



ISWM NEWS

INTERNATIONAL SOCIETY OF WEIGHING & MEASUREMENT

Fall 2010

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President's Message



2010 is shaping up as a roller coaster of a year with a fairly strong start and now the entire economist crowd is predicting a double dipping time ahead. How can we react to this after a significantly reduced economy

in 2009 and then hope in 2010? We can react by being ready for anything! Looking on the bright side—9.5% unemployment still means that 90.5% of the work force is actively engaged; a 30% reduction in capital spending means that 70% of those purchases are still going on; a 15% reduction in a customer's maintenance budget means that there is still work to be done. So even when times are more difficult—business is still moving, people are still working and they still need those scales to conduct commerce, control processes, measure inventories and all the rest of the myriad uses for the products we sell and service.

During our 2010 Conference in Atlantic City we saw manufacturers with new products, speakers with new messages and a crowd of successful scale people—enjoying their business, greeting old friends and making new ones, and learning more about how they can improve their day-to-day working habits and methods. Every person I spoke to had tightened their belts in 2009 and were moving on with business—they were there to find out how to grow and prosper—improving on past activities through education and by trying new things. The tone of the conference for me was much more positive than I anticipated and it was wonderful to get back afterwards and just enjoy the energy everyone attending had to share.

I would like to personally congratulate all the recipients of awards at the conference

this year—hats off to these exceptional people and companies:

- Outstanding New Product
A&D Weighing
- Most Outstanding Exhibit
Rice Lake Weighing Systems
- Lady of the Year Award
Marilyn J. Johnson

Although the U.S. scale industry is a relatively small one compared to some business segments—maybe \$1 billion annually in sales and service—that is still “Big Business” and every dealer, distributor, consultant and manufacturer at our conference is making their living serving their customers in an ever more challenging environment.

The ISWM is making changes to adapt to these tougher economic times as well. How? By adding more value for our membership through an improved web site, more focus on education for our members and a revisit to our overall strategy during the summer of 2010. We are firmly set on a path for an every year event—business focus in the even years (like our recent conference) and technical focus in the odd years (like the Virginia Beach conference in 2009). These events will be economical to attend and will have a rich content from both our manufacturing members and presenters geared toward the main topics at hand.

This conference for me was a great success and I want to close by thanking the many people who put in hours and hours of their time to make this conference rewarding and enriching. Thank you—all of you! ♦

John Hughes
ISWM President, 2010 – 2012

Welcome ISWM Vice President Steve Dishon!



Congratulations to Steve Dishon, Eastern Sales Manager for CAS Scale Corporation, on his election to the ISWM Executive Committee as Vice President for the 2010–2012 term.

Having been an ISWM and NSMA member for over 25 years, serving as a Potomac Division Officer for over 18 years and an active ISWM Board member for more than five years, Steve is ready to take on the responsibility of this new leadership position.

Steve believes that education should be what drives this organization in the future—both at the division and national levels. He’s also ready to take a proactive approach to building our membership, activating our divisions, building our finances, and elevating our importance to both prospective and lapsed members. ♦



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The Relationship Development Process

By Tim Klabunde.

Success in business starts with successful relationships. Because of this, the relationship development process is often the guide that is used to govern the marketing and business development roles in companies. As you look at these stages of the relationship development process note that marketing plays the pivotal role of effectively laying the foundation for relationships, while business development facilitates the initiation of those relationships.

The Relationship Development Process

Name Recognition—During the name recognition phase of the relationship development process a company or an individual goes from being an unknown, to being known. This foundation sets the groundwork for a relationship as others are at least aware that you or your company exists. Name recognition is one of the primary objectives of a strong marketing department and it often takes the form of advertising, promotions, mailers,

and press. It is also handled in business development and sales when a new relationship starts. A common introduction when you meet someone new for the first time often builds name recognition: for example: “I’m John Adams with ABC company.” Note: I have found that if your company is an unknown, prior to initiating a new relationship, your chances of turning the relationship into a sale are reduced significantly.

Develop Understanding—During this part of the relationship development process, a company or individual goes from just being a name, to being recognized for how they fit into the world. This stage establishes a thorough understanding of your company, the services you provide, and how others see you in the industry. Most importantly, it is during this stage that others will learn how your company can be of benefit to another individual or company. This stage should be handled by marketing at the company level and business development at the relationship

level. In marketing, this often takes the form of websites, brochures, newsletters, and articles. In business development, it often happens during conversation and should include how the individual fits into the corporate structure.

Interactive Communication—During this part of the relationship development process you must begin to engage at the human level. This is no longer about facts or information, it is about building a personal relationship. Because of this, business development should take the lead at this stage with minimal marketing support.

