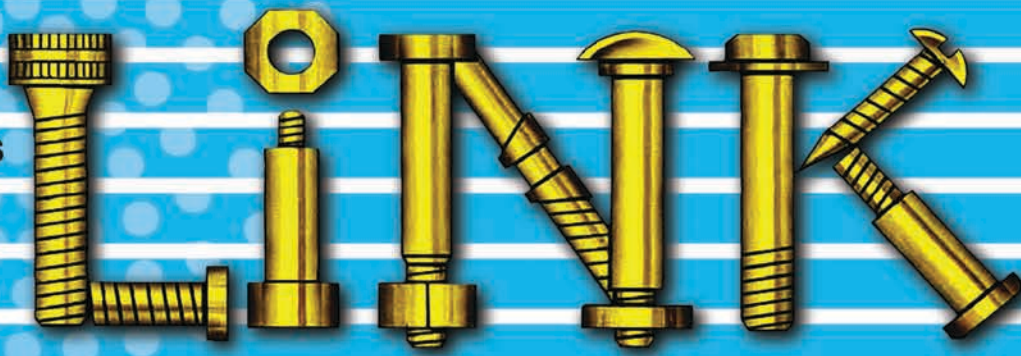


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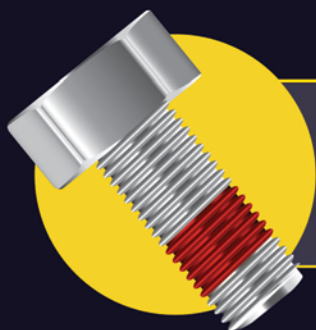


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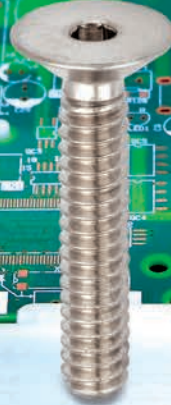
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**Leo J. Coar**  
EDITOR & PUBLISHER  
[leo@coar@linkmagazine.com](mailto:leo@coar@linkmagazine.com)



**Tracey Lumia**  
SALES & MARKETING DIRECTOR  
[tracey@linkmagazine.com](mailto:tracey@linkmagazine.com)

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# distributornews

**The Bradley Group of Companies** announced Steve Rogalla has been named Vice President of Sales and Marketing, effective August 1, 2020.

As VP, Steve will have the responsibility of all of the Companies' Sales and Marketing, including all satellite branches under the corporate umbrella. Steve will report directly to the President/Owner of The Bradley Group.

Steve Rogalla joined the Bradley Group 18 years ago as an Inside Sales/Customer Service Representative. After four years, Steve was promoted to Outside Sales covering the Midwest Territory. Four years later, Steve was promoted to Outside Sales Manager and Marketing Manager, responsible for the Outside Sales for all of the U.S., including four processing centers in NC, MN, CA and Corporate in St. Charles, Illinois.

"I'm excited about the future of The Bradley Group," Rogalla said. "We have come so far

since my start in 2002. Our processing equipment has advanced and is exceptional. We keep adding new materials to our product line, so we can offer our customers more, and work toward being a single source for them to get everything they need. We have such a great team in Production, Sales, Quality and really all departments within Bradley. With our new corporate building, we have the capacity to grow well into the future. We have great relationships with long-time loyal customers, and I'm very proud to be a part of the Bradley Group and our future."



For more information contact The Bradley Group at Tel: 1-800-201-7381 or visit them online at [www.bradleygoc.com](http://www.bradleygoc.com).

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**SPIROL International Corporation** is pleased to announce that Disc Springs have recently been added to their eCommerce platform, Shop.SPIROL.com. While all of SPIROL's engineered components will eventually be available for purchase through Shop.SPIROL.com, Disc Springs are the second product to launch on the site.

SPIROL offers the full range of DIN EN 16983 (formerly DIN 2093) Group 1 and 2 Disc Springs in Series A, B, and C. In addition to the DIN specified sizes, SPIROL stocks its own standard sizes based on the standardized calculations of DIN EN 16984 (formerly DIN 2092) with outside diameters ranging from Ø8mm to Ø200mm. Standard materials include high carbon steel, alloy steel and stainless steel.

In addition to being able to purchase or request a quote for SPIROL's standard Disc Springs online, visitors are also able to view or download 2D drawings and 3D models directly from Shop.SPIROL.com.

SPIROL initially launched their eCommerce program for Coiled Spring Pins in the United States, Canada, Germany and the United Kingdom



in the local languages and currencies. Additional product lines and currencies will be available in the upcoming months.

SPIROL is a leading manufacturer of a diverse line of engineered components for fastening and joining, including Coiled Spring Pins, Slotted Spring Pins, Solid Pins, Disc Springs, Alignment Dowels and Bushings, Spacers, Compression Limiters, Threaded Inserts for Plastics, Precision Shims, and Installation Equipment. Since 1948, SPIROL has been providing technical expertise in fastening, joining and assembly to the world's leading manufacturers.

For more information contact Spirol International Corporation at Tel: 1-860-774-8571, Fax: 1-860-774-2048, Email: [info@spirol.com](mailto:info@spirol.com) or you can visit their website at [www.spirol.com](http://www.spirol.com).



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## Laurence Claus

Laurence Claus is the President of NNI Training and Consulting, Inc. He has 25 years of experience with a medium sized automotive fastener manufacturer, holding positions including Vice President of Engineering, General Manager, Director of Quality, Director of New Business Development and Applications Engineer. In 2012 he formed NNI offering technical and business training courses as well as technical consulting, expert witness and consultation work. He can be reached at 847-867-7363 or by email: [Lclaus@NNITraining.com](mailto:Lclaus@NNITraining.com). You can learn more about NNI at [www.NNITraining.com](http://www.NNITraining.com).

# THE VALUE OF APPLICATION ENGINEERING

When I entered the industry 30+ years ago, there was a fundamental shift taking place in automotive design and styling. Automobiles were being designed with an increasing amount of engineered plastics. For automotive designers this was groundbreaking as the flexibility of molded plastic provided numerous advantages. However, as many innovations go, it raised new, unanswered challenges. One of these challenges was how to successfully fasten and connect these new components. Although by that time there were several innovative thread forming screws for plastic materials available, they were new and mostly unrecognized so that engineers and designers were resigned to work with what they had.

One of my most vivid recollections of a misapplied fastener occurred in my second year as an Application Engineer. A customer contacted us complaining about a problem they were having and hoping that we could provide an immediate solution. The customer was an automotive OEM. On one of their more prominent vehicles they were experiencing a problem during transit. They would load the vehicles on railroad cars for transit across the country. When the railroad cars arrived at the receiving end, some of the cars could not be off-loaded because their batteries were dead. As they investigated this strange phenomenon they discovered that the glove box door was open on the cars with dead batteries. They quickly deduced that when the glove box door fell open, the light came on, and drained the battery. Although this would not happen in today's automobiles since they are able to detect such an event and shut off before draining the battery, cars thirty years ago did not have this capability.

The investigation was full on to determine why these glove box doors were opening up. It did not take long to discover the problem. The glove box door's inner and

outer panels were made of ABS, PC, or some other amorphous blend of engineered plastic. Amorphous plastics have many wonderful, positive attributes but one of their Achilles Heels is that they can be very sensitive to applied stress. In this case the OEM had assembled the glove box door inner and outer using a sheet metal (Type AB) screw. In sheet metal this screw is quite successful but can place inordinate amounts of stress when engaged into a plastic boss, which is exactly what it did in this case. This stress condition was further aggravated by the steady vibration the automobiles were exposed to by riding in the train car. The combined effect of the residual stress in the boss and the cyclic loading resulted in the bosses cracking, the inner and outer glove box panels separating and the glove box falling open.

The solution was pretty simple, replace the Type AB screw with a thread form innovated for plastics. Figure 1 shows this very scenario. The ABS boss and screws' diameter are identical. The difference is the type of thread. The Type AB screw cracks the boss while the thread form innovated for fastening into plastic is completely intact. The Type AB exerts much greater stress on the plastic resulting in its failure.



**FIGURE 1: TYPE AB SCREW ON LEFT AND SCREW THREAD FOR PLASTIC APPLICATIONS ON RIGHT**





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## Guy Avellon

Guy Avellon has been in MRO and Fastener Distribution for over 30 years, in such positions Sales Engineer, Chief Engineer, Manager of Product Marketing, Product Engineering & Quality and Director of Quality & Engineering. He founded GT Technical Consultants where he performs failure analysis, lectures on fastener safety, works for law firms and designs/audits Quality systems. He is a member of SAE, is Vice Chairman of the ASTM F16 Fastener Committee, Chairman of the F16.01 Test Methods Committee and received the ASTM Award of Merit in 2005. Guy can be contacted at 847-477-5057, Email: [ExpertBoltGuy@gmail.com](mailto:ExpertBoltGuy@gmail.com) or visit [www.BoltFailure.com](http://www.BoltFailure.com).

# WHAT FASTENER DISTRIBUTORS NEED TO KNOW ABOUT IDENTIFYING STAINLESS STEEL

The last article on stainless steels dealt with the different types of stainless steels. Generally, our common commercially available maintenance fasteners will consist of types 316 and 18-8. The 18-8 designation refers to a short-hand notation that these stainless steels contain 18% chromium and 8% nickel. However, 18-8 actually refers to five different types; 301, 302, 303, 304 and 305. Type 304 is the most common and exhibits the best properties of this group.

The 300 austenitic series exhibits the best corrosion resistance properties of all other stainless steels, but they are not very hard or strong. The hardness is read on the Rockwell B scale and the tensile strengths hover slightly over 80 ksi at best. This barely bests the strength of an SAE Grade 2 fastener at 74 ksi.

The 17-7 PH and 15-5 PH alloys are precipitation hardening, or age hardening alloys, that provide much higher tensile strengths and hardnesses, excellent fatigue properties and heat resistance to 900°F (482°C). They lack the chemical resistance of the 300 series but are still superior to other types of hardenable chromium alloys.

Although adequate in many applications, the FDA (Food and Drug Administration) has allowed type 304 in various food handling equipment. Of course, type 316 and 316L is permitted for all uses, but is more costly. Stainless steel can be electropolished to produce a smooth surface resistant to abrasion and erosion. Contaminants do not easily adhere to ensure purity of food products and the alloys are suitable for high temperature sterilization.

There are also no harmful chemicals in the steel

that can migrate into the food to cause bacteria or contamination. Whenever in doubt, check with local FDA authorities. This is because under certain conditions, type 18-8 will become pitted from meat juices and blood. Even common mayonnaise will pit type 304.

Strain hardening is another way of increasing the tensile strength of stainless steel. This is where the material is physically deformed into its plastic region from cold forming. The deformation leads into a reduced cross-sectional area that enhances its strength but will reduce the ductility of the part. Strain hardening a stainless steel fastener can produce tensile strengths equal to and greater than SAE Grade 5 (ISO 8.8).

Being able to modify the properties of certain groups of stainless steels have created specifications to which the products are produced that will enhance their performance characteristics.

The Unified Numbering System (UNS) employs an 'S' prefix, such as an 'S30400'. Many ASME (American Society of Mechanical Engineers) specifications reference these UNS numbers for special industrial heat or chemical applications. The last two digits indicate other alloy additions, such as Boron, as in S30464, for nuclear applications. The UNS is managed jointly by the ASTM International and the SAE International.

The ASTM has two committees for stainless products: The A193 and F593 Standards (there is a third which will be discussed later). The A193 is primarily for high temperature bolting and employs markings such as B8 or B8A for 304 and B8M for 316. In addition to the required manufacturer's registered identification marking.



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## Bruno Marbacher

Bruno Marbacher earned his mechanical engineering degree in Switzerland, he also holds a business degree. He started out as a tool and die maker (poly-mechanic) and over the years he has held various management positions in quality and engineering. During his time in America he has developed and given numerous seminars on topics related to the proper use of mechanical fasteners and machine elements, and assists engineers in solving fastening/assembly issues. His has groomed and directed many young engineers in fastening/assembly technology. He now offers his 40 years of experience through writing and lecturing.

# ISO SYSTEM FOR LIMITS & FITS - INTERCHANGEABILITY OF METRIC MECHANICAL FASTENERS WORLDWIDE

## *Making Things Fit Together*

Metric fasteners and machine elements can be fitted together worldwide. To assure this they must be manufactured to international recognized standards. However, there is another reason, why interchangeability should be achieved. The critical features of parts have their tolerances derived from the international system for limits and fits. Thus, mechanical machine elements made in a certain country of the world can be assembled with a part made in a different country of the world. In this article we provide some insight why this is the case.

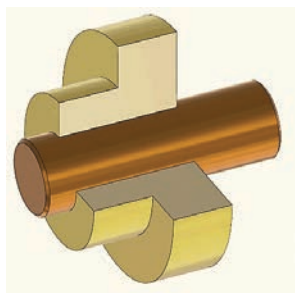


FIGURE 1

The ISO system for limits and fits was original designed for precision pins and/or shafts going into a precision hole. But now it is also widely used for metric fasteners etc.

For metric threads, a similar system has been designed to assure interchangeability, it will be addressed in a future article.

For thousands of years, parts were fitted together individually, which meant they were not interchangeable. They possibly could be fitted together if they were made by the same manufacturer (today, still the case with

some electronic/computer parts). With the introduction of mass production, it became evident that efficient mass assembly is only possible, if parts can be fitted together without a great deal of modifying and adjusting. This led to the creation of the ISO system for limits and fits

Negotiations to introduce a system for international use started in the 1920's. However, it took years to develop a practical system. The current system is based on the ISA system for limits and fits that was first introduced in the 1940's. Since the German standards association (DIN) was entrusted with the creation of the system, it obviously was based on the metric system.



FIGURE 2

## *The System Is Used Worldwide*

Today, the tolerance system is used by all industrial nations including the U.S. Although the system was created in metric, there is also an inch version available. ANSI B 4 .1 is based on this system.

The system is intended to provide a systematic approach to fit two parts together, namely a pin/shaft fitted into a part with a hole, regardless of whether they are made in-house or at the other side of the world.





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## SALES INQUIRIES vs FCH SOURCEFINDER INQUIRIES

by Eric Dudas

### ***A brief explanation of a sometimes confusing aspect of the FCH Sourcing Network.***

For many fastener industry professionals, **FCH** is known as the go-to place to locate hard to find items or to make quick spot buys. We're called "Screwgle" by some because of the vast amount of material you can find in our database, all at no charge. ([www.fastenersclearinghouse.com](http://www.fastenersclearinghouse.com))

The other side of the equation is the huge number of sales inquiries we send to FCH members. And that's where a bit of confusion sometimes comes in.

The most misunderstood aspect of the **FCH Sourcing Network** is the **SourceFinder RFQ** system. To clear up the confusion, SourceFinder Inquiries are RFQs that are sent to all FCH members who are set up to receive them. They are NOT based on a member's inventory listings.

Inventory Inquiries, in contrast, are sent to an individual FCH member when someone searching the network finds the member's part during a search, and then inquires about that part directly to the member.

The SourceFinder RFQ system has been included with membership since FCH first began operating, to add extra value to being a member of the network. Since there are times when people come to FCH in urgent need of a part, and that part isn't listed in the database (As giant as it is!), the system guides the user to create an RFQ which is then broadcast to all participating FCH members. That's a SourceFinder Inquiry!

Some FCH members join the network just to receive

SourceFinder RFQs! They make spot sales and pick up new customers in the process. Other companies do not participate in the SourceFinder system, and turn off the feature using their FCH member account settings.

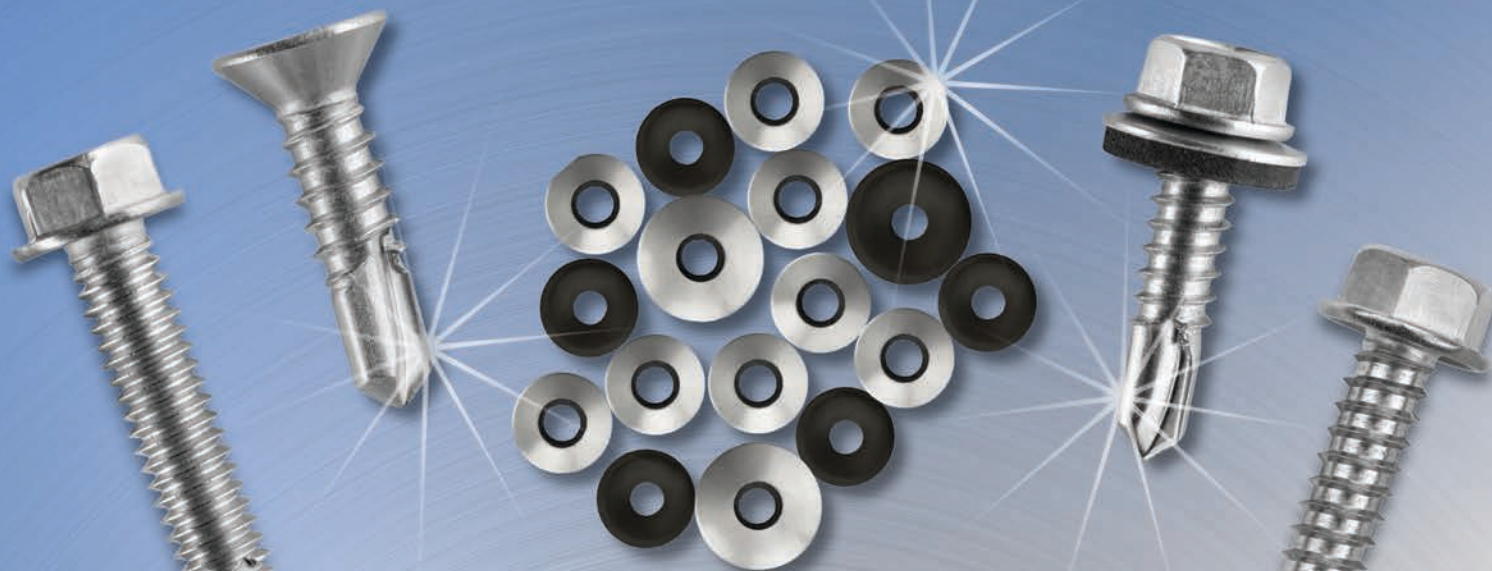
Members who login to the network can view the inquiries they have received, both Inventory Inquiries and SourceFinder Inquiries, from the Inquiries tab on the toolbar. The inquiries are archived there for 90 days by default.

