and boasting compliance with Good Manufacturing Practice (GMP) as well as 21 CFR Part 11, will have many bespoke aspects, making it suitable for many applications within the pharmaceutical and food production industries.

“We're launching Sentinel as the first new product as part of the new chapter of Adam,” said Maher. “It's a product category Adam has never been part of before.”

Sentinel will feature a tilting 15.6-inch touchscreen, 400gb of internal data storage, intelligent filtering and a weighing range of 5-600g with up to 400ppm, depending on packaging size. Intelligent filtering technology will monitor machine vibration and continuously adapt through AI model-based learning to en-

sure ultimate accuracy, even in tough conditions. Patented non-contact taut band technology combined with a low-friction aluminum conveyor and precision-controlled stepper motor will further aid weighing accuracy.

Maher claims that the move into inline checkweighing is a strategic one that will benefit both Adam, its worldwide dealership network, and customers.

“Adam has become known for its superb customer service. It's why so many customers come back to the brand. Now, our dealer network can offer something different to the end user.

“The crucial thing about Sentinel is its price point. Many businesses are put off inline checkweighing equipment because of the cost. We're making sure our pricing is comfortably below the main players in inline checkweighing, making it a more accessible option for more businesses. That means they can save time, costs and labor, and it gives them an easier way to scale up their production without the massive outlay of a typical dynamic inline checkweigher system.”

While specifications and final pricing have yet to be announced, Adam is welcoming expressions of interest, both from its dealership network and from businesses needing a dynamic inline checkweigher.

“There is a lot of work that has gone into Sentinel and as industry continues to increase its automation of weighing throughout production, from the outset it was our goal to develop a product with



COMPANY NEWS

outstanding performance but without the premium price tag,” said Maher.

AnyLoad

ANYLOAD Hosts Midwest Product Fair for Dealers and Systems Integrators



ANYLOAD hosted its Midwest Product Fair in May, bringing together more than 20 selected attendees from our dealer and systems integrator network. The event gave regional partners a venue to review new products, discuss field applications, and exchange practical experience from commercial-scale installations across the Midwest.

Highlights included AXA-series axle weigh pads, force measurement sensors, hopper and tank weighing solutions, vehicle weighing technologies, load cells, and weighing instrumentation for industrial, agricultural, and legal-for-trade applications. Discussions covered portable axle weighing, onboard vehicle weighing, process weighing, hopper and silo weighing, and conventional scale system integration.

The fair also let dealers and integrators compare perspectives, share field challenges, and give direct feedback to our product and sales teams. This feedback

shapes how ANYLOAD develops and refines its products, since many of the best improvements come from listening to the realities of installation, calibration, service, and long-term field use.

We thank everyone who attended and contributed. This event was organized for the Midwestern U.S., and we look forward to supporting similar opportunities in other regions. Dealers interested in a future ANYLOAD product event should contact their regular ANYLOAD representative.

Yamato

Yamato Corporation exhibited at the National Restaurant Association Show May 16-19, 2026, at McCormick Place in Chicago. Yamato used this opportunity to showcase portion control scales to restaurant and food service professionals.

Food service operators continue to face rising ingredient costs, labor challenges, and increasing pressure to maintain consistency across every shift and location. One of the most effective ways restaurants can address these challenges is through improved portion control. Small overages in ingredient portions can create substantial food cost increases and unnecessary waste over time.

Yamato's SKY Series and CW(N) Series mechanical scales provide accurate portioning without requiring electrical power for operations seeking a simple, dependable solution. These scales are well suited for back-of-house prep areas where durability, ease of use, and reliability are

priorities. By helping staff consistently portion ingredients, operators can reduce over-serving while maintaining product quality and customer satisfaction.

Yamato's PPC-300WP-II digital portion control scale offers advanced weighing performance in a fully washable stainless-steel design for environments where sanitation and precision are critical. This scale features an IP68-rated washdown construction, making it suitable for kitchens that require frequent cleaning and strict food safety practices. Checkweighing capabilities and over/under indicators help employees quickly verify portions, reducing variability between shifts and locations.



INTERNATIONAL SOCIETY OF WEIGHING & MEASUREMENT

ISWM DEALER SURVEY

Dealer Survey — Winter 2026

Get the latest dealer-focused insights with the ISWM Dealer Survey Winter 2026. This survey provides valuable market data, business benchmarks, and industry perspective to help dealers understand current trends and make informed decisions.

Available for \$100

Purchase your copy today and use the Winter 2026 Dealer Survey as a practical resource for planning, benchmarking, and identifying opportunities in the dealer market.

Yamato

Weighing Your World

**Digital
Scales**



**Mechanical
Scales**



**Platform
Scales**



Yamato

Yamato's commercial scales are engineered for diverse industrial and commercial needs. Learn more at yamatoamericas.com.

THE EVOLUTION OF TRUCK SCALES: WEIGH-IN-MOTION



Whether it's bulk, container, or oversized loads, LS-WIM[®] scales provide superior efficiency and increased throughput.