Solidify Relationship—Relationships are solidified when you engage in mutually beneficial action. When you call someone that you have solidified a relationship with, communication is easy and most of the time you will be able to quickly find direct and indirect topics of conversation. This stage should be headed by your business development

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The Relationship Development Process

Name
Recognition

Develop
Understanding

Interactive
Communication

Solidify
Relationship

How to Motivate the 7 Types of Workers

By Francie Dalton



If you're frustrated in your efforts to elicit the best from each of your subordinates, chances are it's not that they can't be motivated, but that the wrong methods are being used to motivate them.

The secret is to package what you want from each individual in a way that makes them want to deliver for you. Workers fall into seven classic work styles, each of which is motivated differently:

- Commanders, who need control;
- Drifters, who need flexibility;
- Attackers, who need respect;
- Pleasers, who need to be liked;
- Performers, who need recognition;
- Avoiders, who need security;
- Analyticals, who need certainty.

Now here's how to use this knowledge to better motivate your staff.

Commanders

Results oriented, aloof, bossy and not terribly tactful, commanders need to be in a position to take initiative. Delegate substantive assignments to them, and employ a hands-off management style. Articulate the desired result, and then stand aside and let them figure out the "how to's." To motivate the commander, link what you want them to do to how doing so will improve order, control, or results. Most importantly, understand that commanders want to be valued and validated for their ability to overcome obstacles, to implement, and to achieve results.

Drifters

Free spirited and easy going, disorganized and impulsive, drifters are virtually antithetical to commanders. They have difficulty with structure of any kind, whether it relates to rules, work hours, details, or deadlines. To motivate the drifter, delegate only short assignments and ensure assignments have lots of variety. Provide as much flexibility as possible, including what they work on, where they work, with whom they work, and the work schedule itself. Drifters want to be valued and validated for their innovation and creativity, their ability to improvise on a moment's notice, and their out-of-the-box thinking.

Attackers

Angry and hostile, cynical, and grouchy, attackers are often the most demoralizing influence in the workplace. They can be critical of others in public and often communicate using demeaning, condescending tones, or biting sarcasm. Attackers view themselves as superior to others, conveying contempt and disgust for others. Granted, these folks aren't exactly the most loveable of employees, but you do need to be able to motivate them effectively. Start by identifying what they're really good at and then put them in positions of using or imparting that knowledge in ways that don't require much actual interaction with others. Value and validate attackers for their ability to take on the ugly, unpopular assignments no one else wants to touch and for their ability to work for long periods of time in isolation.

Pleasers

Thoughtful, pleasant, and helpful, pleasers are easy to get along with. They view their work associates as extended family members and have a high need for socialization at work. Unable to handle conflict, pleasers can't say "no" to the requests of others, developing instant migraines or stomach problems to escape having to deal with negativity. Motivating pleasers is pretty simple and direct: just let them know how doing whatever it is you ask will make you happy. The more difficult thing is to manage their tendency to subordinate what's best for the company to the maintenance of relationships. To manage this, you'll need to continually stress the concept of the "greater good." Value and validate pleasers for the way they humanize the workplace and for their helpful, collaborative work style.

Performers

Witty and charming, jovial and entertaining, performers are often the favorite personality in the workplace. They're the first to volunteer in public venues and the last to deliver on their promises. Performers also can be self-promoting hustlers who use others as steppingstones on their path to stardom. They'll also avoid accountability for any negative outcomes by distorting the truth and blaming others. Motivating the performer requires that you link recognition and other incentives, such as high-profile assignments, to improved teamwork. Value and validate your performers for their ability to establish new relationships and for their persuasive and public speaking skills.

Avoiders

Quiet and reserved, avoiders are the wallflowers of the world. They create warm, cozy, nest-like environments and prefer to work alone. They fear taking initiative and shun increased responsibility because of the attendant visibility and accountability. They'll do precisely what they're told—no more, it's true, but no less either. Avoiders will sacrifice money,

position, growth, and new opportunities for the safety of status quo. Motivating the avoider requires that you always provide detailed instructions, in which the avoider will find safety, and don't expect to be successful in pushing this fear-based individual toward increased responsibility. Value and validate your avoiders for their reliability, for their meticulous attention to your instructions, and for getting the job done right the first time, every time.

Analyticals

Cautious, precise, and diligent, analyticals are the personification of procrastination. This sometimes incapacitates them in times of urgency. Their ability to multitask mentally results in poor eye contact and flat intonation. They scrutinize the ideas of others and anticipate all that could go wrong, which creates an inaccurate impression that they're negative. They're ill at ease socially and prefer that all communications be written or electronic, not in person. Motivating analyticals requires that you give them time to complete each task before assigning another and that you demonstrate and articulate respect for data and for the analytical function. Value and validate your analyticals for their commitment to accuracy and for their ability to anticipate and evaluate risk far enough in advance to allow risks to be reduced.