Going forward, FCH is developing the SourceFinder RFQ system to improve the overall quality of the process. For example, members will be able to define more precisely the kinds of inquiries they want to receive. The system will then shift to a pay per use model, which will be a change from the "all-included" but less focused model offered currently.

Inventory Inquiries generated from FCH member listings are the vast majority of inquiries that come through FCH, but SourceFinder Inquiries are also a lucrative benefit for many FCH members. Still, some members have not been fully utilizing the RFQ system because they don't recognize the difference from Inventory Inquiries, or they simply don't see the potential value. If that sounds like your company, then you should have a better idea after reading this information.

We're always glad to speak to fastener distributors! Contact FCH for assistance in configuring your account settings to take full advantage of this growing part of the FCH Sourcing Network, or if you have questions about getting your company on board the network. ●





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# BUSINESS AS **THE NEW** USUAL

*Choosing the right software to streamline your workflow has never been more vital in establishing an effective work-from-home culture*

The Covid-19 Pandemic has given us much to contemplate over the last few months and as winter approaches, there is still uncertainty about what the future might hold. One aspect of life that is becoming clearer is how businesses will adapt to the new way of working with the many health and safety restrictions still in place.

The coronavirus has abruptly changed the way we work. With one of the largest social experiments the world has ever seen being forced upon society, businesses have had to mandate that a significant portion of their employees must work from home.

For decades there has been the argument that much of the work taking place in large office spaces could be accomplished from home. Businesses were loath to test the theory for fear that there would be a reduction in employee productivity, but now, out of necessity, more

and more businesses are realizing that the opposite is true. Employees are embracing the challenge; with Covid here for the foreseeable future, working from home effectively is one way to help your business survive.

In order for your remote workforce to be effective, businesses must be efficient and streamlined with their processes, ensuring vital information is readily available. For the Fastener Industry in particular, the synergy between the workplace and remote employees is especially important, and this is where the experts at **INxSQL Software** excel.

**INxSQL** is the Fastener Industry's leading provider of ERP Distribution software and is the go-to resource for fastener professionals who are looking to streamline their processes and maximize their productivity, efficiency and ultimately their profits in this new work-from-home era.

*continued on page 18*



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## THE RIGHT CHOICE FOR SUCCESS

**INxSQL** was founded in 2003 by a small team of people from the distribution software industry, with the goal of delivering a state-of-the-art software for wholesalers, distributors and manufacturers. The result is a technically advanced system, an easy user interface and an affordable solution that grows with the needs of the customer. But, offering a game changing ERP Software was not enough, it needed to also have that essential component that is missing in other solutions. That's why we built a support team that is extremely accessible, knowledgeable in the industry and has expertise in solving the real life problems.

From accounting and operations to warehouse management functions, **INxSQL** gives you the freedom to work the way you want with a simple, yet powerful platform that delivers increased productivity without the high cost or complexity of other solutions.

*Thank you for your help in getting INxSQL integrated into our company. The transition has been the easiest and smoothest of any software I have experienced.*

**Joe Cogar** General Manager, Pro Stainless

To ensure success in the new workplace, remote workers must be seamlessly connected to the business as if they were physically in the workplace. The experts at **INxSQL** have you covered with their **Fully Integrated ERP Solution**. The **INxSQL** software is fully integrated in real-time. If this is not the case with your software system you will experience delays during syncing. Imagine having a sales force selling product that is not on the shelf because your third party or bolt-on module has not updated yet. Similarly, delayed communications with your customers through lack of up-to-date information can damage sales and reputation. Your software solution should be enhancing your business, not work against you, especially when you have your remote workforce relying on it. Trust **INxSQL** to provide accurate data, on-hand when you need it.

*continued on page 20*





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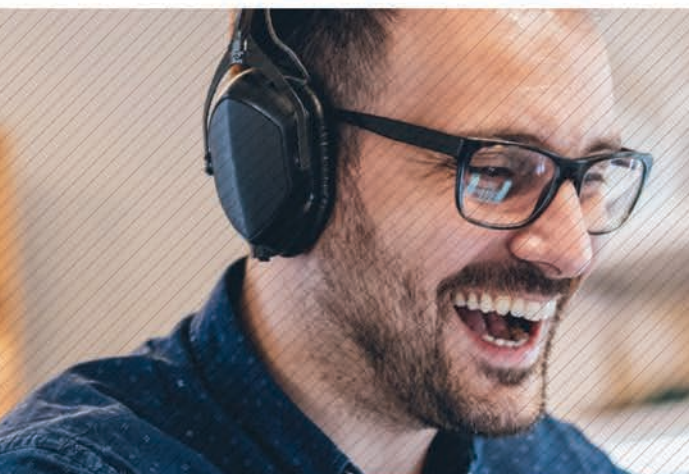
Whether you are cloud based or have an on-site server, remote connection from anywhere should be easy. Remoting into **INxSQL** from out of the office is seamless and does not affect the look and feel of the software. Functional for all aspects of business operations - access data for inventory management, sales order processing or business analytics - fast, easy, up-to-date information is key while your staff cannot be at their desks.

**INxSQL's Order Automation** uses third-party integration with Artificial Intelligence (AI), similar to facial recognition software. The format of the received order is learned, and as more orders come in, the AI adapts and evolves

to eliminate errors. The AI-driven technology extracts the data and automatically uploads into **INxSQL**, accurately creating the new order. From order receipt to order creation, the manual data entry element is removed, helping employees work smarter, not harder.

*"Order Automation has quickly become a vital aspect of our best business practices" states Dianna Czajkowski of Beacon Fasteners and Components. "Our order processing time has been reduced by over 50% with expectations of 75% by the end of 2020. This software efficiency has practically eliminated the redundancies of order entry and freed up our staff to better serve our customers."*

**INxSQL** provides all the tools your employees need to access your operations remotely and still maximize efficiency while not in the workplace. *continued on page 22*



*We have been able to improve our business operations due to the ease of use and communication. I highly recommend this software package*

**Julian Lopez** Power Supply Components

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**User Account features** include RFQs, order look up, order status and order tracking. Users can also view a list of previously ordered items, wishlist items, make account inquiries and view and pay open invoices.

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**Item/Product Catalogs** are controlled by the software. Determine which products are shown on the website, allow for promotional offers, create menus, shop by brand and set web tables - all determined by the information help within the database. The package also offers the ability to create product menus based on categories within the database, show items out of stock, update pricing and allow enhanced SEO capabilities. Additionally, a powerful website search function offers enhanced product search using part numbers, names or descriptions.

Diversify your sales strategy and reap the rewards. With a diminished or remote workforce, compromised by not making those important in-person sales calls, **INxSQL** is your essential partner, offering a range of affordable, professional quality, high functionality, easy to manage eCommerce products. *continued on page 132*



*INxSQL's INxMOTION allows me to be more efficient while working remotely, by reducing the need for me to contact the office for customer account and sales information.*

**Stephanie Wood** Sales Representative, Fastener Supply Company





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# MAKING FUN OF DIN TO ISO CONVERSIONS

by London Penland

Things have changed and I intend to embody that truth within this article. As an ex-high school science teacher, I've learned that there is no better way to truly engage an audience on a topic that is innately bland and technical than to incorporate the points that need to be driven home within a story. Here is the story of my first year in the industry. You will find that I incorporate bits of technical information for your consideration so that you can apply that knowledge as you make careful decisions about other conversions. Furthermore, I will name drop some people and resources that could be helpful for you as related to this subject particularly and very likely in relation to other subjects as well.

If there is one thing 2020 has taught us it must be that change is inevitable, but sometimes it can be for the good and usually it is awkward. I've been fortunate to work as the social chair for Young Fastener Professionals during this time. This opportunity has allowed me to talk consistently with business leaders across the country. Within the array of opinions about COVID-19, I have noticed a common theme: the industry is changing and quickly. Some changes are good, like leaders learning the necessity of compassionate leadership or the implementation of technologies to better enable our various systems. Some of that change is a bit awkward as we convert to new ways of doing things, including innovative ways to engage customers, while accounting for the relatively "old-school" approach our industry tends to favor.

The same is true for the story of DIN to ISO conversions. Eurolink Fastener Supply Service specializes in sourcing and importing hard to find metric fasteners, particularly those that are to a DIN or ISO standard, and we just celebrated our 20th anniversary in July. In the twenty plus years that we've been in business, we have watched and participated as the industry has moved to embrace ISO standardized fasteners. I am very fortunate to be with a company that highly values precise technical knowledge and has staffed a team of highly experienced and knowledgeable employees whom have been willing to mentor me without hesitation.

After a few months into joining the industry, I was invited by Brian and Eric at Fully Threaded Radio to discuss DIN to ISO conversions. They had seen my weekly VLOGs in which I would break down the differences between the DIN and ISO standards for similar fasteners and wanted my input on some questions related to these standards on their "Screwzapalooza" episode. We started off with some light conversation of course, like how the common metric standard for full thread hex head cap screws, DIN 933, overlaps with ISO 4017, with some exceptions, namely at the M10, M12, M14 and M22 sizes, and how these differences are consistent with their DIN 931/ISO 4014 counterparts (partial thread hex head cap screws). That's when Brian put me on the spot and asked, "Why ISO standards though?", followed by an unabated roasting of the French. I suggest giving that segment a listen, just for a few laughs at Brian's wit and my nervous laughter.



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## JASPER INDUSTRIAL SUPPLY - A DIFFERENT APPROACH TO SUCCESS

I (virtually) sat down with Brent Atkins from Jasper Industrial to learn more about his company. Brent was kind enough to share his story.

### *In The Beginning*

Jasper Industrial Supply was founded in 1980 by Jim Clements in Jasper, Indiana.

Jasper was the perfect location for the company. Jasper is in Dubois County. According to the Dubois County Museum, it is considered the "Nation's Wood Capital" due to all of the woodworking manufacturers of different furniture types, ranging from Kimball Grand Pianos to MasterBrand Cabinets. The manufacturing economy in such a sparsely populated location is fascinating. Much of the businesses in town are built on the OEM companies or those that service and supply them.

### *Acquisitions*

Brent and Matt Bajorek bought Jasper Industrial in February 2018. He shared that the reason they bought the company was because of the business model, the financials, and the existing team of employees. They knew it would be profitable, and they also knew they could grow it.

Before Brent and Matt showed up, there were some challenges that the company had to overcome. Over time, the sales and margins coming from the big OEM companies began to shrink. The previous owner, Jim Clements, shifted his core business from the OEM companies to about 120 Amish custom cabinet manufacturers in Davies county about 40 minutes away. Brent and Matt bought the company with a mission

to grow it and do it quickly. When they purchased the company, about 80% of the sales were to Amish cabinet companies, but no customer represented more than 9% of the business. It was very diversified.

To expand their reach, they searched for another company to purchase. In June of 2019 they purchased Stac Industrial Supply, which complemented what they already had. The acquisition of Stac helped obtain new product lines and another great team of employees. Stac also made a good fit because they had the opposite business model. 80% of their business was to local OEMs, with the remaining more diversified. Stac had relationships Jasper did not have with these OEM's, and now they are selling traditional Jasper Industrial Supply products where they were not before. Additionally, they are now selling traditional Stac products to the Amish communities that they were not previously. There were a lot of synergies, and the ROI was realized immediately.

Their goal when they bought the company was to grow it. It wasn't big enough for two executives. They are now looking to bring in a third executive to lead up their fastener division. Brent and Matt both came from the corporate world, but they both had entrepreneurial desires for a long time. They have energy and a commitment to the company, each other, and their families. They want to build an enterprise that can take them to retirement and hopefully have their children run it someday.

They had seven employees in February 2018, and they now have 25 full-time employees and three part-time employees. They also started a software development company that created a program for their custom cabinet manufacturers to help with order entry from their dealers throughout the country.

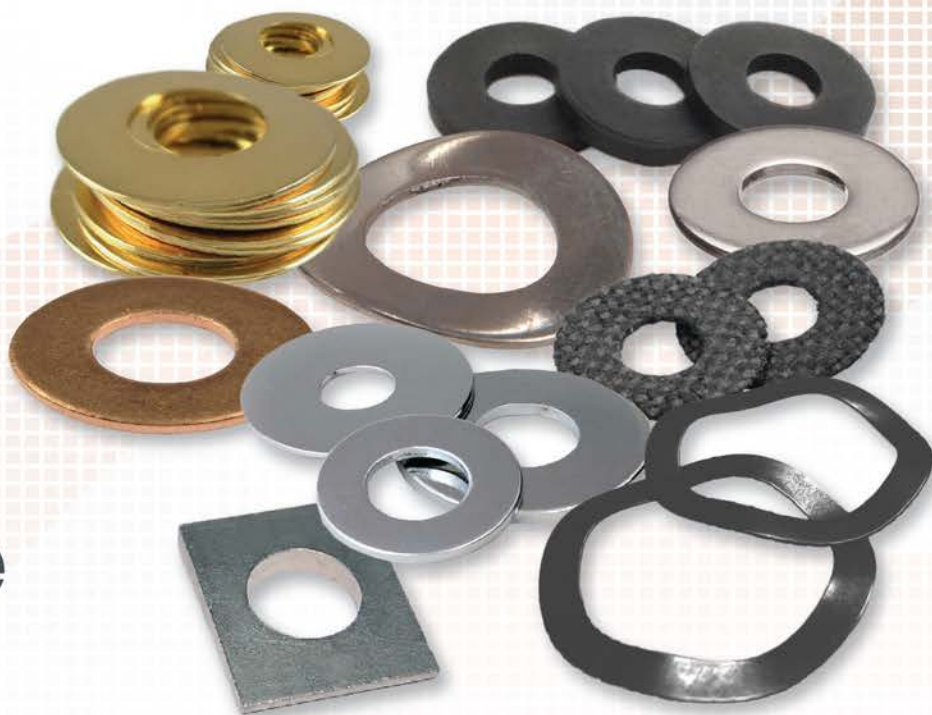




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## STAFDA'S ANAHEIM CONVENTION GOES VIRTUAL

by Georgia H. Foley, CEO

**"Conventions are Forbidden."** It doesn't get any more final than that. On July 13, 2020, California's Governor Newsom pushed the state back into Phase 1 due to a surge in COVID-19 cases with no reopening date on the horizon. His "Conventions are forbidden" statement doomed STAFDA's November 8-10 Anaheim Convention & Trade Show for the Specialty Tools & Fasteners Distributors Association (STAFDA).

This news was very disappointing since STAFDA's exhibit hall was 60% sold within the first two weeks of registration opening on June 29. This overwhelming response from STAFDA manufacturers was a clear indication they want to resume face-to-face meetings with their distributors and representative agents. STAFDA

distributor members were also registering for the Anaheim meeting as they too wanted to get back to 'business as usual.'

STAFDA worked diligently with Anaheim officials and the Anaheim Convention Center in recent months on safety protocols, health protection, and every action to assuage attendees' concerns. Despite taking all necessary precautions while anticipating others, STAFDA's in-person meeting was not meant to be in a year of canceled conventions and trade shows.

Like other groups, STAFDA quickly transitioned to a virtual meeting format incorporating all of the Anaheim components members would have experienced, in-person, this November in Anaheim.

"Virtual" Anaheim will be held Monday/Tuesday, November 9-10 and open with the General Session on

Monday morning, November 9. It'll feature STAFDA's signature "Year in Review" before transitioning to state of the industry speeches from STAFDA President, Greg Hughes, Kinnunen Sales & Rentals, Stillwater, OK followed by Maria Ford, President of Commercial Construction-North America for Global Tools & Storage (GTS), Stanley Black & Decker.

Keynoter speaker, Silicon Valley icon, Guy Kawasaki, will present **LIVE** from his office in Northern California. Kawasaki is the former chief evangelist for Apple in addition to founding several tech start-ups. He'll focus on one of his books, *Enchantment*, and how to bring about a voluntary, enduring, and delightful change in other people.