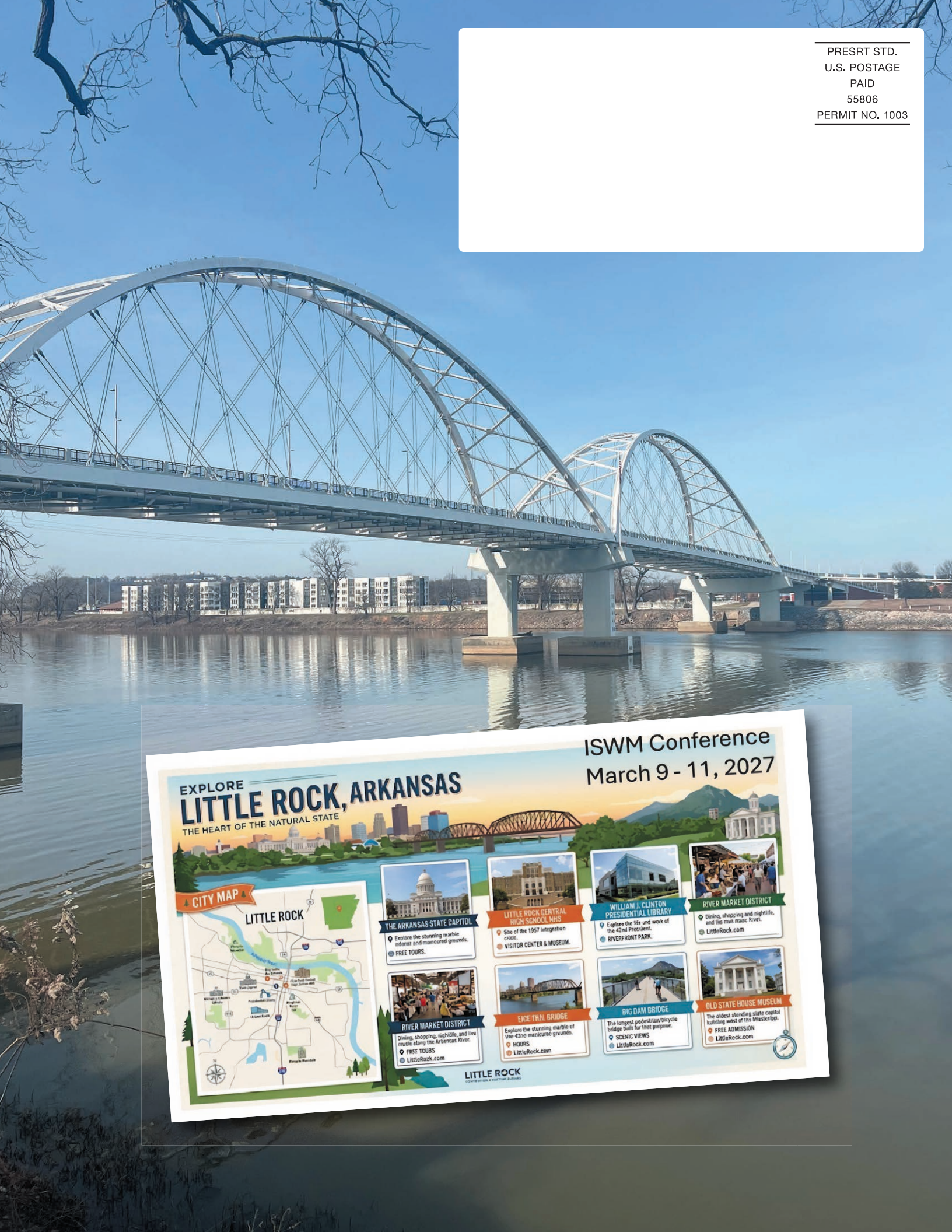
Intercomp[®]

The Axle Weighing Specialist



Contact Intercomp to Discuss Weigh-In-Motion Solutions
intercompcompany.com • +1 763-476-2531 Worldwide

PRESRT STD.
U.S. POSTAGE
PAID
55806
PERMIT NO. 1003



EXPLORE LITTLE ROCK, ARKANSAS

THE HEART OF THE NATURAL STATE



CITY MAP

LITTLE ROCK

ISWM Conference

March 9 - 11, 2027



THE ARKANSAS STATE CAPITOL

Explore the stunning marble interior and manicured grounds.

FREE TOURS.



LITTLE ROCK CENTRAL HIGH SCHOOL NHS

Site of the 1957 integration crisis.

VISITOR CENTER & MUSEUM.



WILLIAM J. CLINTON PRESIDENTIAL LIBRARY

Explore the life and work of the 42nd President.

RIVERFRONT PARK.



RIVER MARKET DISTRICT

Dining, shopping and nightlife, and the main music River.

LittleRock.com



RIVER MARKET DISTRICT

Dining, shopping, nightlife, and live music along the Arkansas River.

FREE TOURS

LittleRock.com



EADS TRAIL BRIDGE

Explore the stunning marble of one of the nation's oldest bridges.

HOURS

LittleRock.com



BIG DAM BRIDGE

The longest pedestrian/bicycle bridge built for that purpose.

SCENIC VIEWS

LittleRock.com



OLD STATE HOUSE MUSEUM

The oldest standing state capital building west of the Mississippi.

FREE ADMISSION

LittleRock.com

LITTLE ROCK

Discover a vibrant history.