The "one-size-fits-all," cookie cutter approach to motivating others won't work. Instead, you must customize your methods to each individual you manage. Doing so will allow you to access the discretionary energy of staff, that which they aren't required to do, but could do if you use these tips to make them want to. ♦

Francie Dalton is founder and president of Dalton Alliances, Inc., a Maryland-based business consultancy specializing in the communication, management, and behavioral sciences. Francie can be reached at fmdalton@daltonalliances.com.

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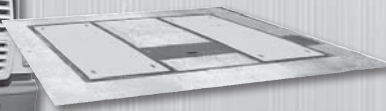
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Introducing the NEW www.iswm.org



The ISWM website is getting a whole new look. We've completely redesigned the site and have been adding new content and new features to make it a more valuable resource for our members (and to attract new members!). The site will be launched soon and will contain the following features:

Member Forum

In the members-only section we have a space where any ISWM member can start a conversation. Take advantage of the extensive experience and expertise among your colleagues and learn from each other online through this interactive tool.

Division Pages

Each division will have its own part of the site where it can announce events and spark conversations. Members will be able to subscribe via RSS feed so they can be automatically notified when news is posted.

Online Member Directory

Now you can look up all of your key contacts online through the member directory. Don't remember the last name of that person you met at the meeting? You can search by company name, or even region or specialty. Nonmembers can still find you in the directory, but you've got to be a member to get access to everyone's full contact information.

ISWM News Archive

Can't find your copy of the newsletter that had that great article about leadership? Go to the members only section and download PDFs of past newsletters.

All this, in addition to great content about what ISWM's about, why ISWM membership is valuable, and, of course, current information leading up to all of ISWM's events. Check it out, and send us your ideas for improvements or new features that will increase the value we can provide to members online. ♦

The Relationship Development Process *continued from page 3*

staff in conjunction with your project management staff. Often, this is the point at which new work or projects are begun with your new client.

How are you doing?

Looking at this process, you can see the importance of both business development and marketing in the sales process. Take a moment to identify the areas that you need to strengthen in order to improve the effectiveness of your sales process. Is your marketing department truly laying a foundation with name recognition and developing understanding, or are they just producing glossy brochures? Is your business development staff regularly initiating interactive communication with important potential relationships, or have you yet to identify who is responsible for business development at your company? As you think about these questions, I hope you can see the steps you need to make to improve your sales process. ♦

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www.cofebuz.com.*

Member Profile

John Lawn *Rinstrum Inc.*

The new Governor of the Great Lakes Division is also beginning a new phase of his career with Rinstrum Inc.'s USA headquarters in Troy, Michigan. John Lawn is a family man, a personable and insightful executive with many years in the weighing business. With appreciation for his willingness to serve on the Board of Directors and as Governor, we asked a few questions to find out what makes him tick and give you, our members, a chance to get to know him:

Connect the dots for us: How did you get to this point in your career?

I started in the business with a scale dealer in upstate New York who had just picked up the A&D product line and needed a laboratory balance specialist. At the time I had no idea that job would turn into the career that I have had. I was 22 at the time and I continued to work for dealers until 1996 when I was recruited by GSE Scale Systems in Farmington Hills, Michigan. Moving to Michigan was a big decision for me since I had recently married and had to relocate my new family to Michigan. GSE turned out to be a great move for my career, and my wife's career flourished in Michigan as well. We have never regretted the move to Southeastern Michigan, although I still miss New York State, especially in the summertime. I worked for GSE from January 1996-November 2008 and held a variety of positions, starting as a sales engineer, then as a Regional Sales Manager covering several different territories, and eventually as the International Sales Manager.

I resigned from SPX in November 2008, and opened the Rinstrum Inc office in December 2008. Rinstrum is a manufacturer of innovative weighing products designed in Australia for a global market. When I started Rinstrum I was ready for a career change. I respected Darren and Leanne Pearson, the owners of Rinstrum, and their global view of the "scale world." After SPX I was excited to work for a company whose senior management understood the scale industry and the needs of scale dealers.

Starting the Rinstrum business from the ground up in the United States has been both intense and rewarding. Every day has been a learning experience—with a new or unexpected challenge. But what I find most exciting is that I am doing, once again, what I love. I am bringing new and innovative products to Scale Distributors, OEM's and Weighing Professionals. Recently, I have been working extensively with custom load cells, which is a lot of fun. Our product pipeline is packed with new and exciting products. And our market penetration continues to expand.

What are your day-to-day responsibilities?