Kawasaki's program will simultaneously be recorded. During the lunch break, a guitar duo, the Acoustix, will take member requests **LIVE** via text and email, then sing the songs to make it an all request show.

Onward to "24 hours of STAFDA" for the Trade Show! As an international association spanning countless time zones and the International Date Line, STAFDA's Trade Show will be like the famous French car race, "24 Hours at LeMans." To tie into STAFDA's November 2021 Convention & Trade Show in Charlotte, NC, the three top distributors who make the most exhibitor connections in 24 hours will receive a gift card to the Richard Petty Driving Experience to use either next November in Charlotte, or at one of 17 tracks around the country. There will be a leader board where everyone can see who the top three "racers" are once the Show ends.







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## A LOOK AT THE NEW M-GRIP™ T304 STAINLESS STEEL LOCKBOLT SYSTEM

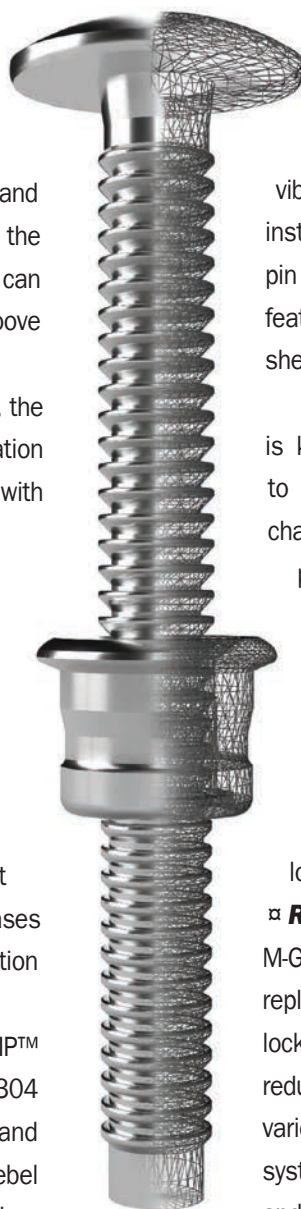
In continued efforts to improve the industry standard, Goebel Fasteners has developed a patented new multi-grip lockbolt system made completely from T304 Stainless Steel. In applications where a wide grip range is needed and a consistent flush pin break to the collar is favorable, the Goebel M-Grip™ is the new and improved standard in the market. Essentially the M-Grip's wide grip range and various sizes can replace up to 14 sizes of the classic 6-groove locking fastener system.

Similar to all Goebel engineered fasteners, the M-Grip™ provides a top level of quality and vibration resistance. The M-Grip™ installs consistently with reliable and identical installed values.

### Advantages of the M-Grip™ Lockbolt System

✧ **Multi-Grip Design** - The M-GRIP™ wide grip range and various sizes can replace up to 14 sizes of the classic 6-groove locking fastener system. The unparalleled advantage of using a multi-grip part is that it improves cost efficiency, lowers inventory costs, and increases job site performance by simplifying the installation process.

High Corrosion Resistance - The M-GRIP™ pin and collar parts are made of polished T304 stainless steel. These newly developed and patented parts are only available from Goebel and promote a high corrosion resistant solution. Stainless steel is the time proven solution for industrial applications, especially in harsh environments.



✧ **Vibration Resistance** - The M-GRIP™ has been tested and developed to be vibration resistant in all applications. During the installation process the collar is swaged onto the pin and locks in place via the grooves. The locking feature guarantees consistent clamping forces, shearing and tensile values once installed.

✧ **Flush Breaking Pin** - Stainless steel is known as a ductile material and the efforts to guarantee consistent flush breaking was a challenge. To ensure consistency, we developed a patented design that has proven to break flush every time.

✧ **Efficient Installation Process** - Choosing the best tool for your application is simple depending on the frequency of use. All our tools are user intuitive and our parts are easy to identify on the job site. M-GRIP™ lockbolts are installed within seconds.

✧ **Reduced Inventory of Standard Parts** - The M-GRIP™ wide grip range and various sizes can replace up to 14 sizes of the classic 6-groove locking fastener system. This major advantage reduces the need to stock multiple parts for various sizes. Creating a cost efficient inventory system is vital in today's manufacturing setting and these parts will help you achieve that. Our M-Grip™ parts will save you time, space, and money by simplifying your inventory process. 



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# SPIROL®

## THE DIFFERENCE BETWEEN ALLOY STEEL & CARBON STEEL COILED SPRING PINS by Jeff Greenwood, Product Sales Engineer

Coiled Spring Pins provide superior strength and flexibility compared to many other types of fasteners. Coiled Pins also absorb shock and vibration effectively and therefore function as active components in dynamic and fatigue applications. Material selection is critical in order for the Coiled Pin to exhibit the spring properties necessary for optimal performance.

Carbon steel and alloy steel are the most cost effective and versatile materials available for use in Coiled Pins. These materials are readily available, easy to process, and have very uniform and predictable performance characteristics. While these materials have limited corrosion protection, they are adequate for most applications. Both materials provide similar mechanical properties and should be viewed as equivalent for Engineers from a design standpoint.

Description	High Carbon Steel	Alloy Steel
Grade	UNS G10700 / G10740 C67S (1.1231) / C75S (1.1248)	UNS G61500 51CrV4 (1.8159)
Specification	ASTM A684 / A684M SAE J403 EN 10132-4	ASTM A506-05 EN 10132-4
Hardness, Vickers	HV 420 – 545	HV 420 – 545

Carbon steel is less expensive than alloy steel, which is why it is the generally preferred material for Spring Pins. However, Coiled Pins with large diameters ( $> \varnothing.500'' / \varnothing 12\text{mm}$ ) should not be produced from carbon steel because they cannot be quenched quickly enough to achieve the desired mechanical properties needed for static or dynamic applications. Hence, alloy steel is the material used for large diameter Coiled Pins because the quenching requirements are more relaxed and therefore achievable.

### Heat Treat Overview

All carbon steel and alloy steel spring pins are heat treated to optimize strength, flexibility, and hardness. The heat treat process for Spring Pins manufactured from these materials involves base hardening, quenching, and tempering. Heat treating allows manufacturers to manipulate the microstructure of a product, and this is important because the microstructure dictates its characteristics.



**HEAT TREATED COILED SPRING PINS**  
**CARBON STEEL (LEFT)**  
**ALLOY STEEL (RIGHT)**

The first step is base hardening, where the Coiled Pins are heated to temperatures just under 2000°F (1100°C), exceeding the eutectoid temperature at which the microstructure is austenite. At this point the material's microstructure can be controlled by quenching, which is the process of cooling the material to ambient temperatures. The rate (time to ambient) at which a material is quenched dictates the resulting microstructure. Iron-carbon alloys quenched from the eutectoid temperature can result in three primary microstructural products of transformation: pearlite, bainite, and martensite. Martensite exhibits the best mechanical properties of the three. In Spring Pin functionality, this equates to shear strength, fatigue life, flexibility, hardness, etc.



## distributornews

### Advance Components

is now stocking and distributing a new kind of fastener that addresses the discomfort associated with face masks.

Face Mask Comfort Straps by ARaymond Industrial were created in response to an ARaymond customer's request for a fastener that would:

- Relieve ear discomfort caused by the use of face masks.
- Work with the existing elastic straps on masks already procured in mass quantities.
- Be produced quickly in large quantities.

The design team for ARaymond Industrial/North America came up with a strap consisting of multiple sets of retaining tabs, for various head sizes, that were then 3-D printed and tested with local medical professionals to confirm functionality. Once the design was validated, the production team developed manufacturing processes to boost speed to market. Nine days later, a mold was running parts in production quantities.

"Stocking and distributing a fastener that brings relief to people who must wear a face mask for long periods of time, is both important and gratifying," says Gary Cravens, president of Advance.

# SPIROL

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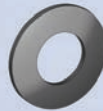
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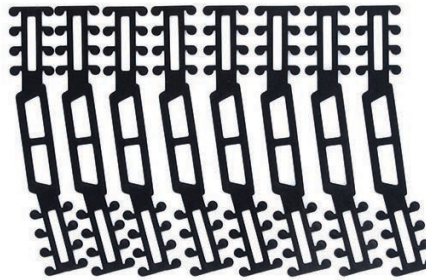


Pre-stacked Discs come shrink-wrapped with a perforated tab.

Made in the



## distributornews



Advance and ARaymond Industrial have also worked together to ship more than 7 million Palnut® Push-Ons for use in the manufacturing of COVID-19 testing kits.

"Our solid partnership with ARaymond helped us expedite shipment of these parts that were, and still are, critical during this

uncertain time," says Cravens. "We are happy to take part in the fight against the pandemic, and couldn't have done it without the help of ARaymond."

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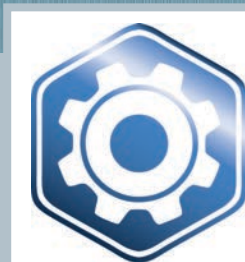
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## THE BUSINESS EDGE - INDUSTRY-LEADING SOFTWARE FOR UNCERTAIN TIMES by Dennis Cowley

We have been hearing many people saying they want to “wait and see what happens.” While some people are making bold moves, many do not feel comfortable committing to any significant changes. There are times when circling the wagons and doing nothing until the dust settles is your best chance for survival. Sometimes it’s the worst thing to do. The key is to know what your situation is. That is not easy when so many of the things happening are out of your control. A critical piece of the puzzle you should have control over is information directly related to your business. Are you running on a system that has been good enough for many years? Could a new system allow you to make better decisions and do more with less effort?

### *Focus Your Focus*

Do you know what customers, products, categories, and activities are most profitable for your business? How quickly can you view your sales activity in summary and detail? The Business Edge’s™ “Sales Summary Inquiry” has become a very popular tool for people to find out where they are doing well and where they are not. You can select one of fifteen categories to summarize a date range of sales. Additional options allow you to summarize any combination of customers, products, branches, and document functions. This single inquiry gives you 240 possible outcomes. The results are presented quickly in a customizable grid for review.

Is acquiring new customers one of your key performance indicators? How easily can you see how many customers you have on-boarded by month or year? Another popular feature is the “New Customer Sales Inquiry.” The inquiry will summarize your sales by month or year, separating sales to new customers from existing

ones. For each category and totals, the inquiry includes optional columns for cost, sales, profit, GP %, number of invoices, etc. Double-click on any row to drill down into the detail for each period.

To help you go beyond anything we have thought of, every grid in the system can be sent to Excel with the click of a button. These are just a couple of examples of the hundreds of inquiries that come standard with The Business Edge.™

### *Customer Expectations*

Customer service expectations are higher than ever. People demand real-time answers to all of their questions. People expect their vendors to have better access to information about their open orders and sales history than they do. They are quick to point out, “amazon does it, why can’t you?”

Customer service is the best way for a company to differentiate itself. It is even more important for companies that sell commodities like fasteners and industrial supplies. Immediate access to the information you need is critical to meet your customers’ demands.

The Business Edge™ puts everything in front of you on customizable screens. Every screen lets you select what you want to see with its unique drag-drop optional information grids and optional fields. You determine if a field or a column in a grid is not important to you on any given screen. Simply uncheck a box, and it will be hidden until you change your mind and recheck the box. It’s that easy. Every user can make their screens look the way they want, and the system will remember their settings the next time they call it up. No need to call a programmer to request a change; you can do it yourself.





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## 3Q - UNLIKE ANY OTHER FASTENER INDUSTRY COMPANY

3Q, Inc. was started in order to support fastener distribution with programs to enhance inventory management during the financial crisis of 2008. The tradition continues over 10 years later with products and services unlike any other company in the fastener industry. Our goal is to provide a single part number solution with inventory programs to improve customer service and profitability. Our updated website is the link to all the programs and services 3Q, Inc. currently provides customers in North America.

### **Remote Managed Inventory**

**Program:** This is the premier VMI program for the fastener distributor looking for inventory turns and risk reduction to provide the highest level of customer service. Increasing your bottom line is important, but so is having the capital to grow your business. Imagine the inventory asset

account being lower and the cash on hand account being higher all while maintaining excellent customer service levels. We have the answer - 3Q, Inc. Remote Managed Inventory.

**Value Added Services:** Secondary processes are nothing new to 3Q, Inc. Our proven supply chain secondary processes allow 3Q, Inc. to provide a complete single part number in the carton, labeled and ready to ship to your customer. Our customers enjoy reduced risk, no inventory loss and known cost with overall reduction in soft cost. 3Q, Inc. is located in the Chicago area and

has relationships with the very best sources for plating, painting, coatings, sorting, drilling and so much more. After all the secondary processes are finished – are

you in need of kitting or poly-bagging? Our in-house Packaging and Assembly can complete the job to your specifications. Stop funding the freight companies and turn to 3Q, Inc. for a complete solution.

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Fastener products delivered to your dock with a true and contracted landed cost. Change in currency? Not a problem. Overseas freight increases? Not a problem. Raw material increases? Not a problem. Your cost is locked in! Our unique relationship with fastener manufacturers extends beyond the standard buy/sell purchasing agreements. 3Q, Inc. has invested ownership in our overseas sources. We understand

the structure and management of the global fastener supply chain. 3Q, Inc. has the long-term relationships that have earned the respect of our supply base. We reduce the risk and provide unquestionable value to the fastener distributor.

Why not contact us today and see how we can help your company break out of the old and try something new. You might end up saying the same thing a fastener buyer said last year. ***"3Q, Inc. is the best thing to happen to this purchasing department in over 20 years and we have some great suppliers."***





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# INSPECTING SCREW AND BOLT STRAIGHTNESS

When a screw or bolt's length exceeds eight times its body diameter (example: 1/2-13 X 4") straightness becomes a concern for many end users. If a long screw or bolt is not sufficiently straight it can create significant assembly problems for the end user, which can then result in customer complaints or rejects for the fastener supplier.

When measuring bolt straightness, any area containing swell under the head should be avoided. ASME B18.5 states; The length of any permissible swell on the body under the head or neck of bolts should be excluded from checks for shank straightness. A good rule of thumb is to hang about 1 times the shank diameter outside of the jaws when performing this check.

### *Straightness Gages in ASME Standards*

Several of the American Society of Mechanical Engineers (ASME) B18 standards appendices contain an attribute type of gage for determining part straightness. The pictured gage consists of a base plate with one stationary side rail and one adjustable side rail. The gap between the rails is set with a pair of micrometer heads. This style of gage is quite versatile and cost effective, as it will accommodate a range of diameters and lengths.

Most of the ASME standards are consistent in their straightness specifications. Screws and

bolts up to and including 12 inches in length can be bowed .006 inches per inch of length. Parts exceeding 12 inches can be bowed .008 inches per inch of length. If a user's application requires a part straighter than these limits, they must specify their required straightness limits on their print and/or purchase order.

In the case of our 1/2-13 x 4" long example, the maximum allowable bow would be .024" (4" length x .006" per linear inch). When using this attribute type gage, you would add the allowable bow (.024") to the basic diameter (.500") of the bolt, and set the gap in the jaws at .524". You would then rotate the fastener 360° in between the jaws. If the part binds, you have exceeded your maximum bow or camber. If it rotates freely, you are within your allowable bow or camber.





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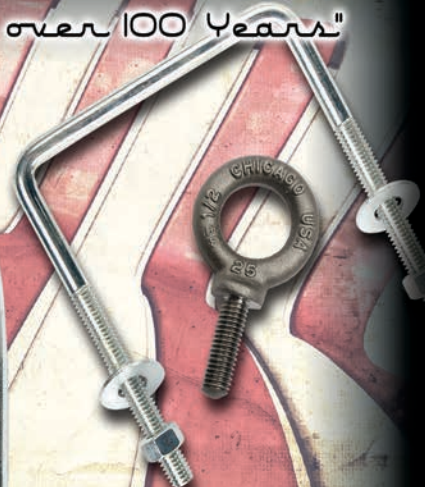


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## EARNEST MACHINE: SHAKING UP THE STATUS QUO

### ***Turning Culture Into a Competitive Advantage in the Industrial Distribution Market.***

When you think of “best places to work” rankings, what companies come to mind? Tech giants such as Google, FaceBook, LinkedIn and Adobe for sure. And then there are non-tech companies with great reputations like Costco and Trader Joe’s. However, there’s an industrial distribution company in suburban Cleveland that is shaking up the status quo by using its innovative culture and exceptional employee focus to drive a best-in-class customer experience.

Earnest Machine is a 73-year-old fastener distribution company led by CEO Kirk Zehnder. “The employee experience is about cultivating an atmosphere of fairness and respect,” says Zehnder. “We treat our employees as internal customers.” With this philosophy, Zehnder is building upon the undeniable link between the employee experience and the customer experience. And this approach is working: Earnest has been named to the coveted Northcoast 99 eight times, recognizing it as one of Northeast Ohio’s great workplaces.

How do they do it? It’s all about living their core values, which you could say they do earnestly. The definition of “earnest”—resulting from or showing sincere and intense conviction—certainly applies to how they promote their core values. Simple yet powerful, these values drive everything they do:

- ✧ We do what we say we will do
- ✧ We put the customer first in our decision-making
- ✧ We respect customers, suppliers and one another
- ✧ We embrace change

To give you an idea of how pervasive the core values are, let’s follow the journey of an Earnest employee, starting with the interview.



