

ISWM Membership Survey, Question 20

Q20. If there are any items that you feel would add value to your ISWM membership and they were not listed in the previous question, use this space to share your ideas. (Please be as specific as possible and list as many items as you would like.)

Responses

I like the camaraderie at the ISWM which is why the conference is such an important part.

Please add a training reference page on the website that includes credible sources for electronics, product and service skill development.

Forums to discuss issues on HB44, Measurement Uncertainty and Certificate of Calibration changes and standards.

Resurrect annual print copy of the membership directory. provides a tangible connection to the association

Get back to in-person meetings. The virtual meetings are not fun. Real meetings are great. They are a highlight of my membership.

Mentoring. This is where I found help when did not know much. This is where all my contacts came from. No 1 item was the very most important- They all add up to a big deal.

I stopped attending Potomac Divisions as many other members as meeting had no learning value. only personal value of seeing other people in the industry

Group travel to International Trade shows.

Networking is the primary benefit, dealer surveys that measure best practice are beneficial. Training sessions at conference are always beneficial and enlightening

Coordinating training and division meetings with W&M agencies.

I look forward to meeting and events speaking with others in the industry. Finding out what is going on in other areas and how they deal with issues. I do not like on line meetings.

The service side of the business needs more specific training of how things work. We have too many parts changers" and not enough "specialists".

- include the younger generation of the scale industry.
- get industry manufacturers more involved in conferences and meetings
- locations of meetings/ conferences can be improved

Pay per click or Google "Add Words" to get ISWM higher in the search engine results. links to dealers

A conference on the standardization of industry training.
Training for technicians and staff. Professional certification
More incentives to conventions after you reach a number of years with the ISWM. Like hotel credit or casino.
A constant contact email account that members could join in order to receive important and/or time-sensitive information. For example, the passing of industry members with service details or article submission deadlines, etc. Social media announcements are often seen after events have taken place.
Would like to see more scale dealers and buyers, currently there are more sellers than buyers.
More training for service techs.
ISWN sponsorship of ISO-17025 mandated Interlaboratory testing and documentation.
Bring back the ISWM Newsletter as it can keep us more up to date. Just adding pieces of news within the industry might make a good monthly newsletter!
Information on software programs that may assist in workflow and day-to-day operations at a dealer-level, such as calibration certificates, work orders, and asset/equipment management for customers.
More advertising and incentives to attract dealers.
Seminar topic ideas more specific HB44 ex. you have a 150 lb scale what class is it, how a shift test works etc. USP calibration, Also not scale related topics, personal finance, safety, how to use apps, what really happens when you use this app, how to calculate cost of business ex a tech cost you x amount how much should you charge to cover that cost
ISWM's "Annual" Conference & Product Expo used to be a huge event in the scale industry. Now, no major manufacturers besides Rice Lake participate. I hate to say it, but I question how ISWM can sustain and remain relevant in the future. The past ISWM president, Cathy Erikson gave a scathing denouncement of the lack of participation in her term ending letter in the ISWM magazine.
ISWM must figure how to make the association more relevant and reflective of not only the small number of dealers & mfgs participating but also the end customer measurement application needs in the future.
Product announcements need to be self-generated for website with review of course. The ability to have technical articles that don't read like advertisements.
ISWM Membership Survey, Questions 21 and 23
What is the biggest obstacle your company faces that the ISWM could provide education/training on in order to help you overcome the obstacle? (Please be as specific as possible)
Responses

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More general & technical training opportunities
Getting new employees trained on how to perform service on the various equipment we sell.
Low sales because of COVID-19
Keeping on top of issues and discussions on HB44, Measurement Uncertainty and Certificate of Calibration changes and standards.
Training new hires
Help create more new independent scale dealers. Small 1 to 2 person shops. They used to be the life blood of our organization.
Some type of employment screening to get new techs interested in our industry. Not sure how that could be done. Mass mailing to colleges or tech schools. Then help them contact scale companies in their area. Getting new technicians is one of the hardest obstacles a scale company has.
Training online. Both Product and Regulations. We always need more training.
Information that has relevance to the sales teams
Basic and advanced training for state level certification of technicians
Regulation for Handbook 44 enforcement at state level. For example CA does not enforce 12.5/25 and lobbying to the state for further regulations
Technical learning for the individual
Regulations per state as soon as they are suggested or changed
Basic troubleshooting for techs, non-brand specific, just the basics
UNIFORMITY IN THE APPLICATION OF BASIC W & M LAWS AND REGS.
Maybe an ISO training for scale companies. Help us get ahead of the curve.
Promoting good business practices by it`s members, including MAPs and their enforcement bringing additional value to the whole of the industry
Educating the general public on accuracy-graduations, understanding scales as a whole
Regulatory Compliance.
There is not really any "meat and potatoes" field training. Same for "salespeople". We need this level of training.
Marketing to members
Regulations other than NIST involved in our industry like USDA, FDA, and state level department regulations about different industries that we are involved in. Primary example: Medical Marijuana in the state of Missouri.
Time
Education/training.
System integration training.
Scale basics and HB44
Trouble shooting scales.
Wider awareness of our brand
17025:2017 Certification

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General industry training. It is very challenging to find employees with experience in the weighing industry and general industry training would be a great way to educate new employees.
Not sure about being an obstacle, but basic and advanced scale training for new and existing employees in order to obtain regulatory licensing and improve abilities in workplace environments.
NTEP and VCAP requirements
Internet sales.
Getting new employees trained on technical and application issues.
Product Training
Availability of software programs that may assist in workflow and day-to-day operations at a dealer-level, such as calibration certificates, work orders, and asset/equipment management for customers.
Marketing techniques are crucial to our industry, need as many strategies as possible especially at this time. Perhaps having a socially distant meetings for all divisions would he helpful to retain members.
General technical training. How to actually use HB44 to understand what class and how to test. Possibly OSHA 10 training or even MSHA?
Ways for technicians to interact with other technicians
If ISWM can spearhead a national effort to have the individual state technician registration programs combined into one testing & registration, that would be a great benefit
Tech Training
Basics for new techs.
When the winds of change blow, some people build walls and others build windmills. ~Chinese Proverb
Employee turnover.
Intro to new technology
recruiting employees outside the industry, more awareness of the industry
online training
Internet sales
Our business is very niche, and the biggest hurdle is finding people to work. Once people learn about what we do it is often exciting and enjoyable, but folks just do not know the scale business is out there and often don't give it a second look when looking at careers