Currently, I do everything: sales, marketing, AP, product development, technical support and more. It keeps me really busy, which I like, and it has forced me to expand my skills. Recently, I hired Phil Bissell, who was previously a production manager for GSE Techmotive Tool (sister division to GSE Scale Systems) and he has been a huge asset to the business.

I plan to add more staff later this year as we continue to grow and expand.

Rinstrum Inc. started out as a sales hub to distribute finished goods, but I quickly learned that we had to locally customize the product for this market. With Phil's help we started to manufacture product this spring, here in the U.S., from raw material and sub assemblies. It has been harder than I expected, but I am really pleased with the progress we have made thus far.

Today, we have a full line of innovative indicators, weight transmitters, and remote displays, most of which are assembled here in the U.S. We are launching a line of bench scales ranging from carbon steel to IP 69 rated stainless steel units. However, the most fun has been working on our new line of digital load cells and custom OEM products.

How does ISWM fit into your plans for Rinstrum Inc.?

ISWM has been a great venue for me to introduce the Rinstrum products to weighing professionals. I have attended many Division meetings with our tabletop display and enjoyed networking with other weighing professionals. I hope ISWM can offer more in the way of technical training in the future. I think the Division meeting—coupled with some technical product training, hosted by manufacturers and industry specialists, for both sales and service personnel—would be a really interesting combination.

What does ISWM mean to you?

I am really excited to become more involved in ISWM. As Governor of the Great Lakes Division I am eager to participate in shaping the future of ISWM.

I think it is important for the industry to have an association where members can meet and discuss relevant topics, meet with manufacturers, and socialize in a casual atmosphere. I also think ISWM is a great opportunity for younger people in the industry to get involved and to grow personally and professionally.

The Scales on Saturday program offers a great forum to meet and exchange information that is low cost for both the Manufacturer and the Dealer. It's a great opportunity to see new products and stay current with industry trends. The new Manufacturers Division offers great potential for manufacturers to stay informed

and to potentially influence some decision making at the legislative level.

Tell us a little more about John Lawn the family man: (kids, wife, etc.)

I have been married to my wife, Saralyn, for 15 years and we have two beautiful children, ages 8 and 4. Saralyn is an educator/administrator for an independent school for children with learning differences. My daughter will be in third grade this year and my son will be in pre-school. We live in Bloomfield, Michigan, with our two dogs and cat. As a family we enjoy traveling and anything water related—beach, tubing, jet skiing, etc.

When not working in the weighing business what do you do for fun and recreation?

Family time at the pool with the kids! I also enjoy reading for pleasure, gardening, landscaping and woodworking.

3 words to describe you:

- Competitive
- Passionate (about the scale industry)
- Kind-hearted

Who would you list as your 'heroes'?

1. My wife Saralyn for her quiet strength, integrity and loyalty.
2. My Dad, because he lived his life on principles and never backed down.
3. Steve Jobs, because he is fanatical but he plays the part so well.

Who in business would you say was your most effective mentor?

Dan Limer. Dan was the General Manager of GSE Scale Systems when I was a regional manager serving the upper Midwest territory. Dan helped me expand my business acumen and he believed in me. I learned a tremendous amount from him, plus we had a lot of fun together.

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Making connections at the 2010 ISWM Conference & Expo!



ISWM President Rob Woodward receives President's plaque, pictured with incoming President John Hughes.



Conference attendees enjoy education sessions.



Expo Ribbon Cutting by Program Chair Wayne Wille.



Current and past Executive Committee: (left to right) Joseph Martin, Brian Brown, Richard Sharpe, Steve Dishon, John Hughes and Rob Woodward.

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Conference attendees connect with each other at the President's Icebreaker Reception and, again, after the Atlantic City Boardwalk Scavenger Hunt (with a surprise performance by James Paulovich singing *Volcano* by Jimmy Buffett!)





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LEADERSHIP AND
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ISWM 2010 Conference and Expo Award Winners

Congratulations to the ISWM's 2010 Award Winners!

2010 Lady of the Year

Marilyn J. Johnson



Most Outstanding Exhibit

Rice Lake Weighing Systems



Outstanding New Product (Kardux Cup)

A&D Weighing



The ISWM Salutes Its Newest 10, 25 and 50 Year Members



50 years

Kenneth Filing, Sr.

*Lift Truck Scales
Akron, OH*

Nathan Lavenda

River Edge, NJ

25 years

Brian Baldwin

*Baldwin Scale Co.
Corpus Christi, TX*

Manny Bera

*Artech Industries, Inc.
Riverside, CA*

Jerry Brocato

*Gulf Coast Scales
Lake Charles, LA*

Brian Brown

*The Alpha-Liberty Company
West Chester, OH*

Craig Buck

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Columbia, MD*

Robert Clark, Jr.