### ***A Surprising Culture Driven by Core Values***

When you enter Earnest’s bright, open and contemporary office, you’ll see smiling faces at open cubicle-style workstations, who move from floor to floor via a funky concrete spiral staircase. Even the CEO works out in the open, where he’s always available to chat. It’s not exactly what you’d expect from a third generation “machine” company. In the conference room there’s no large table – instead, there are sofas and sleek coffee tables. Your interview takes place in a relaxed group setting, and the first topic of discussion is always the core values.



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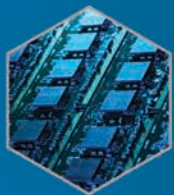
## ADVANCED TECHNOLOGIES

Since 1955 ND Industries has specialized in the development of innovative materials and processes which increase the safety and reliability of fastener assemblies.

ND serves a global market with divisions across the continental US, Taiwan, and licensees around the world. ND's core business revolves around the application of a wide variety of materials onto fasteners and assemblies to aid in functions such as locking, sealing, masking, lubricating, and noise and vibration dampening. ND also manufactures a line of bottled products under the Vibra-Tite® brand name for MRO and retail use.



From two base products in 1965 to currently over two hundred twenty, ND continues its tradition of cutting edge research and development with the regular introduction of unique materials along with competitive brand offsets.



### ELECTROLOC®

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### THERMOLOC® 1500

ND's highest temperature chemical threadlocker. Initially performs like a vibration dampening compound. Once temperatures reach 750°F (400°C), a secondary activation begins, causing the fastener to be permanently locked in place. Tested to over 1500°F (850°C).

## 3M AUTHORIZED APPLICATOR

Did you know that ND is an approved 3M applicator? Further proof why ND should be your one stop shop for pre-applied fasteners.





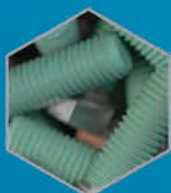
## ND PATCH® HI-TEMP

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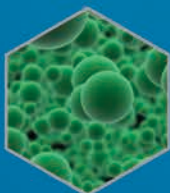
## THREAD ARMOR® VC

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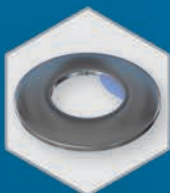
## EXPAND-A-LOCK®

A unique pre-applied microencapsulated expanding threadlocking & sealing compound. Increases in volume 20-50% on installation, penetrating the gaps in fastener threads typically unfilled by conventional threadlockers.



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## Anthony Di Maio

Anthony E. Di Maio attended Wentworth Institute and Northeastern University. In 1962 he started working with Blind Fasteners as Vice-President of Engineering & Manufacturing for two blind rivet manufacturers. He has been Chairman of the Technical Committee of the Industrial Fasteners Institute (IFI) and is still involved in the writing of IFI specifications. In 1991, he started ADM Engineering and is working with Fastener Manufacturers developing new fasteners and special machinery. He can be reached at ADM Engineering, 6 Hermon Ave., Haverhill, MA 01832; phone and fax 978-521-0277; e-mail: [tdimaio@verizon.net](mailto:tdimaio@verizon.net).

# BLIND RIVETS HAVE THREE DIMENSIONAL SYSTEMS

## [1] Inch System

Inch system is the system mostly used in the USA. This system incorporates the diameter of the blind rivet and the blind rivet maximum grip range in it's part number.

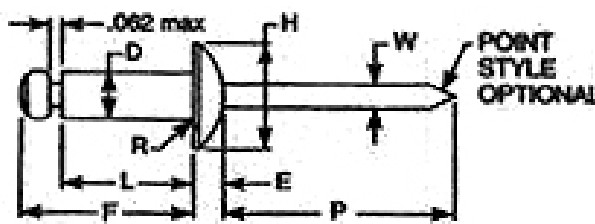
### **Example:- 64 size blind rivet.**

6 equals the diameter of the blind rivet and is the first number of the blind rivet part number. This first number, which in this illustration is 6 and this number has a base factor of 1/32. Therefore,  $1/32 \times 6 = 6/32$  reduced  $= 3/16$ . A 6 diameter blind rivet is a 3/16 diameter blind rivet.

The second number 4 has a base factor of 1/16. Therefore,  $1/16 \times 4 = 4/16$  reduced  $= 1/4$ . A 64 size blind rivet has a maximum grip range of 1/4.

This means that a 64 size blind rivet is a 3/16 diameter blind rivet that can fasten components having a maximum thickness of 1/4 inch.

When calculating both diameter and maximum grip range, always reduce the fraction to the lowest denominator. Example:-  $6/32 = 3/16$  and  $4/16 = 1/4$ , both 6/32 and 4/16 have been reduced to their lowest denominators.



As you can see the length "L" of the blind rivet has no relationship to the blind rivet part number. Now the question is, "what is the grip range of a blind rivet that is in my hand" Let us assume you have a size 64 blind rivet in

your hand. A size 64 blind rivet has a maximum length "L" of .450. if you measure the "L" dimension of the 64 rivet in your hand and you find that "L" is .437, then subtract one rivet diameter from .437 - .187 = .250. 250 equals 1/4 and this is the maximum grip range of the blind rivet in your hand. You then measure the diameter and you find that the diameter measures .187. therefore, you have a 3/16 diameter blind rivet with a .250 maximum grip range. Now you know the blind rivet is a 64.

Let us calculate another size blind rivet. A size 410. The first number 4 has a base factor of 1/32,  $4 \times 1/32 = 4/32$  reduced, is 1/8. Therefore, a 410 is a 1/8 diameter blind rivet. 10 is the maximum grip range with a base factor of 1/16,  $10 \times 1/16 = 10/16$  reduced, = 5/8 equals the maximum grip range.

Again, holding the blind rivet in your hand and not knowing the maximum grip range. IFI-114 shows length "L" in their specification and it shows "L" maximum is .775. You measure the length of the rivet body and you find that it is .750. Subtract the diameter of the blind rivet .125 from .750.  $.750 - .125 = .625 = 5/8$  maximum grip range. You then measure the diameter of the blind rivet and you get .125. This is a 410 blind rivet.

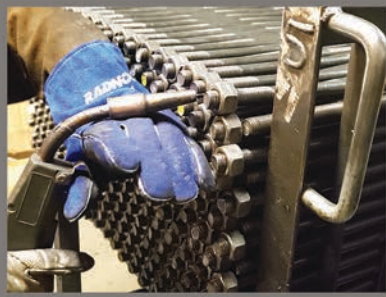
## [2] Soft Metric

Soft metric is sometimes used here in the USA. Soft metric is when the inch dimension numbers are directly converted to the metric equivalent.

**Example:- rivet size 64 which we know is a 3/16 diameter rivet having a 1/4 maximum grip range. 3/16 is converted to metric which is 4.8mm and the maximum grip range of 1/4 will read 6.4mm.**



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## Joe Dysart

Joe Dysart is an Internet speaker and business consultant based in Thousand Oaks, California. A journalist for 20 years, his articles have appeared in more than 40 publications, including The New York Times and The Financial Times of London. During the past decade, his work has focused exclusively on ecommerce.

Telephone: 631-256-6602; web: [www.joedysart.com](http://www.joedysart.com); email: [joe@dysartnewsfeatures.com](mailto:joe@dysartnewsfeatures.com)

# TEAMS SOFTWARE: VALUABLE TOOLS FOR MANAGING REMOTE WORKERS

Increasing numbers of fastener distributors allowing more staff to work remotely are turning to teams software to ensure they can manage those employees efficiently.

Indeed, Google – a key player in teams software – has decided that nearly all of its 200,000 employees and contract employees will be working remotely through July 2021.

“The virtual work phenomenon is here to stay – and it’s only going to involve more people over time,” says Jeanne MacDonald, President of Global RPO Solutions for Korn Ferry.

Fortunately, fastener distributors of all sizes have a cornucopia to teams software to choose from to guarantee that their remote workers can easily communicate with one another, quickly get together for group audio or video calls – or even collaborate on a long term project that might last months or years.

Moreover, the good news is that when leveraged expertly, teams software can actually increase productivity.

Specifically, a study of worker productivity at businesses in March and April 2020 – many of which were relying on

remote workers – found that productivity increased 47%. ([www.businesswire.com/news/home/20200519005295/en/Prodoscore-Research-MarchApril-2020-Productivity-Increased-Led](http://www.businesswire.com/news/home/20200519005295/en/Prodoscore-Research-MarchApril-2020-Productivity-Increased-Led))

“The common assumption is that remote workers are

less productive than those who are in a traditional office,” says Crisantos Hajibrahim, chief product officer, Prodoscore – the company that conducted the study. “But our ability to capture, integrate, and analyze workplace data shows otherwise.”

Currently, more than 100 teams software platforms in varying configurations are currently competing for your business, according to Capterra, an online software review firm ([www.capterra.com/collaboration-software](http://www.capterra.com/collaboration-software)).

Most are designed to offer managers and staff a quick-and-easy way to check-in, communicate and collaborate on projects in a shared, virtual space.

Many also offer users the ability to share their screens with co-workers and work together online with popular software packages like Google Docs, Microsoft Excel or Salesforce.



**“THE VIRTUAL WORK PHENOMENON IS HERE TO STAY -- AND IT’S ONLY GOING TO INVOLVE MORE PEOPLE OVER TIME,” SAYS JEANNE MACDONALD, PRESIDENT OF GLOBAL RPO SOLUTIONS FOR KORN FERRY**



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## Robert Footlik

Robert B. Footlik, PE is a retired Professional Industrial Engineer. With over 50 years' experience as a Warehouse and Logistics Consultant to a wide variety of clients including Fastener Distributors, Bob has a wealth of valuable information for our industry and he is willing to share it. While Footlik & Associates is now closed, his expertise is still available to his friends and our readers. For friendly advice, a second opinion or just to start a conversation, he can be reached at [robert@footlik.net](mailto:robert@footlik.net).

# AS THE WORLD CHANGES AROUND YOU

My articles in the Spring and Summer issues of this magazine covered some of the people considerations of your business, especially the warehouse where fitness and mental health are the key factors in keeping property and people safe. Then Covid-19 hit. At this point there are thousands of articles, tips and contradictory advisories regarding things to do, or not do, to insure that the workspace is "safe." There is no need to add to this overload because the truth is that no one really knows enough to formulate real solutions.

Anyone who claims to be an "Expert" probably isn't.

There are huge political ramifications in turning a relatively routine epidemic into a Pandemic and then taking it to the higher level of a "Panic-demic." One has only to look at the history of Yugoslavia since 1995 to see some frightening parallels. The November elections will be pivotal in terms of taking the United States and ultimately the world in some totally new direction. And my crystal ball just turned into a "Magic 8-Ball" and now shows "Maybe."

But in the meantime you and your company need to provide some truly essential services to stay in business and rebuild a world economy that has been devastated by political malfeasance, media irresponsibility and malevolent agendas as well as disease. Fasteners really do hold the world together and as companies resume production your role is more vital than ever.

The world of distribution and logistics fancifully called "The Supply Chain" has radically changed and your marketing, warehouse and operations will need to change with it. The Lockdown accelerated these changes exponentially and what was an upward trend became



almost vertical overnight as everyone turned to online ordering for both needs and wants. Amazon has expanded massively to meet these demands and now sets a very high standard for rapid, on time, reliable delivery and this has been done in ways you cannot

meet...no matter how hard you try going head to head. But independent Fastener Distributors can still leverage their core strengths to stay viable and even prosper.

### *Changes in the Marketplace That You Can Use Effectively*

People everywhere have now been fully trained to use any reasonably competent online ordering process. Thanks to Amazon and others personal purchases using the Internet are now commonplace and at the very least you need to reevaluate your internal and external Internet and order processing just to keep up with competition. Is it simple, easy to use and most importantly are you providing the information that customers need? There are major differences between consumer purchasing errors and business to business purchases that can potentially shut down a production line.



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## distributornews

**Advance Components** is proud to announce a new partnership with Caillau, a top manufacturer of hose clamps. Advance will now stock Caillau's extensive CLIC series of hose clamps and pliers.

Caillau's CLIC series includes the CLIC, CLIC R and CLIC E hose clamps, which are engineered to create a secure connection on hoses and spigots in extreme temperatures and applications.

CLIC Clamps are made of stainless steel and provide:

- ✧ High clamping force & circularity color-coding for multiple diameters
- ✧ Efficient spring function Resistance to pull-off, disconnection and vibration stresses
- ✧ Quick assembly & disassembly

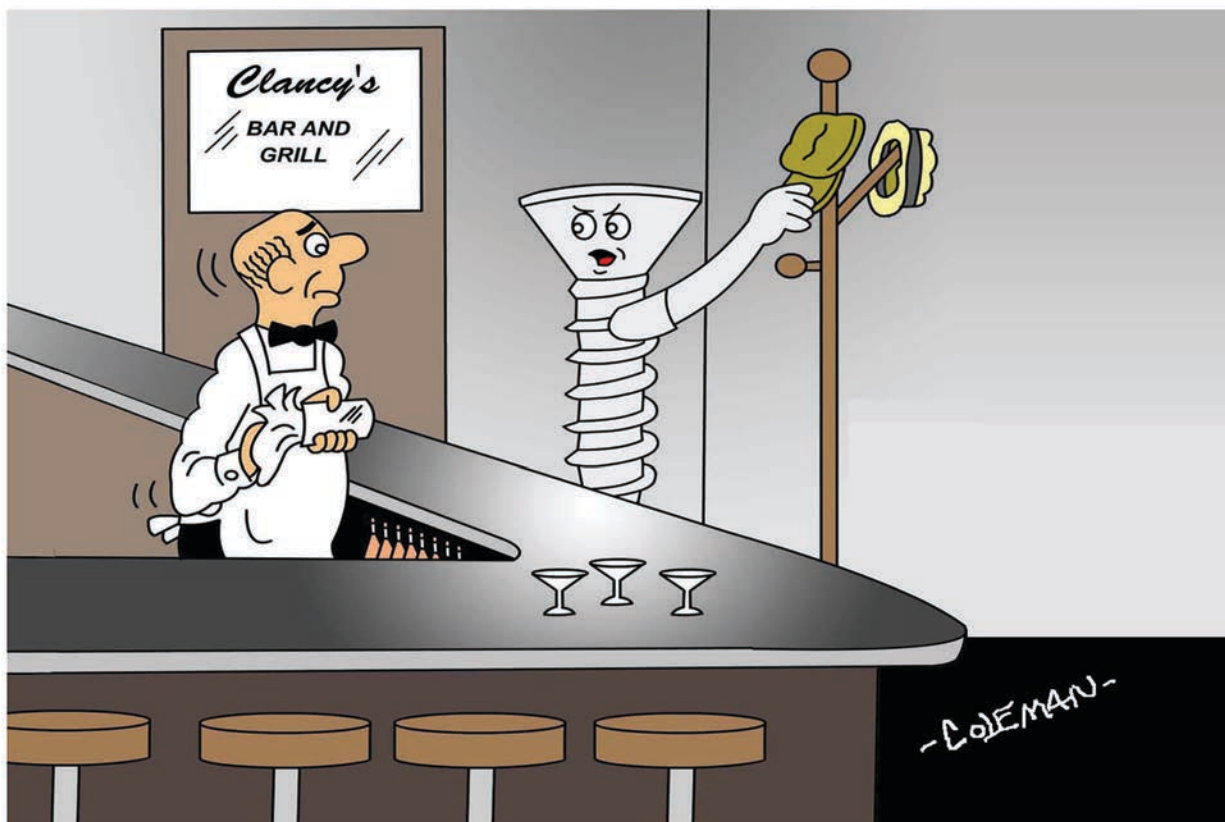
"Caillau CLIC hose clamps are a great addition to the products Advance brings to the industry," says Gary Cravens, Advance's President. "Our goal remains to be a customer-focused company, so we work hard to provide the best products, the best prices and the best customer service, and Caillau is the perfect fit."



All CLIC clamps are IN STOCK and ready for same day shipping.

Advance Components is a master distributor of ARaymond/Tinnerman, AVK Industrial, Heyco Products, Parker Fasteners, Vogelsang, Caillau, Davies Molding, Essentra Components and more. Based in Carrollton (Dallas), TX Advance is a trusted supply chain partner for manufacturers and distributors in the industrial market, and carries a large variety of in-stock products that are available online 24-7.

For more information contact Advance Components at 2920 Commodore Drive, Suite 100, Carrollton, TX 75007. Tel: 1-800-275-7772, email: [sales@advancecomponents.com](mailto:sales@advancecomponents.com) or visit them online at [www.advancecomponents.com](http://www.advancecomponents.com).



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### ZIP FASTENER PRODUCTS ADDS TO ITS EXPERIENCED TEAM

Zip Fastener Products, Inc. a domestic cold heading ISO 9001-2015 registered manufacturer established in 2004, located in Rockford Illinois is excited to announce Brian Stark will join our experienced team as Vice President of Sales and Marketing. He brings over 25 years of collaboration in cold forming for industry leading manufacturers. Brian's knowledge of the fastener market will help propel us to the next level in our core markets of construction, power tool, HVAC, furniture, small engine, power sports as well as new vertical segments.

Holding a Bachelor of Science in Construction Science from Kanas State University along with having served on boards including the Industrial Fastener Institute (IFI), Lions Club and previous member of National Fastener Distributors Association (NFDA) and Mid-West Fastener Association (MWFA) and IFI Division One Chairman will bring a fresh perspective to our team.

Zip Fastener Products range from special and semi-standard cold formed external and internally threaded fasteners and cold headed components starting from #4 (M3) up to 1/2 " (M12) diameters. With in house secondary capabilities to trim, shave, slot, drill (cross and through hole) and tap, grind, captivate and pinch point. Coupled with single die and multi-station headers we manufacture collar and double ended studs, weld screws, shoulder bolts, high performance thread rolling screws for plastic and metal, thread cutting screws carriage bolts, pins and many other configurations.

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#### BUSINESS FOCUS ARTICLE

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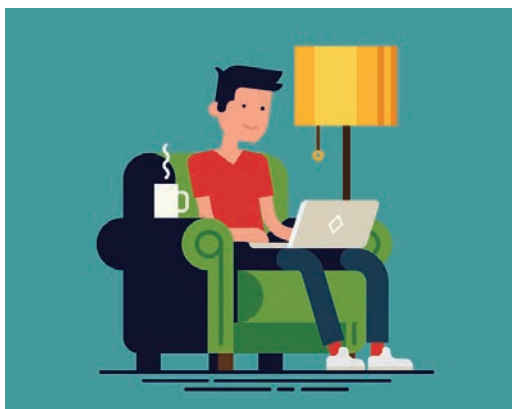
## Jim Truesdell

James Truesdell is President of Brauer Supply Company, a distributor of specialty fasteners, insulation, air filtration, and air conditioning with headquarters in St. Louis. Mr. Truesdell is adjunct professor at Saint Louis University and Webster University. An attorney and frequently published writer, he is the author of "Total Quality Management: Reports From the Front Lines".

# REMOTE WORKERS - THE CUSTOMER'S PERSPECTIVE

The pandemic is transforming great swaths of the workforce into "remote workers" who are handling their work responsibilities in their own homes. Gone are the "in office" banks of customer service people sitting side by side and handling customer orders, requests for quotes, complaints, requests for adjustments, shipping information, compliance with government forms, billing questions, product specifications and requesting technical assistance. This is the bread and butter of business—and how well it is performed determines which enterprises will be successful and who will win the biggest share of the market.

Much of what we are reading these days are glowing reviews of the new workplace and how well companies and workers are adapting to remote work. Workers are happy with the new found freedom and flexibility, and companies are looking at the prospect of lower overhead as offices can be closed or square footage of office places can be cut. What we do not hear is reports of how well customers are being served. At best, those companies who are claiming success are touting that they have maintained their service levels. But there is, I fear, an undercurrent not being reported of workers who are not following through on their tasks and of management taking a laissez faire attitude as the managers themselves are also a little too casual in their work habits with the built in excuse that "the demands of the current situation have increased wait times."



If the remote working solution is so great, why are so many people complaining about long wait times (often ending in disconnects which force the customer to start the process all over again), lack of call backs, inability to find solutions and even the frustration of having no one at all to talk to until someone at the business chooses to call them back? How many customers will be lost to a competitor who has set up sufficient controls to ensure people are really working, or (bucking the conventional wisdom) who have their workers present in the office utilizing necessary protocols of masking, social distancing and the like while preserving their service-oriented cultures?

Companies that are part of the supply chain for physical goods seem to be doing better in keeping up their essential roles in our society. Other than the curious shortages of toilet paper and hand sanitizer, most of the shelves of retailers and wholesalers are filled with the goods needed to keep the wheels of civilization turning. Those warehouse workers, delivery drivers, point of sale clerks and maintenance people are out on the front lines wearing their masks and doing the job. It is oftentimes the support networks of intangible products where information and human contact are often not readily available. I have directly experienced and have heard many stories about people seeking information who call the relevant company only to find a recorded menu of phone extensions where a message can be left.



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## Nelson Valderrama

Nelson Valderrama is the CEO of Intuilize, a software Service platform that specializes in helping mid-sized distributors transform data into profits. With more than 22 years' experience as P&L manager executive for major PE firms and industrial distributors. Nelson has dedicated his career to help business uncover hidden competitive advantages and unleash the power of data in the new Digital Economy. For more information contact by email [nelson@intuilize.com](mailto:nelson@intuilize.com) or visit [www.intuilize.com](http://www.intuilize.com)

# IS YOUR BUSINESS BENCHMARKING ITSELF TO TACKLE COVID-19?

If your business is finding it incredibly difficult to make sales decisions right now based on data in the era of COVID-19, believe me, you're not alone. Business leaders around the nation are facing more uncertainty than they have in decades. How can we really understand macroeconomic trends in such an unprecedented time? How can we gather and utilize accurate sales performance data during the pandemic?

We all know that flying blind during this unpredictable time will lead to huge mistakes and missed opportunities — So what exactly can you do to give your business the best chance to succeed?

I was recently talking this issue through with a client of mine and we found ourselves focusing on one really important strategy for finding clarity amid the chaos: benchmarking.

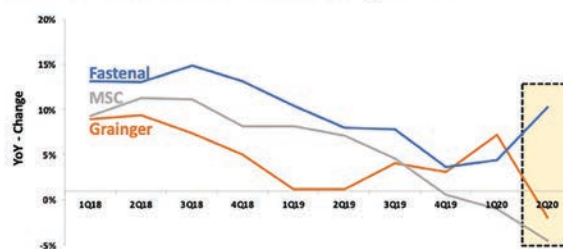
While no one really knows what cards will be dealt to us for the rest of 2020 and 2021, we CAN prepare ourselves and organization to make the most of opportunities we are presented with as they come. By getting sophisticated about our benchmarking, manufacturers and distributors can better monitor sales, assess performance and GM% against the market, use insights to avoid disaster, and capitalize on potential recovery scenarios in 2020 and 2021 to maximize your profits during the next twelve months.

### *Benchmarking in Action in the Real World*

To get a realistic picture of how we can apply benchmarking in the real world, let's take a look at a few

of the top public distributors and how their sales have performed pre- and post-COVID-19:

**YoY Sales Growth of Public Companies**



Now of course, we don't know in detail the exact strategies or execution efficiency of these three companies (unless you happen to work for them), but when you compare the results, you can create empirical benchmarks, for example:

1. That it is possible for a company to have a growth rate (YoY) for Q1-2020 between 5-10%
2. That in the middle of COVID (Q2-2020) someone (Fastenal) found a way to actually benefit from the pandemic (the majority of this growth came from sales of PPE)
3. Having a diversified basket of products (as MSC does) is not a bullet proof strategy

### *Let's Dive Deeper*

Looking at this graph, I'm sure many would have the same first question in mind: What happened to MSC?!

As you can see below, since July 2019 the company was struggling to find ways to grow and COVID-19 only exacerbated those challenges.



## distributornews

**The NEFCO Corporation,** a leading provider of an extensive and dynamic portfolio of products, services and solutions for the professional contractor, opened a new location in Syracuse, New York to further support and service the professional contractor trades in Central New York. This new facility will be our third location in New York State.

The new Syracuse facility is located at 4629 Crossroads Park Drive. The new 10,000 square foot warehouse will house thousands of SKU's across a wide variety of NEFCO's core products known by the acronym S.H.A.R.P.® – Strut channel, Hardware, Anchors, Rod and Pipe hangers as well as broad mix of power tools, safety equipment, and general jobsite supplies.

"We are excited to expand our New York footprint and continue to provide an extensive product offering to our valued customers," said NEFCO's President and CEO, David Gelles. "Being proud Syracuse fans, we are thrilled to finally have a location in the Syracuse Area and better showcase our product offerings and wave our orange and blue colors!"

The NEFCO Corporation is a family owned and operated construction supply company providing a broad range of products and services to a large variety of professional contractors.

For more information contact NEFCO Corporation Toll-free at: 1-800-969-0285 or visit them online at [www.gonefco.com](http://www.gonefco.com).

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## Roman Basi

Roman Basi is the President of The Center for Financial, Legal & Tax Planning, Inc. Roman graduated from Milliken University obtaining a Bachelor's of Science Degree with a minor in Psychology. He earned an MBA from Southern Illinois University with an emphasis in Accounting and received his JD degree from Southern Illinois University. Roman is a licensed CPA as well as being a licensed attorney in Illinois, Missouri and Florida and is in high demand for his expertise in financial, legal and tax matters. His areas of expertise include mergers and acquisitions, contracts, real estate law, tax and estate planning.

# WHAT'S THE NET INVESTMENT INCOME TAX AND HOW DOES IT APPLY TO ME?

The Net Investment Income Tax (NIIT) effects most taxpayers; however, it has a more substantial impact on business owners and investors. Under the Internal Revenue Code (IRC) Section 1411, the NIIT was created and placed into effect on January 1, 2013. The NIIT is applied at a rate of 3.8% to certain net investment income of an individual and for trusts and estates that have income above the statutory thresholds. These thresholds, unlike most, are NOT annually adjusted for inflation.

Having been put into effect in 2013, the NIIT affects income tax returns of individuals, estates and trusts, beginning with their first tax year on (or after) Jan. 1, 2013.

The statutory thresholds are set at the following amounts based on the filing status of the taxpayer(s).

Filing Status	Threshold Amount
Married filing jointly	\$250,000
Married filing separately	\$125,000
Single	\$200,000
Head of household (with qualifying person)	\$200,000
Qualifying widow(er) with dependent child	\$250,000

You may be wondering, "What is included in 'Investment Income'?" In general, investment income includes, but is not limited to:

- ✧ Interest
- ✧ Dividends
- ✧ Capital gains
  - Gains from the sale of stocks, bonds and mutual funds.
  - Capital gain distributions from mutual funds.
  - Gain from the sale of investment real estate (including gain from the sale of a second home that is not a primary residence).
  - Gains from the sale of interests in partnerships and S corporations (to the extent

the partner or shareholder was a passive owner).

- ✧ Rental and royalty income
- ✧ Non-qualified annuities
- ✧ Income from businesses involved in trading of financial instruments or commodities and businesses that are passive activities to the taxpayer (within the meaning of US Code section 469<sup>1</sup>).

It is also important to understand which types of income are not considered or included in Net Investment Income. This knowledge can help taxpayers to avoid or reduce their NIIT liability. Below is a non-exhaustive list of common types of income that will not be considered Net Investment Income:

- ✧ Wages
- ✧ Unemployment compensation
- ✧ Operating income from a nonpassive business
- ✧ Social Security Benefits
- ✧ Alimony
- ✧ Tax-exempt interest
- ✧ Self-employment income
- ✧ Alaska Permanent Fund Dividends (see Rev. Rul. 90-56, 1990-2 CB 102) and
- ✧ Distributions from certain Qualified Plans (sections 401(a), 403(a), 403(b), 408, 408A or 457(b))

Now, let's discuss some taxpayers and estate planning structures that are NOT subject to the NIIT. The tools of financial planning may be used to avoid the extra 3.8% tax on investment income. The IRS has listed on their website the following exemptions from NIIT:

- ✧ Trusts that are exempt from income taxes
- ✧ Grantor trusts
- ✧ Trusts not technically classified as "trusts" for federal income tax purposes
- ✧ Perpetual care trusts
- ✧ Electing Alaska Native Settlement Trusts





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## CONNECTING THE FASTENER INDUSTRY THROUGH IFE'S FIRST-EVER DIGITAL EVENT



The International Fastener Expo is the largest and most extensive business-to-business tradeshow for every type of fastener, machinery and tooling, and other industrial-related products in North America. Held annually in Las Vegas, Nevada, the expo is attended by thousands of participants from across the entire supply chain domestically and internationally.

This year, the pandemic and its resulting impact and restrictions have made it impractical to hold the live edition of the International Fastener Expo. Show organizers, Emerald, recognize the value that the show brings to the industry each year and are committed to facilitating and deepening industry connections digitally. To continue supporting business relations in the industry, the **International Fastener Expo is introducing its first-ever digital event – Match & Meet by IFE will take place on November 11-12, 2020.**

“This year, more than ever, an event such as IFE is crucial in connecting professionals in the industry. It’s a

shame that we won’t be able to see our peers on and off the show floor in a setting that we have become so accustomed to. But we remain committed to supporting your business goals in the best possible way. Match & Meet will be hosted on a powerful new digital platform that was carefully selected by our team and customized to the needs of this industry,” said Morgan Wilson, Show Manager, International Fastener Expo. Wilson added, “Buyers attend IFE to connect with their existing suppliers and develop new relationships all in one place. This year’s digital offering will do just that, allowing you to meet industry peers and learn from industry experts all from the safe and secure environment of your own work desk! We want to assure all our partners that we will be with you each step of the way and give you the right tools to make it easier to navigate this new platform – and our team is available to answer any questions that you may have. We want to be sure that you get the most out of our first Match & Meet event!”



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## VIRTUAL EXECUTIVE SALES PLANNING SESSIONS® DECEMBER 1-2, 2020 by Vickie Lester

One of the consequences of COVID was that we couldn't meet in Minneapolis this summer for NFDA's acclaimed Executive Sales Planning Sessions® (ESPS®). Just in time for year-end budgeting, we will provide you with the opportunity to meet with suppliers in a secure virtual format December 1-2.

So what is ESPS®? Think of a combination of a trade show and speed dating. You'll have timed 25-minute appointments in a private virtual setting to meet with current suppliers and prospective ones. You'll be able to set up appointments on an online platform.

Most NFDA members feel that ESPS® is one of the best services the association provides.

Learn more at [www.nfda-fastener.org](http://www.nfda-fastener.org).

### Young Fastener Professionals Plans Three Virtual Events

YFP's Virtual Speed Networking event in August was a blast. More than 50 people participated, and the feedback is that they want more of them and more time in the segments!

On October 15 YFP will present a webinar on



"Resources for Professional Development." There are lots of programs for fastener technology and business issues, but where do you go to learn skills to help you do your job and grow into the next level? Visit [www.nfda-fastener.org](http://www.nfda-fastener.org) for details.

And, stay tuned for a fun virtual social event on December 3, YFP-style!

### Put a Little Zip in Your Zoom

Yet another videoconference? Yawn. Your attendees are suffering from Zoom fatigue, and it's time to wake them up! Your Nerdy Best Friend, aka Author Beth Z, will share tips and tricks to make online meetings and events more engaging and interactive.

Join Beth Z to try out the techniques live to discover:

- ✦ The secrets of whiteboards
- ✦ Breakout room tips for productive peer-to-peer interactions
- ✦ Hacks for better and easier screen sharing
- ✦ Zoom settings for extra visual features

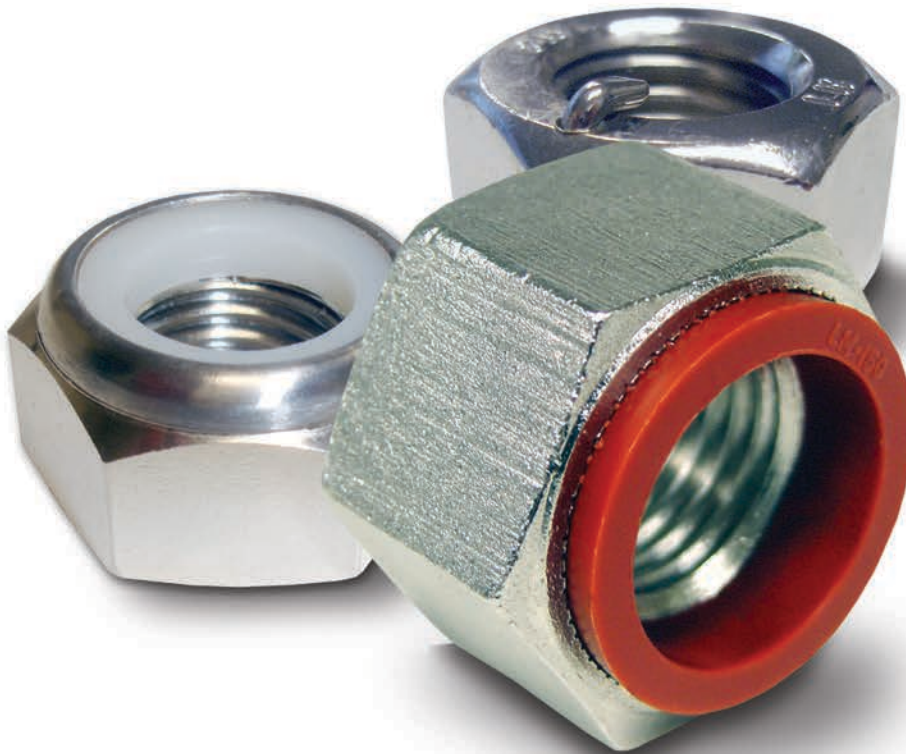
This virtual program takes place Thursday, September 17, 2020. It's free to NFDA and YFP members and only \$49 per company for nonmembers.