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Middletown, MD*

Fred Gottfried

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Mac Harrison

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Augusta, GA*

Mark Kline

*Henry Troemner, LLC
Thorofare, NJ*

Kurt Koenig

*Koenig Scale Company, Inc.
Terre Haute, IN*

Kenneth Kramer

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Ontario, CA*

Ray Lepore

*RL Electronics, Inc.
Everett, MA*

Stephen Manche

*Precision Scale & Controls, Inc.
St Louis, MO*

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Brea, CA*

Eddie Seigler

*Everest Scale, Inc.
Greenville, SC*

Steven Shelton

*Scale Systems, Inc.
Augusta, GA*

Donna Summerlin

*Summerlin Scale Co., Inc.
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Thomas Walz

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East Peoria, IL*

Dan Wengenroth

*Integrated Weighing Systems
Edina, MN*

Ronald Wenzel

*Measurement Systems International
Seattle, WA*

Tommy Wiggins

*Wiggins Scale Co., Inc.
Atlanta, GA*

Steve Wooten

*Controls & Weighing Systems
Brandon, FL*

10 years

Mark Bradbury

*Kanawha Scales & Systems
Poca, WV*

William Bostic

*Sampling Associates International
Newport News, VA*

Jesse Charles

*Valley Scale Service, Inc.
Wausau, WI*

David Cromer

*Washington State Patrol
Olympia, WA*

Dean Dumont

*Southwestern Scale Co., Inc.
Phoenix, AZ*

Carroll Dunn

*Carlton Scale
Greensboro, NC*

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Evansville, IN*

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Medina, MN*

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Elk Grove Village, IL*

Mark Johnson, Jr.

*Rice Lake Weighing Systems
Rice Lake, WI*

Chris Kane

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Holland, MI*

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Andy Nations

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Donna O'Tyson

*Scale Systems, Inc.
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Howard Schuette

*Central Illinois Scale Company
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Ian Scott

*Rice Lake Weighing Systems
Rice Lake, WI*

Jeremy Storey

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James Harvell Turner

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Matthew Walz

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Division News

Potomac Division

**Fall 2010 Meeting At The Beach
October 29–30, 2010**

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For more information, contact Steve
Dishon (Secretary-Treasurer) at scale-
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ISWM Southeastern Division

2010 Fall Meeting

October 1–3, 2010

**The Beach Cove Resort, Myrtle
Beach, SC**

Phone: (800) 331-6533

Once again, the Southeastern Division of
ISWM will be holding our annual meet-
ing in Myrtle Beach, SC. Please plan to
join us.

Meeting speakers:

- **John Hughes**, Rice Lake Weighing
Systems and ISWM President—John
will give us a pretty good look at the
market and how to make strategic deci-
sions about “dealers” business.

- **Marty Wilcox**, Technical Training
Instructor with AWTX—Marty will
speak on topics tailored for divisions
scale technicians.
- **Paul Batson**, TSWA—Paul will
present on Product, Channel and
Matrix Analysis.

Planned Activities:

Friday, October 1

6:00 pm – 8:00 pm—Tabletops

8:00 pm – 11:00 pm—Rice Lake
Weighing Hospitality Suite

Saturday, October 2

8:30 am – 12 Noon—Meeting

Saturday Night Activities: Dinner at
Beach Cove with music by Encore Too,
with a guest appearance by Bongo Jerry

Registration:

Individual @ \$60.00 each

Couples @ \$80.00 each

Tabletop Display @ \$65.00 each

Hotel Information:

We have rooms reserved for us; ask for
the ISWM rate.

Room rates: \$98.56 for one-bedroom,
\$146.72 for two-bedroom, and \$174.72
for three-bedroom. Note: pricing includes
all taxes and fees on the rooms. Hotel
cutoff is September 3, 2010

We look forward to seeing everyone there.

Questions and to register, contact
George Williamson at (864) 244-4723
or george@greenvillescale.com.

Manufacturer's Division

The first organizational meeting of
the Manufacturer's Division of ISWM
took place on May 20, 2010 during the
ISWM conference in Atlantic City, NJ.
There were 14 people in attendance. Each
person introduced themselves and gave a
brief description of their company. The
topics that were discussed included

1. Mission
2. Purpose
3. Membership requirements
4. Voting requirements
5. Rules & regulations and Bylaws

A group, consisting of Rudy Kolaci (Chair
of the new Division), Rob Woodward,
John Hughes, Walter Young and Frank
Li, was formed to prepare the documents
for the division.