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# FASTENING 101 (VIRTUAL) - UNDERSTANDING THREADED FASTENERS AND THE INDUSTRY THAT PRODUCES THEM

Fasteners are part of the foundation of the domestic industrial sector. They can be found in infinite applications and, in some degree, are incorporated in nearly every machine or construction project of this era. The fastener industry comprises a multi-billion-dollar portion of the economy with users from industrial, aerospace, automotive and military sectors. Their features and properties vary extensively; not one unique fastener is applicable for every condition. There are also numerous fabrication processes, environmental requirements and quality conditions that influence the diversity of fasteners. Understanding the fundamentals of fasteners, how they differ, their specifications and capabilities are paramount to succeeding in this market basket that we call the fastener industry. These are the concepts presented in the Fastener Training Institute's acclaimed class, "Fastening 101", which is much more than just the basics.

For the third year, the Fastener Training Institute is proud to partner with Fastener Fair USA to present Fastening 101: Understanding threaded fasteners and the industry that produces them. This year, due to COVID19, this popular class will be presented virtually. Although the in-person trade show is postponed until June of 2021, the education portion of the event will be presented online and scheduled for late fall.

Instructed by industry leader Laurence Claus, "Fastening101" is a must for those new to the industry

as well as anyone who wants to know more about the products they buy, sell, warehouse and use. The seminar is perfect for manufacturers, distributors and end users. Students will explore how fasteners are manufactured as well as some basic engineering concepts. Topics include fastener design and material options, head styles and drive configurations, heat treatments and platings plus a discussion on why there are cost differences from one fastener to another. If you are not familiar with the basic mechanical properties of fasteners, you need to attend this class.

Unlike traditional fastener basics seminars that feature an image or simple training slide, "Fastening 101" takes students into the industry and helps them understand how and where fasteners are used. We review market segments and the differentials between them discussing automotive fasteners vs. aerospace fasteners vs. construction fasteners etc. We then dive into a basic understanding of how threaded fasteners work with an overview on tension, stress, pre-load, and torque.

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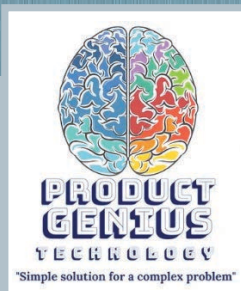
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## TRANSFORMATION IS WITHIN YOUR REACH

What is the optimal digital strategy for distributors in a business environment that is continuously changing?

Changes have forced industrial distributors to rethink their business strategy. Amazon has dramatically affected the game by becoming the 3rd largest B2B industrial distributor in No. America.

Today's B2B buyers are digital natives and are starting their online journey with search. So how does a distributor compete with costly and limited exposure?

The industrial distributor has had the task of translating huge amounts of data from large product catalogs into online buying experiences. Up until now there has been limited options for distributors about where to start and how to strategically use digital tools that are available today such as e-commerce, social media, mobile, CRM, analytics and omni-channel solutions to gain a competitive advantage.

The digitalization of the distribution channel is inevitable because change is happening all throughout the supply chain. If your business is not leading with a defined strategy, then it will become increasingly difficult to keep up with the competition.

Disruption, User Experience, Customer Experience, Digital Content, eCommerce, Taxonomy, Cloud, SaaS, PIM (Product Information Management) are a few buzz words of today. How can we understand the digital jargon

and convert them into a real actionable digital strategy for our businesses?

While you may think that they are not relevant to your businesses, the reality is that many B2B companies

are already capitalizing on these cutting-edge technologies, that are helping them drive revenue and cut costs.

Supply chains are changing, technology and the internet of things will drive the factories of the future. It is important to stay



educated about advances in technology no matter what stage your company is in its digital transformation. Manufacturers will look for distribution partners that can offer the best digital buying experiences.

So, a pending question for distributors and manufactures to ask themselves today is, "How can our business begin to use these technologies?"

What will it take to compete in today's fast paced changing business environments?

Think about the digital transformation like building a custom home. You are about to build your dream home, you would not build this dream home without a blueprint, would you?

Figuratively speaking you will also require an architect, a builder, electricians, carpenters, etc. The important factor is knowing what you want and getting the right people to help execute your vision.





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## TRADE SHOWS IN INDIA, RUSSIA, POLAND & GERMANY STILL SCHEDULED FOR AUTUMN 2020

Five fastener trade shows are still scheduled during October, November and December 2020:

- ✧ The August Fastener Fair India in New Delhi, was changed to October 9-10, 2020. [www.FastenerFair.com](http://www.FastenerFair.com)

- ✧ The 18th Fasttec International Trade Exhibition of Fasteners is scheduled October 27-29, 2020, in Moscow. [www.Fasttec.ru](http://www.Fasttec.ru)

- ✧ The 4th Fastener Poland remains as originally scheduled: November 25-27, 2020. [www.FastenerPoland.pl](http://www.FastenerPoland.pl)

- ✧ Wire Düsseldorf was to start the last week of March and was postponed to December 7-11, 2020. [www.Wire-tradefair.com](http://www.Wire-tradefair.com)

- ✧ The 19th Fastener Expo + Hand Tools Expo India was rescheduled from August to December 17-19, 2020 in New Delhi. [www.iihtexpo.com](http://www.iihtexpo.com)

At least 15 fastener trade shows have been cancelled or rescheduled during the Covid-19 pandemic.

- ✧ North America's largest fastener trade show, the International Fastener Expo, cancelled its 2020 trade show in Las Vegas. The next scheduled IFE is September 21-23, 2021, at Mandalay Bay Convention Center in Las Vegas.

The world's largest fastener trade show, Fastener Fair Stuttgart, was not scheduled for 2020. Held biennially in Germany, the 2019 trade show in Germany set attendance record of over 12,000 from 88 countries. There were 987 exhibiting companies. The 9th International Exhibition for Fastener & Fixing is scheduled May 18-20, 2021. Show management reports 623 exhibiting companies have booked 80% of booth space for 2021. [www.FastenerFair.com](http://www.FastenerFair.com)

- ✧ Fastener Fair USA's third trade show was originally to be late May 2020 in Charlotte, but has been postponed three times and is now scheduled June 22-24, 2021, in Cleveland. [www.FastenerFairUSA.com](http://www.FastenerFairUSA.com)

- ✧ The Mid-West Fastener Association's 39th annual trade show was to be a mid-June 2020 Tabletop. After considering postponement to later in the year, the MWFA board eventually cancelled for 2020. The next Tabletop is being planned for June 2021. [www.mwfa.net](http://www.mwfa.net)

- ✧ Since 2007 the Chicago-area trade show was Fastener Tech in odd-numbered years. But that full-booth trade show has been dropped and 2021 will be MWFA's traditional Tabletop. [www.mwfa.net](http://www.mwfa.net)

- ✧ The North Coast Fastener Association 12th annual Distributor Social in early May was first postponed to September and then cancelled for 2020. The next social is being planned for May 2021. [www.ncfaonline.com](http://www.ncfaonline.com)


- ✧ The Specialty Tools & Fasteners Distributors Association cancelled its November 2020 convention in Anaheim. The next convention will be November 7-9, 2021, in Charlotte. [www.STAFDA.org](http://www.STAFDA.org)

- ✧ The biennial Wire Expo was to be the first week of June in Connecticut. The Wire Association International suspended the trade show, which was a key part of what would have been WAI's 90th annual event. WAI switched its focus to the odd-numbered year's Interwire scheduled for May 10-13, 2021, in Atlanta. [www.Interwire21.com](http://www.Interwire21.com)

- ✧ The Taiwan International Fastener Show was planned for the fourth week of April, was postponed to October and most recently cancelled for 2020. [www.FastenerTaiwan.com.tw](http://www.FastenerTaiwan.com.tw)

- ✧ Fastener Fair Mexico was cancelled for 2020. [www.FastenerFairMexico.com](http://www.FastenerFairMexico.com)

- ✧ Fastening+Assembly Solutions and Technology traditionally held twice a year in the UK has no dates posted on its website. [www.Fastening-Solutions.co.uk](http://www.Fastening-Solutions.co.uk)

- ✧ The 14th Wire Southeast Asia is September 21-24, 2021 in Bangkok, Thailand. [www.Wire-SoutheastAsia.com](http://www.Wire-SoutheastAsia.com) 



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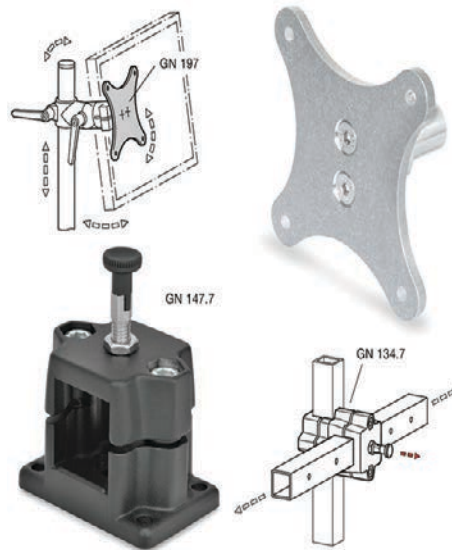
## distributornews

**J.W. Winco, Inc.**, a leading supplier of standard industrial machine components, announces the expansion of its Tube Clamp Connectors range.

JW Winco's tube clamp connectors range, with a variety of designs as well as linear units and accessories, covers a wide spectrum of use cases. Winco is now presenting a number of new products to further round out the selection.

The new monitor mounts GN 197, including VESA adapter plates as well as locking slide units GN 134.7 and GN 147.7, open up new possibilities offering the right solution for diverse customer needs.

Monitor mounts with connection stud - the use of touch screens, panels, displays, and monitors on production machines has now



become common practice and is defined by the VESA standard for mounting monitors. Winco utilizes this standard to create a practical interface in the form of a monitor mount that is coordinated with the existing portfolio.

## distributornews

The monitor mount is focused on the core functionality, and the connection stud makes it extremely simple to fasten the mount to all tube clamp connectors according to the given installation situation. In combination with rotary or flanged joints, it is possible to realize any number of degrees of freedom and adjustment options.

Locking slide units for recurring positions - with locking slide units based on universal or flanged tube clamp connectors, Winco is establishing a new category of format adjustment options within its product range. They allow for quick and easy movement to recurring positions on a square construction tube by means of a moving slide. The locking slide unit is stopped at the desired locations by an indexing, locking, or spring plunger that engages with the provided holes.

The variable connection element permits quick and accurate adjustment, making it suitable for use on all machines requiring individually defined positions. The matching hole patterns on the associated tubes can be obtained directly from Winco according to the service standard.

For more information contact J.W. Winco at 1-800-877-8351, fax at 1-800-472-0670, e-mail at [sales@jwwinco.com](mailto:sales@jwwinco.com) or online at [www.jwwinco.com](http://www.jwwinco.com).



## distributornews

**Solon Manufacturing Company** recently conducted testing on 17-7PH stainless steel flange washers to determine suitability with cryogenic flange applications.

Solon Flange Washers add elasticity to the fastening system in cryogenic flange applications where it is critical to use a spring material that provides excellent mechanical spring properties while remaining ductile when cold temperatures and corrosion prove problematic.

Solon Manufacturing Co. recently conducted an independent, third-party analysis on the suitability of using of 17-7PH stainless steel flange washers in cryogenic applications, such as the LNG industry.

The analysis is available for download on our website - learn more about the test procedure and results, along with resultant curves displaying typical load vs. displacement curve, elastic displacement and deflection on increasing and decreasing force.

Founded in 1949, Solon Manufacturing Company is a global leader in the design and manufacture of Belleville springs, washers, industrial pressure switch products, and SF6 gas density monitoring equipment to industries in over forty countries.

For more info contact Solon Manufacturing Company at 425 Center St., Chardon, OH 44024. Tel: 1-800-323-9717, Fax: 440-286-9047 or online at [www.solonmfg.com](http://www.solonmfg.com).

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## INTERNATIONAL FASTENERS: CONTINUED SUCCESS DURING THE PANDEMIC

As the fall season gets under way, International Fasteners, Inc. is usually packing up the booths and heading to the fall shows which include two of the biggest events of the year for them. But this isn't a normal year or a normal fall. This is the fall of 2020 and the year we all stayed home.

The construction business climate has managed to remain strong this year and IFI has also been fortunate enough to be considered an essential business. The biggest challenges have been for the sales team to be both grounded and remain relevant to their customers. So how does one of the best teams in the industry face such a challenge? They get creative and start having virtual sales meetings and online personalized trainings. They managed to revamp how they keep in touch with their customers and promote Daggerz™ brand fasteners in the marketplace. Additionally, the team comes together each week virtually for face to face time to share what they are


learning and what works with each other.

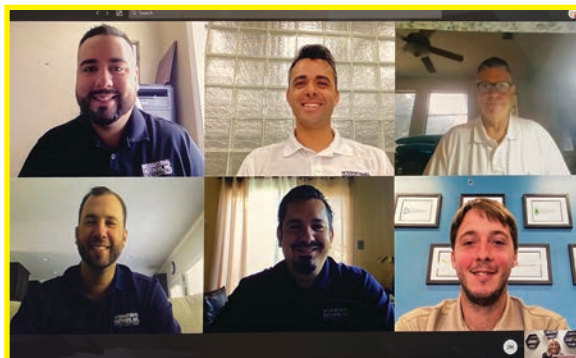
Has the pandemic hurt the IFI sales team? Not a chance. Armed with customized Daggerz™ face masks and safety as priority one, they carefully meet with accounts as requested and continue to maintain

the social distancing and overall guidelines set forth by both the CDC and by each company they visit. Travel is still very limited and differs by region in the country.

Known as The Distributor's Choice for Daggerz™ brand Quality Construction Fasteners, International Fasteners, Inc. has all of your construction fastener needs available in any of their six stocking locations throughout the USA. Product is offered out of warehouse in bulk

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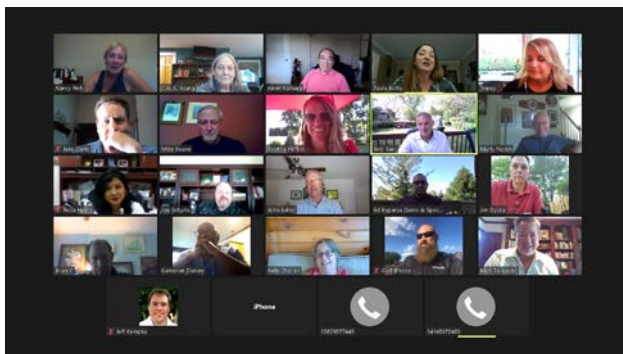
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## MID-WEST FASTENER ASSOCIATION

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## MWFA HOLDS VIRTUAL HAPPY HOUR by Nancy Rich



The format of Happy Hour has changed everywhere including with the MWFA. On June 25th, MWFA held a virtual Happy Hour to catch up with members and fastener friends. It was sad not to meet in person and catch up but at the same time it was nice to see some of our fastener friends who aren't able to make it to local meetings.

Although we've all been inundated with virtual meetings, it's still obvious the fastener industry enjoys networking. We may not be meeting in person but there is still no shortage of conversation catching up on the industry, checking in with each other and enjoying the chance to network virtually.

### MWFA Upcoming Events

**November 5** Scholarship/Elections Dinner Meeting  
Belvedere Banquets - Elk Grove, IL

**December 17** Holiday Party  
Medinah Banquets - Addison, IL

Refer to MWFA's website ([www.mwfa.net](http://www.mwfa.net)) for updates on these and previous postponed events. We would like to report rescheduled dates, for events canceled earlier in the year, at this time but it is too soon to report new dates or which events will be carried out.



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## NAW & CREDITSAFE USA PARTNER TO BENEFIT WHOLESALER-DISTRIBUTORS

***With cash-flow tight for many companies, this partnership provides wholesaler-distributors with access to data and insights so they can better anticipate and manage the risks of the COVID-19 economy.***

The National Association of Wholesaler-Distributors (NAW) has partnered with business intelligence experts, Creditsafe USA, to provide comprehensive and innovative credit management, compliance, and commercial data solutions to the wholesale distribution industry.

"This new partnership provides unprecedented access to the data our industry needs in the areas of business intelligence, credit management, compliance, and data," said Dirk Van Dongen, NAW President & CEO. "It is one more way that we can help wholesaler-distributors make smarter and more informed decisions, especially in light of the current pandemic."

Creditsafe USA was chosen as NAW's business intelligence partner due to their extensive database, integrated solutions, and real-time reporting that will allow wholesaler-distributors access to powerful commercial insights. Companies that take advantage of this partnership will be able to leverage data, analysis, and metrics which will provide them a competitive advantage as well as a better understanding of how COVID-19 is affecting their individual customers.


"We are ecstatic to partner with an organization like NAW," remarked Creditsafe USA and Asia CEO Matthew Debbage. "Their industry will enjoy unique access to our ability to automate and integrate data and decision making into their existing credit and collection processes, as well as to our industry leading COVID-19 Impact Score and Credit Risk Score."

The NAW partnership provides access to Creditsafe's Stay Safe Program which was developed in response to the pandemic to help every US business have greater access to commercial data so that they could make smarter business decisions. As part of this launch, NAW

and Creditsafe are hosting a "Cash is King... again" education series that includes research reports, videos, and webinars focused on credit and finance challenges and opportunities for the wholesale distribution industry. "We are always looking to help wholesaler-distributors be more innovative and to provide them with the best tools available on the market today," stated Van Dongen, "Creditsafe USA fits that criteria, and we are confident that this partnership will be extremely beneficial to our industry for years to come."

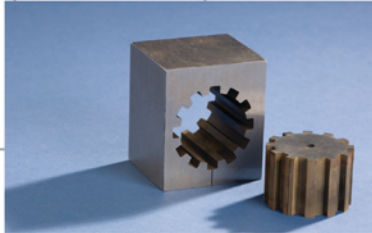
Creditsafe is the world's most used supplier of company credit reports. Privately owned and independently minded, Creditsafe is changing the way business information is used by providing high-quality data in an easy to use format that everyone in an organization can benefit from.

Creditsafe's global database is one of the most rapidly expanding in the industry and also one of the most comprehensive. Each day over 500,000 users around the world leverage the company's database to gather strategic, insightful business information. Creditsafe's database is updated over a million times a day with information gathered from thousands of sources. In 99.9% of the cases, reports requested by customers are delivered instantly. Over forty percent of Creditsafe's customers leverage the company's internationally reporting capabilities.

The National Association of Wholesaler-Distributors (NAW) is the national voice of the wholesale distribution industry in Washington, DC. NAW provides high value to its members and the wholesale distribution industry by advocating the interests of distribution companies before the government; providing groundbreaking, distribution-specific research and strategic management best practices via conferences, publications and webcasts; and providing leading-edge products and services highly valued by industry peers. 



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## HOW TO MEET PEAK PRODUCT DEMAND WITH EFFICIENT PALLET FLOW RACK by Ryan Wachsmuth

Retailers and the warehouses and distributors that support them know that empty shelves lead to lost sales. But, in any period of peak demand – whether in a crisis like a pandemic, hurricane or other disaster; or a holiday season, etc. – retailers' shelves can become notoriously empty when logistical bottlenecks occur in the supply chain.

When warehouses and distributors are driven to get more product to stores and consumers, having a more effective racking system that organizes the product and provides quick access for loading and unloading is essential.

In this respect, a pallet flow rack system is exceptional and can be a key tool in helping logistics professionals quickly and reliably meet peak demand whenever first-in, first-out (FIFO) product retrieval is required, while minimizing labor and forklift travel. On top of this, the racking can store up to 100 percent more product than selective racking and reduce aisle space by 75 percent.

Simply defined, this type of dynamic racking system is designed so that when the pallet in front is removed by a forklift, the pallets behind gently “flow” forward to replace it. Inclined tracks, rollers, and brakes – with an assist from gravity – are used to accomplish this task. New inventory is then loaded at the back end of the rack, facilitating FIFO product rotation, which is particularly valuable for items with expiration dates.

Flow storage is useful in many applications including ambient, cooler, and freezer environments, raw materials receiving and storage, work-in-process, buffer storage, finished goods and cross docking. It is also often successfully used in pick module and automatic storage and retrieval systems (AS/RS).

### *Expedite Fulfillment, Minimize Labor*

In terms of improving shipping logistics, there are



significant benefits to using a flow system. Pallet flow rack can drastically reduce the labor required to pick pallets, because a forklift is only needed for initial loading of the pallets as well as final unloading. With static racks, forklifts must travel further down aisles and often must spend time rearranging inventory to access the correct items.

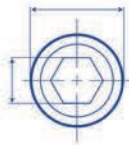
However, when tailoring a pallet flow system to an application, it is necessary to plan for efficiency.

“Forklift travel distance can be minimized with proper pallet flow planning,” says Ryan Wachsmuth, Dynamic Storage Sales Manager at Steel King Industries, a major designer and manufacturer of warehouse material handling, storage and safety products.

He explains, “You don’t have to travel hundreds of feet to pick a pallet. If you install pallet flow rack in the ideal location, you may only have to travel twenty feet to pick a pallet. When you return, the next pallet is waiting. This minimizes labor as well as speeds loading and unloading.”

Wachsmuth says to let gravity do the work with pallet flow by designing pallet unloading as close to the truck loading dock as feasible.





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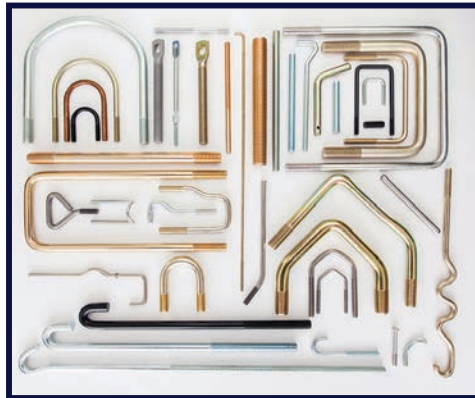
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## BUSINESS FOCUS ARTICLE

R&R ENGINEERING

FACE IT, YOU'RE A  $\frac{7}{16}$ , YOU'RE NOT GOING TO BE ABLE TO SQUEEZE INTO THAT  $\frac{3}{8}$ <sup>TH</sup>.



Dave Carpenter



## distributornews

**Birmingham Fastener and Supply Inc.** has become a Master Distributor of Nucor fasteners to better serve their customers. This partnership enables Birmingham Fastener to provide immediate turn-around of hex cap screws to better serve their distributors and other customers.

"Our company has had a strong partnership with Nucor for the past 39 years," says Birmingham Fastener President, Brad Tinney, "Becoming a Nucor Master Distributor is an incredible opportunity to strengthen our partnership."

By becoming a Nucor Master Distributor, Birmingham Fastener has the following hex cap screws in stock and ready to ship to distributors in need:

- Standard Hex Cap Screws -1/4" ip to 1-1/4"
- Metric Hex Cap Screws - M6 Up to M12
- Finishes including Plain, Zinc, Yellow Zinc

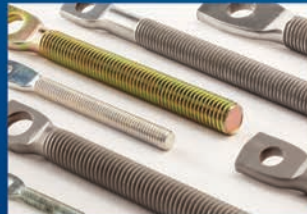
"Powerful partnerships produce powerful results," says Tinney, "This will not only serve our customers, but it will continue our mission to promote American manufacturing and distribution."

Founded in 1980, Birmingham Fastener is a leading domestic manufacturer and distributor of fasteners for structural steel fabrication, metal building manufacturers, water works, OEM, and MRO. The Birmingham

For further information contact Birmingham Fastener Inc Toll-Free at: 1-800- 695-3511, Fax: 205-591-7107 or online at [www.bhamfast.com](http://www.bhamfast.com).

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## distributornews

It is with regret that the **Mid-Atlantic Fastener Distributors Association (MAFDA)** will not be hosting this year's golf outing. We are hopeful that we will be able to host this year's holiday party on December 17, 2020 but will keep our members updated.

We ask the money that you might have spent for the golf outing be donated to a local charity of your choice, since all of



our local charities could use the money now more than ever.

We hope that everyone continues to be vigilant in stopping the spread of COVID-19.

For more information visit MAFDA online at [www.mafda.com](http://www.mafda.com).

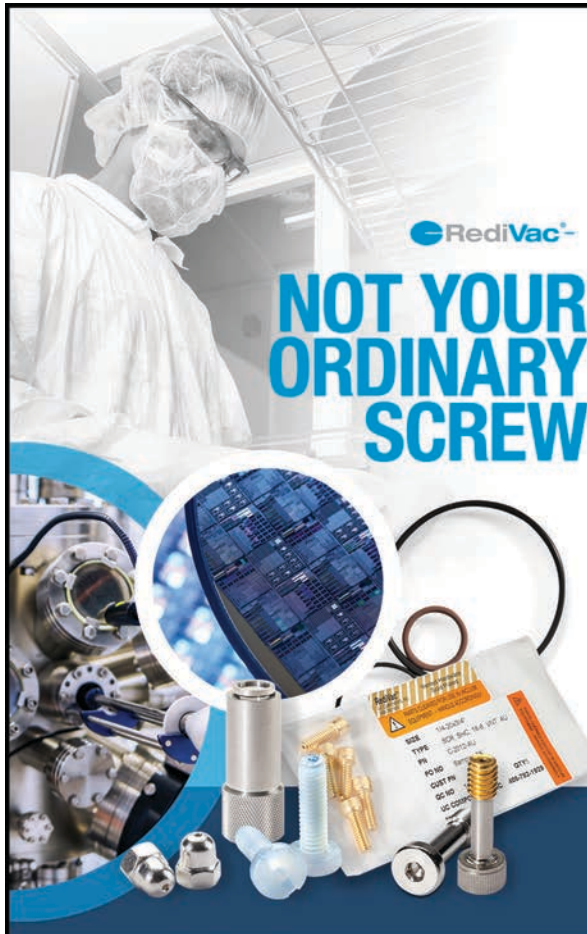


# Fastener Friends

Checking in on our friends near and far while we cannot be together in person. Stay healthy and see you all soon.







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### Product Range

We offer an unparalleled range of metric and inch sizes, lengths, and head types.

### Specialty Materials

We offer the broadest range of specialty materials for the unique demands of extreme environment applications.

### Coatings

We offer a tremendous range of coatings and surface treatments you won't find anywhere else.

### Tight Tolerances

From incoming inspection to in-process to final packaging, UC's focus on tight tolerances in every facet of our manufacturing process offers unparalleled customer confidence.

### Product Traceability

We provide documentation on Country of Origin, Conflict Materials, and Certification of Analysis upon request.

### Customer Support

Our knowledgeable staff members deliver industry-leading customer support, via live desk communication.

### Engineering Support

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# NCFA SCREW OPEN 2020

## VALLEAIRE GOLF CLUB - SEPTEMBER 10, 2020





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## NCFA SCREW OPEN 2020 by Dave Audia

The 2020 NCFA Screw Open returned to Valleaire Golf Club on Thursday, September 10th and the event was once again a great success. As our friends at FTR noted this event always seems to attract cloudy days – but it did nothing to dampen the spirits of the 73 golfers that spent the afternoon helping to raise money for the NCFA Scholarship Program. The refreshments were ice cold and the Winking Lizard once again provided both a delicious lunch and dinner for all.

This year the team from Vertex won the scramble format event by posting a solid score of 60 which was 12 under par - they earned a cash prize of \$200 for their efforts. 2nd place went to the combo team from All Ohio Threaded Rod and K-J Fasteners who finished 1 stroke behind the winners. The team from Fastener Tool & Supply took 3rd place and scored some coolers donated by Cable Ties Unlimited. Finally – the Online Fastener Group won the coveted warm 30 pack of Busch Lite for the highest score of the round donated by FTR.

All golfers enjoyed various skill shot competitions for cash prizes throughout the round as well. Chris




**NCFA SCREW OPEN 2020 WINNERS - TEAM VERTEX**

Berner from American Ring and Mike Rose from Dunham Products each took home \$100 for sticking their shots closest to the pin. Steve Delis of Fastener Tool & Supply muscled up and took home both longest drives, although he did share one of them with Dan Duffield from Wyandotte.

A special shout out again this year to our very own beer cart girls – Tabitha Herbst from Burlington Graphic Systems and Kim Arnold & Krista Osborne from Brighton Best kept the teams well hydrated throughout the event. Brighton Best donated a door prize and Abbot Interfast was kind enough to donate 100 masks.

The NCFA would like to thank all of our sponsors this year who were once again acknowledged with signs throughout the course– we truly would not be able to do this without all of you. And of course a big thanks to all who participated in this event.

All proceeds will benefit the NCFA scholarship program so we again say, **Thanks to all!** 





# FASTAR



## dowel pins

ASME B18.8.2	MS9390
MS16555	M21143/1
MS16556	M21143/2
MS9105	



## coiled pins

ASME B18.8.2	MS51923
ASME B18.8.3M	MS51987
ISO 8748, 8750, 8751	NAS1407
MS39086	NAS561



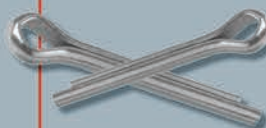
## slotted pins

ASME B18.8.2	ISO 8752
ASME B18.8.4M	MS16562
MS171431-171790	NAS561



## grooved pins

MS35671	MS35672
MS35674	MS35675
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MS51605	MS51606



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## distributornews

### G&G Safety Fasteners

is pleased to announce that Mr. Kevin Sand will take over as CEO and General Manager effective January 1, 2021. Kevin replaces the retiring Bob Bowden.

In January 2014 two leading European producer companies of safety washers, Growermetal S.r.l. (Italy) and Güde GmbH (Germany) established G & G Safety Fasteners LLC. G & G is headquartered in North America for the pooling of their know-how, experience and expertise. The commitment is to enrich the American fastener market by providing a multifaceted spectrum of standard washers as well as special washers and blanked parts.

G&G Safety Fasteners is the North American presence of two great European manufactures of safety washers, speaking and thinking the American language, both verbally and in business.

G&G Safety Fasteners is the distributor's direct line to two of the best washer manufacturers, thanks to a complete range of high-quality products including standard safety washers according to ASME, MS, AREA, DIN, ISO standards as well as special washers and blanked parts according to drawing or Customer's specification - all DFAR and REACH compliant.

For more information contact G&G Safety Fasteners, LLC at 1201 Mt. Kemble Ave. 2nd Floor Morristown, NJ 07960. Tel: 973-425-0769, Fax: 973-425-0762, Email: [info@gagsf.com](mailto:info@gagsf.com) or visit them online at [www.gagsf.com](http://www.gagsf.com).



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## CONGRATULATIONS TO 2020 NEFDA SCHOLARSHIP RECIPIENTS *by Nancy Rich*

This year, the NEFDA committed to awarding \$20,000 in scholarships. Despite a difficult 2020, the NEFDA was fortunate enough to be able to follow through on their commitment. Unfortunately, the Board was unable to celebrate the winners at the annual June Scholarship Golf Outing. However, we are extremely pleased to announce this year's winners:

### **\$5,000 Ed Otto Memorial Scholarship**

Benjamin P. - SB&W

### **\$3,500 Scholarship**

Tyler Smith - Spirol International

### **\$2,000 Scholarship**

Kendyll Smith - Spirol International

### **\$1,000 Scholarship**

Mia Borseti - AFC Industries Northeast

Rachel Gray - Buckeye/Fastener Industries

Sarah Morrison - Buckeye/Brainard Rivet

Claire O'Reilly - Metric & Multistandard

### **\$750 Scholarship**

Jenna Cooper - Buckeye/Ohio Nut & Bolt

Ashley Duong - Star Stainless

Peter Fox - Buckeye/Fastener Industries

John Moynihan - Moynihan Associates

### **\$500 Scholarship**

Calvin Jacey - Components for Manufacturing

Connor Wiklund - DB Roberts

Jordan Mahon - Spirol International

Robert McKee - EFC International

Weston Jacey - Components for Manufacturing

## 2020-2021 NEFDA Board Announced

### **President**

Katie Donahue - Arnold Supply

### **Vice President**

Morgan Rudolph - Rick Rudolph Associates

### **Chairman**

Mike Lentini - Spirol International

### **Treasurer**

Lisa Breton - D.B. Roberts

### **Secretary**

Nancy Rich

### **Directors**

Jason Bourque - Bolt Depot

Matt Callahan - Callahan Inc.

Dave Couture - D.B. Roberts

Dave Dragon - Atlantic Fasteners

Frank Hand - Fall River Mfg.

Andrew Potter - Vertex Distribution

Matt Roberts - W.J. Roberts

Rob White - SB&W

### **Executive Director**

Nancy Rich 



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### UNICORP EXPANDS SHOULDER SCREW & DOWEL PIN INVENTORY

Unicorp Electronic Hardware is proud to announce that we have expanded our shoulder screw and dowel pin inventory to become the largest stocking manufacturer in the nation. We currently offer American standard and metric shoulders screws in Hex Socket (Broached), Slotted, Phillips, and Torx® drive. Materials include 303, 316, and 416 Stainless Steel (Plain or with Titanium CarboNitrile), 4140 Alloy Steel (Plain or with Black Oxide), Brass and Steel. Unicorp also offers a wide variety of in between lengths. Since 1971, Unicorp has been a socially and environmentally responsible leading manufacturer of American standard and metric precision electronic hardware, fasteners and handles.

Unicorp manufactures precision dowel pins in both American standard and metric sizes. We stock a wide variety of materials, diameters, and lengths. Offered in stainless steel, alloy steel and carbon steel, our dowels

pins can come oversized, undersized, hardened, and ground according to industry standards. Custom designed dowel pins can also be manufactured to blueprints to meet your specifications.

The Unicorp product lines consist of: Standoffs & Spacers, Male to Female Standoffs, Male to Male Standoffs, Jackscrews, Swage Standoffs, Captive Screws and Retainers, Insulating Shoulder & Flat Washers, NAS/MS Hardware, Shoulder Screws, Plastic Circuit Board Supports, Nylon Fasteners, Dowel Pins, Thumbscrews & Thumbnuts, Self-Clinching Fasteners, Cable Ties, and 24 styles of Handles, Fixed, Folding, Rack- Panel & Ferrules. We also offer made-to-print and custom parts. Unicorp Electronic Hardware is used in nearly every industry including electronics, telecommunications, aerospace, military, medical, computer, automotive, energy, robotics, marine, PCB mounting & circuit board assembly. 