The Manufacturer's Division will also work
in close coordination with the National
Conference on Weights and Measures
(NCWM). Sam Jalahej of Totalcomp
Scales and Components was asked and
accepted the task of attending the meet-
ings of the NCWM. He will report to the
Manufacturer's Division the important
changes being discussed and voted on by
the NCWM. We, in turn, will formulate
a response to the NCWM and state our
position. Sam will submit our position
during the next and future meetings.

The next meeting of the Manufacturer's
Division is scheduled to take place dur-
ing the meeting of the Southeastern
Division of ISWM in Myrtle Beach,
South Carolina, October 1–3, 2010.

Company News

Rice Lake Weighing Systems

New LaserLT offers brighter, bolder, and smarter approach to weight display



Rice Lake's compact and powerful LaserLT takes the remote display one step further, combining more features and more benefits for a smarter approach to communicating weight values. This watertight device offers the superior function, incredible value and unbeatable durability you've come to expect from Rice Lake. Indoors or out, the LaserLT remote display is an economical approach to putting basic indicator function in a secondary location. A five-button keypad can remotely change units, gross/net, tare, zero and print. Improved by a unique lens material and optional visor, the contrast of the LaserLT's large 1 inch display is fully adjustable for effortless viewing at up to 50 feet. Keep your indicator investment protected in a clean, dry environment while your LaserLT takes the abuse of the elements. The LaserLT is daisy chainable for linking multiple units to a single indicator/controller. Six easy-to-read enunciators and an added red and green stop/go feature boost communication and expand

versatility even further. Easily install your LaserLT with any electronic weight indicator or peripheral equipment using either fiber-optic, Ethernet, or wireless methods. An enhanced learn mode quickly recognizes any model or brand indicator/controller for simple and seamless operation. Its watertight industrial-grade 304 stainless steel enclosure is as tough as they come—guaranteeing the LaserLT performs solidly in any application, wet or dry, factories or stockyards, feed mills or gravel pits. Say it better with the LaserLT.

Rice Lake Weighing Systems is a family-owned, ISO 9001 certified corporation, with headquarters, metrology laboratory and main manufacturing plant in Rice Lake, WI. Additional manufacturing facilities are located in Jasper, AL, and Newtown, CT.

Ortustech, Inc.

Although only an ISWM member for a short time, Roy Elks celebrated 45 years in the precision weighing industry this June. A native of England, Roy started his career with L.Oertling Ltd., one of the world's oldest balance manufacturers. After serving with Mettler and Precisa in various capacities, including Service Technician, Product Manager, Technical Director and Managing Director, Roy moved to the USA in 1989 to open a subsidiary of Precisa Balances Ltd. Having sold his interest in Precisa, and spending another nine years with Mettler, he presently works as a Precision Weighing Engineer for Ortustech, Inc. in Griffin,

Georgia. Although asked frequently about retirement, Roy simply refuses to discuss it!

Coti Global Sensors, Inc.

Coti Global Sensors Receives VCAP Certification

Coti Global Sensors is proud to announce that it received the Verified Conformity Assessment Program (VCAP) certification on June 22, 2010. Independent auditors from NQA (National Quality Assurance) conducted the VCAP audit of Coti Global Sensors.

“We worked very hard to achieve this certification and we feel a real sense of accomplishment,” said Amy Allen, owner of Coti Global Sensors. “Delivering high quality load cells is a top priority for us and this certification reinforces that commitment,” adds Mike Bisanti, company president.

“The NCWM VCAP program is a unique program specific to the weights and measures industry, yet founded upon the tried and true principles of quality management systems. The added-value to the industry is the specific independent review of metrological significance and testing protocols,” states Tim Woodcome, NQA's Conformity Assessment Director. “Industry-specific derivatives of quality management system standards are a recent trend in several significant industries including aerospace, medical devices and telecommunications. The weights

and measures industry now joins the ranks of these forward-thinking groups with the VCAP program.”

Coti Global Sensors Introduces Model CG-TWM Low Profile Canister Tank Mount Assembly

Coti Global Sensors expands its Canister Tank Mount product line to include the CG-TWM Model. The FM approved, CG-TWM is a low profile stainless steel weighing assembly ideal for use in tank, hopper, and vessel applications. The mount is designed for easy installation and does not require check rods or other stabilizing hardware.

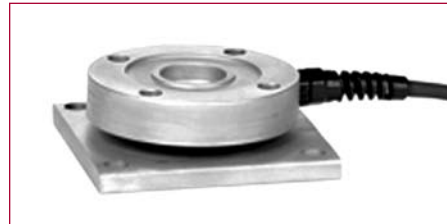
The CG-TWM has the added feature of self-centering, allowing for side loads without sacrificing performance. The low profile stainless steel construction, welded seal and standard 25' of harsh

environment Teflon cable make this an ideal weighing assembly for harsh environments.

Standard features include:

- Low Profile Design
- Self-Centering in all directions
- Self-checking assembly

Offers 100% side load, 100% uplift and 300% ultimate overload protection.



For more information about this product, contact Amy Allen or Mike Bisanti at Coti Global Sensors, 866.762.2684 or visit www.cotiglobal.com.

Pennsylvania Scale Adds Applications

Pennsylvania Scale Company has added several default settings to its entire product line.

- To facilitate easy connections to UPS Online and other manifesting, data collection, and weight processing applications, CAL step 5 has easy settings for UPS Online, Federal Express (2), Purolator, and Mettler Toledo (tm) output emulations. Simply choose the appropriate model on the pull down menu from the host device for easy set up. This feature makes the products ideal field replacements for a wide range of scales in shipping/receiving applications.
- Dual or Triple Ranging resolutions (non NTEP) are now easy setting choices using CAL steps 2, 2.1, and 2.2. Units can be marked and set

Coti Global Sensors

MANUFACTURING

Weighing Products Worldwide

Web: www.CotiGlobal.com | Email: sales@cotiglobal.com | Toll Free: 866-762-2684 | Fax: 256-852-9903



Load Cells



High Quality Products

95% Same Day Shipping

ISO 9001:2008 QMS

Responsive Technical Support



Competitive Pricing

Large Selection of Inventory

VCAP Certification

50 Years of Industry Experience

Load Cells | Canisters | Double Ended Beams | Single Ended Beams | Single Point Platform | Floor Scales
UBC Seismic Approved Tank Mount Assemblies | Tension Mount Assemblies | Summing Cards | Junction Boxes

up at the factory or easily field modified for custom applications in package checking (Weights and Measures) or industrial laboratories. This feature is especially useful for direct replacement of older units in the field.

- Peak hold features are now standard, selected in CAL step 3.
- Also, Automatic or Manual accumulation of weight or count data can be stored and printed.

With their consistent calibration schemes and anticipated 15–20 year service life, Pennsylvania Scale products are extremely dealer/distributor friendly to provide least life cost and maximum field serviceability. For example, the updated PLUS+ Series main board retrofits 7000 series products as well as our popular M64 Airline Baggage Scale products, both with single point and 4-load cell designs. In these economic times, our dealers need to stock fewer parts for excellent field support. Most technicians are comfortable with the calibration schemes without the need to consult manuals for maximum productivity and confidence supporting product in the field.

For heavy capacity or batching applications, Pennsylvania's 7400 and 7600E series indicators provide an exact replacement alternative to the former Consolidated Controls models including dimensionally identical enclosures for panel mount applications and OEM customers. These indicators have standard batch default settings, convenient I/O, a wide range of outputs (Ethernet, Analog), (2) independent RS-232 outputs standard, and a truck weighing application with 300 IN/OUT memories.

Pennsylvania Scale has a large stock of load cells at competitive prices for replacements to our ever-popular 6600 series and others. The company is accepting new dealers in strategic areas. The Pennsylvania Scale brand continues to stand for long life, easy field service,

excellent reliability, and extremely dealer friendly policies.

For more information, contact Rob Woodward, VP Sales and GM, Pennsylvania Scale Company, 800.233.0473 Ext. 6911 or visit us on the web at www.pascale.com

Rapp/Mantes Education Fund—Scholarships

The Rapp/Mantes Education fund awards scholarships to members of the scale industry, their children, and grandchildren. The Education Fund is named in honor of Mack Rapp and Ted Mantes, long standing leaders in the scale industry and the primary source of these funds. The number of scholarships awarded and the value of each will vary each year depending on the funds available.

An application form for a scholarship is available on or about January 1 of each year; the closing date varies depending on the date of the ISWM Conference, as that is when the Committee meets. On the years during which the ISWM Conference is not held, the closing date is June 1.

This year the Committee met by conference call. It is extremely rewarding to review each application, as it aids in an assurance that there is a bright future ahead for all of us. This year, scholarships were awarded to applicants as follows:

Scholarships in the amount of \$1000.00 were awarded to:

Garrett Cox—*Missouri Southern University*

Abby Mizner Spatz—*Cornell University*

Emily Woodward—*Temple University*

A Scholarship in the amount of \$500.00 was awarded to:

Donald E. Bryant, Jr.—*Southern Polytechnic State University*

It is the wish of the Committee that each of the applicants continue their education and apply again next year, and that more in our profession encourage their sons, daughters, grandsons, and granddaughters to apply. Make a request for an application form early and one will be mailed on or about January 1, 2011.

Send the request to:

Rapp/Mantes Education Fund

C/O Ohio State Scale

3240 Leesville Way

Columbus, OH 43017

Telephone: (614) 459-5152

ossweigh@msn.com

A&D's Pipette Accuracy Tester Wins 2010 Kardux Cup for Outstanding New Product

At the 2010 ISWM conference in Atlantic City, NJ, A&D Weighing was selected as the winner of the prestigious Kardux Cup for Outstanding New Product. The award itself is named after Ken Kardux of KG Systems, whose inspiration was instrumental in recognizing the achievement of products that positively impact the weighing industry and keep it moving forward. The actual selection of the award is determined by the Outstanding New Product Committee, which is comprised of manufacturers, distributors, dealers, and other professionals of the weighing industry.

This year, the committee chose the Pipette Accuracy Tester from A&D Weighing. The Pipette Accuracy Tester allows users to determine the performance of their pipettes in accordance with the gravimetric method specified in ISO 8655. A&D has substituted the typically bulky and difficult to transport analytical balance with its compact AD-4212A and AD-4212B production weighing units, which are ideal for evaluating pipettes in the volume range of 1 to 10,000 microliters. These all come conveniently packaged with all the necessary hardware and software required to implement a cost effective method for evaluating pipettes. The triple range AD-4212B-PT (110g/31g/5.1g x 0.1mg/0.01mg/0.001mg) can measure down to microgram levels, allowing the user to test pipettes with volumes as small as one microliter.



All A&D pipette testers come with an ergonomically designed constant humidity evaporation trap, which greatly minimizes the effect of evaporation on test results. It also functions as a breeze break. The pipette is inserted at a 45-degree angle, rather than the vertical orientation required for similar devices. This enables the user to maintain correct pipetting technique, and ensure the accuracy of the results.

The other key component A&D provides is its WinCT Pipette software. This intuitive and easy to use package connects the AD-4212 sensor to a PC for direct weighing data transfer. A print-out of the test can be generated and the user can also enter information about each pipette tested which can be saved for later retrieval.

An attractive custom aluminum carrying case holds all the system components and is ideally suited for pipette calibration service companies who travel to their clients and for companies that have pipettes in multiple locations. ♦

About A&D Weighing

A&D, an ISO 9001 certified company, designs and manufactures a complete line of viscometers, electronic balances, scales, weighing indicators and controllers for pharmacy, laboratory, food service and industrial applications, as well as advanced electronic blood pressure monitoring equipment for both home health care and professional markets. Founded in 1977, A&D is a multinational company with operations in Asia, Australia, Europe, and the United States.

Welcome New Members

Tobias C.C. Chiu

Manufacturing
Rm 2105, Sun Life Tower
Harbour City
15 Canton Road
Tsimshatsui, Kowloon 110
Hong Kong
852-2736-2022
sales@camry-hk.com
Camry Industries (H.K.) Ltd.

Allen Falkenberg

Dealer Distributor
211-2835 23rd Street, NE
Calgary, AB T2E7A4
(403) 219-8845
allen@southernyscaleco.com
Southern Scale Company, Inc.

Joe Kim

Manufacturing
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CAS Scale, Inc.

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Moore Scale Service of Eastern VA, Inc.

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Carlton Scale

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(423) 698-0100
jackson@wingfieldscale.com
Wingfield Scale

Member Profile John Lawn

continued from page 9

When you look back over your career, what would you say gives you the greatest satisfaction?

I think I am most proud of the trust people have put in me. Throughout my career, people have trusted me with the responsibility to grow their business. Early in my career I opened a branch office in Rochester, New York, for a dealer in Buffalo. Within five years we had six employees, and were quite successful. That never would have happened without the business owners trusting that I would keep their best interests in mind.

The same is true of the international work that I did for GSE and now, even more so, in my new role as General Manager of Rinstrum. Without Rinstrum's trust in my leadership and decision making, we would never have gotten this far. To be primarily responsible for starting a business for a company half a world away, with little or no direction other than to do what you think is right, has been both a huge responsibility and an awesome journey.

Where do you see yourself in, say, 10-15 years?

Doing many of the same things I am doing today: Working in the scale industry, bringing new technologies and innovation to scale distributors and end users that benefit from our product offerings, and cultivating Rinstrum's success in the Americas.

If you had a 'magic wand' what you do with it?

World peace! And make my dogs (and kids) better listeners! ♦



ISWM

INTERNATIONAL SOCIETY OF WEIGHING & MEASUREMENT

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Rockville, Maryland 20850

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Calendar of Events

October 2010

- 1-3 Southeastern & Manufacturer's Division Meetings**
The Beach Cove Resort, Myrtle Beach, SC
- 29-30 Potomac Division Meeting**
Princess Royale Hotel & Conference Center, Ocean City, MD