**BUSINESS FOCUS ARTICLE****UNICORP ELECTRONIC HARDWARE**

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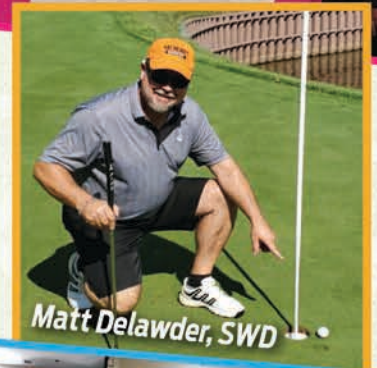
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## CONNECTING AT A DISTANCE: PAC-WEST/SEFA/SFA JOINT VIRTUAL CONFERENCE by Vickie Lester



### CONNECTING AT A DISTANCE Fall Meeting Reimagined, No Masks Required!

Our planned meeting in San Antonio this October is repurposed into a virtual event, with all of the great education now more accessible. No masks required!

Three educational sessions are planned, on three separate days, followed by virtual roundtable discussions on a fourth day. Here's the schedule.

**Tuesday, October 20, 2020 11am - 12:30pm Pacific**

#### **Economic Update** featuring

- ✦ Chris Thornberg (*Beacon Economics*)

**Thursday, October 22, 2020 11am - 12:30pm**

**What's New, What's Next?** A panel presentation on the state of the fastener industry featuring:

- ✦ Mike Bailey (*Nucor*)
- ✦ Jamie Lawrence (*AVK Industrial Products*)
- ✦ Tim Roberto Jr. (*Star Stainless Screw*)
- ✦ Jun Xu (*Brighton-Best International*)

**Tuesday, October 27, 2020 11am - 12:30 pm**

**Crisis Management: Lessons Learned from the Pandemic.** A panel featuring:

- ✦ Jake Davis (*BTM Manufacturing*)
- ✦ David Palmquist (*ND Industries*)

- ✦ Carrie Whitworth (*EDSCO Fasteners*)

**Thursday, October 29, 2020 11am - 12:30pm**

#### **Zoom Roundtable Discussions**

- ✦ Event wrap-up and networking opportunities

When you register your company to attend the virtual conference, you and everyone on your team gets access to all four days.

Discounts are available to members of Pac-West, the Southeastern Fastener Association, and the Southwestern Fastener Association.

#### **What Mask Does Your Technology Wear?**

With on-line schooling and workers at home, another threat has mutated. Join us on October 9 for this important webinar on pandemic cybersecurity, presented by WTC IT Services.

#### **Lunch Bunch**

Pac-West members definitely enjoy and benefit from talking with each other about issues they face in the workplace. Because we can't meet face-to-face this year, we're offering regular virtual roundtable discussions that we call the Lunch Bunch.



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## OBITUARY



### William "Bill" Rendace

William (Bill) Rendace passed away suddenly on August 7th. He is survived by his wife, Maureen, and four children (Melissa, Megan, Jillian, and William).

Bill grew up in Brooklyn, NY. At age 17, he enlisted in the U.S. Marines and served his country for four years. He moved back home to New York in 1962. He joined the fastener industry in 1972, working for Dependable Fasteners in Port Washington, NY. Bill later started his own rep agency, William Rendace & Associates, Bolton Landing, NY, where he represented many fastener manufacturers including Anchor Bolt & Screw and for the last 21 years, Indux, which he represented until his passing. He also started/owned Network Rivet & Fastener, St. James, NY.

Bill had many professions during his life, including being an inventor. Everyone who knew him was always interested in what he was currently involved in, which always seemed to succeed. Bill's number-one passion was always sales. He was a real people person, genuine, meticulously organized, and always well received throughout the country. He always said, "Whatever you do in life, you have to be passionate to be successful." He was true to his word and truly loved life.

Bill made many lifelong friends in the fastener industry and had the personality that made it hard not to consider him a friend. Bill was a fixture at fastener conventions for nearly 50. He will be missed deeply.





On Call 24-7

# ALLOY & STAINLESS FASTENERS



Emergency Service

## Stock Nut Overview

### HEAVY HEX

#### ASTM A194

##### GRADE

2H

2H ZINC & CLEAR

2H ZINC & YELLOW

2H MECH GALV

2H METRIC (H=D)

2HM

3

4

6

6F

7

7L

7M

16

8

8 METRIC (H=D)

8A

8 STRAIN HARDENED

8C

8F

8M

8M METRIC (H=D)

8MA

8M STRAIN HARDENED

8T

### HEAVY HEX

#### ASTM A453

##### GRADE

660B NR

660D NR

### STAINLESS STEELS

##### GRADE

304

304 STRAIN HARDENED

310

316

316 ELC

316 STRAIN HARDENED

321

410

416

### NON-FERROUS

##### GRADE

ALLOY 20

ALLOY 400

DUPLEX 2205

HASTELLOY C-276

### FINISHED HEX

#### ASTM A194

##### GRADE

2H

8

8M STRAIN HARDENED

### STAINLESS STEELS

##### GRADE

18/8

304 ELC

304 STRAIN HARDENED

309

310

316

316 ELC

316 STRAIN HARDENED

317 ELC

410

ALLOY 20

### NON-FERROUS

##### GRADE

ALLOY 400

DUPLEX 2205

HASTELLOY C-276

SILICON BRONZE



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## SFA ANNOUNCES THE WINNER OF OUR FIRST EVER FASTENER TRAINING WEEK SCHOLARSHIP by Cari Bailey


The Southwestern Fastener Board made the decision last December to use a portion of our scholarship funds to offer Scholarship money to our members to receive this incredible training from The Fastener Training Institute for their staff.

This year Trey Clark from FastMaster Inc. was our Scholarship winner. We are looking forward to hearing from Trey after he attends the training and we are so excited for him to have this opportunity. Of course, the CoVid 19 pandemic has found a way to interrupt Fastener Training Week in Texas. It has moved from 2020 to 2021. The SFA is thrilled to have a Fastener Training Week coming to Texas and we are looking forward to having as many of our members participate as possible. We hope to fill the class.

*If you would like any information about the upcoming Fastener Training Week in Texas feel free to contact Cari Bailey at [cbaileyswfa@gmail.com](mailto:cbaileyswfa@gmail.com).*

### The 2020 SFA Scholarship Recipients

The Southwestern Fastener Association is proud to announce our winners of The SFA College Scholarship for 2020. These students were chosen from a large applicant pool for their excellence in academics, community service, leadership skills, and their ability to articulate their goals for the future. The SFA is so immensely proud to offer these scholarships to the families of our members. It is just one more way that the SFA connects its members

to education through our association. The SFA Board of Directors is cheering these recipients on to a successful year of college and a very bright future. If you are a member of The Southwestern Fastener Association and would like to get more information about applying for a scholarship or if you are not a member and would like more information about joining The SFA, please contact Cari Bailey at [cbaileyswfa@gmail.com](mailto:cbaileyswfa@gmail.com). The Scholarship applications typically post on the SFA website in February and are due in April. The SFA is here to connect you to many different educational opportunities. 



*Congrats!*

**2020  
SCHOLARSHIP  
WINNERS!!**



Cogan Davis - McKenzie Kimrey - Payton Coursey -  
Ryan Fletcher - Sarah Slaton - Katherine Davis





On Call 24-7

# ALLOY & STAINLESS FASTENERS



Emergency Service

## Bolt & Socket Overview

### ASTM A193

GRADE	HEAD TYPE	GRADE	HEAD TYPE
B5	HEAVY HEX	B8 Class 1	HEAVY HEX
B6	HEAVY HEX		FINISHED HEX
B7	HEAVY HEX		SOCKET CAP
	FINISHED HEX	B8 Class 2	HEAVY HEX
	SOCKET CAP		FINISHED HEX
	12 POINT FLANGE		SOCKET CAP
B7M	HEAVY HEX	B8M Class 1	HEAVY HEX
	FINISHED HEX		FINISHED HEX
	SOCKET CAP		SOCKET CAP
B16	HEAVY HEX	B8M Class 2	HEAVY HEX
	FINISHED HEX		FINISHED HEX
	SOCKET CAP		SOCKET CAP
		B8C	HEAVY HEX
		B8T	HEAVY HEX

### ASTM A320

GRADE	HEAD TYPE
L7	HEAVY HEX
	SOCKET CAP
B8 Class 1	HEAVY HEX
B8 Class 2	HEAVY HEX
B8M Class 1	HEAVY HEX
B8M Class 2	HEAVY HEX

### STAINLESS STEEL

GRADE	HEAD TYPE	GRADE	HEAD TYPE
304	FINISHED HEX	317 ELC	FINISHED HEX
304 ELC	FINISHED HEX	321	FINISHED HEX
309	FINISHED HEX	347	FINISHED HEX
310	FINISHED HEX	410	FINISHED HEX
316	FINISHED HEX	ALLOY 20	FINISHED HEX
316 ELC	FINISHED HEX	ALLOY 400	FINISHED HEX
		DUPLEX 2205	FINISHED HEX

### NON-FERROUS & HIGH-NICKEL ALLOYS

GRADE	HEAD TYPE	GRADE	HEAD TYPE
17-4 PH	FINISHED HEX	K-MONEL	FINISHED HEX
HASTELLOY	FINISHED HEX	MONEL 400	FINISHED HEX
INCOLOY	FINISHED HEX	NICKEL 200	FINISHED HEX
INCONEL	FINISHED HEX	NITRONIC 60	FINISHED HEX

See more at [www.GoASF.com](http://www.GoASF.com)





## Do You Bag Fasteners?

*We have solutions for low and high volumes!*

### Tabletop Bagger/Printer



- Smaller Quantities
- "Next Bag Out" printing
- Options to fit your application

### Hardware/Kit Bagging System

- Net-Weigh/ Counting Scale
- Designed for kit packaging
- LEDs indicate which part to load



### Parts Counting/Bagging System



- Vibratory parts counter
- Piece Count
- Quick and Accurate

### Bulk Count/Weigh Bagging System

- Vibratory Parts Counter
- Check-Weigh Scale
- Net-Weigh Counting Scale



### Rotary Check/Weigh Scale



- Fast Check/Weighing
- Exceptional accuracy
- Flips to accept or reject bin

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- Blanket prices (saves money!)



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## distributornews

Incline Equity Partners, a Pittsburgh-based private equity firm, is pleased to announce its portfolio company, **AFC Industries** has acquired Master Distribution.

Master is a value-added distributor of channel and pipe fittings as well as related fasteners and accessories such as nuts, clamps, screws, washers, bolts, brackets and post bases.

Based in Brunswick, OH, Master maintains a comprehensive portfolio of difficult-to-source products used across diverse applications among commercial, industrial, infrastructure, utility and energy end markets. As a result of the Company's strong inventory management and warehousing capabilities, Master Distribution is able to create bespoke product programs for its customers, including packaging and labeling of orders in order to meet their needs on a just-in-time basis.

Kevin Godin, CEO of AFC, said, "The acquisition of Master extends the boundaries of our core business by adding a robust line of adjacent products. We are excited to apply our institutional experience and expertise to fuel growth at Master."

This is the 11th acquisition for AFC since partnering with Incline in March 2015. Given the highly fragmented market, AFC plans to continue partnering with distributors that add to its product portfolio, expand its geographic footprint and enhance its presence in existing markets.

John Morley, Partner with Incline, added, "AFC showed tremendous resiliency through the recent market disruption, largely driven by the customer and end market diversification. This acquisition further strengthens their position in the market by expanding their reach through additional product offerings."

Incline Equity Partners, headquartered in Pittsburgh, Pennsylvania, is a private equity firm investing in manufacturing, distribution and business services companies. Incline is generally seeking growing companies with enterprise values of \$25-\$450 million. Incline's typical investment types are ownership transitions for privately held businesses, buyouts and corporate divestitures within the U.S. and Canada.

For more information about AFC Industries visit them online at [www.afcind.com](http://www.afcind.com).





On Call 24-7

# ALLOY & STAINLESS FASTENERS



Emergency Service

## Stock Washer Overview



### MATERIAL

18/8  
310  
316  
316 METRIC  
316 ELC  
317 ELC  
321  
347  
410  
ALLOY 20  
ALLOY 400  
HASTELLOY C-276  
DUPLEX 2205  
K-MONEL  
F436  
LOW CARBON ZINC  
LOW CARBON HDG

### FLAT

1/4" TO 2"  
1/4" TO 1 1/4"  
#6 TO 2"  
M8 TO M14  
1/4" TO 1 1/2"  
3/8" TO 1/2"  
1/4" TO 1 1/2"  
3/8" TO 3/4"  
1/4" TO 1"  
1/2" TO 3/4"  
1/4" TO 1"  
3/8" TO 1"  
3/8" TO 1 1/4"  
1/4" TO 1"  
1/2" TO 2 1/2"  
1/4" TO 1 1/2"

### LOCK

1/4" TO 1 1/2"  
#8 TO 1 1/2"  
M6 TO M20  
1/2" TO 3/4"  
3/8"  
3/8" TO 3/4"  
1/4" TO 1"  
1/4" TO 1 1/2"

### FLAT WASHER DIMENSIONS STAINLESS STEEL

BOLT SIZE	O.D.	I.D.	THK.
1/4"	5/8"	9/32"	.050"
5/16"	3/4"	11/32"	.050"
3/8"	7/8"	13/32"	.063"
7/16"	1 1/8"	15/32"	.063"
1/2"	1 1/4"	17/32"	.078"
9/16"	1 3/8"	19/32"	.078"
5/8"	1 1/2"	11/16"	.078"
3/4"	1 3/4"	13/16"	.109"
7/8"	2"	15/16"	.109"
1"	2 1/4"	1 1/16"	.125"
1 1/8"	2 1/2"	1 3/16"	.125"
1 1/4"	2 3/4"	1 5/16"	.125"
1 3/8"	3"	1 7/16"	.125"
1 1/2"	3"	1 9/16"	.140"
1 3/4"	3 1/2"	1 7/8"	.160"
2"	4"	2 1/8"	.160"

### DISC SPRING WASHERS (Belleville Type)

H13

5/8" TO 1 1/2"

STAINLESS STEEL FLAT WASHERS ARE GRADE MARKED EXCEPT FOR THE 18/8.

See more at [www.GoASF.com](http://www.GoASF.com)





## DELTA ENGINEERING CORP.

148 Good Hope Road, Bluffton, SC 29909 TEL 781-729-8650

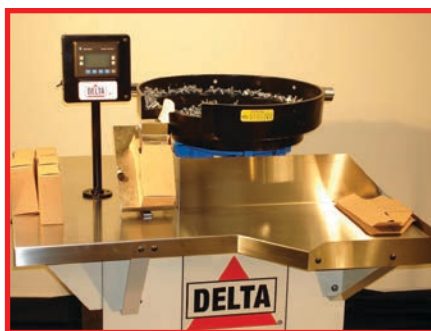
EMAIL [info@deltaengineeringcorp.com](mailto:info@deltaengineeringcorp.com) WEB [www.deltaengineeringcorp.com](http://www.deltaengineeringcorp.com)



### FASTENER PACKAGING IN THE COVID ERA


Delta Engineering has been designing and manufacturing counting and weigh-counting fastener packaging systems since 1951. Many container types can be handled automatically or semi-automatically on Delta systems including bags, boxes, clamshells, and jars.

Delta features Allen-Bradley controls, extensive use of stainless steel, sound deadening on part to steel contact areas, urethane coatings on high wear areas, and our own custom designed feeder bowls. It all adds up to a ruggedly dependable packaging system – systems designed to run for decades, and most do. Our oldest known machine, still running 4 days per week, was built in 1972.



For high speed operations, The Delta can be integrated with peripheral packaging systems like box formers/closers and all types of bag sealing systems.

For lower volume applications, operations that package fasteners as few as 4 hours per day, Delta's short-run packaging system (model SRP1) is low cost, small footprint weigh-counter that doubles the speed compared to hand packing thus requiring less people and less space which helps to facilitate social distancing requirements. In this era of high unemployment benefits,

many have found this labor saving tool to be a life saver when the work needs to get out when the employees may not be willing to come in. 

### BUSINESS FOCUS ARTICLE

DELTA ENGINEERING



**DELTA**  
Delta Engineering LLC

**Fills Boxes,  
Bags and  
Clamshells**

*Quality Delta Systems Since 1951*

**COUNTING, WEIGHING, &  
MATERIAL HANDLING SYSTEMS  
FOR PACKAGING OPERATIONS**

*If you currently use  
bench scales and  
package as little as  
four hours per day,  
the new Delta Short-Run  
Packaging System  
is made for you!*

**Fastener  
Packaging  
is our  
Specialty!**

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[info@deltaengineeringcorp.com](mailto:info@deltaengineeringcorp.com)  
[www.deltaengineeringcorp.com](http://www.deltaengineeringcorp.com)

## SHORT-RUN PACKAGING SYSTEM





On Call 24-7

# ALLOY & STAINLESS FASTENERS



Emergency Service

## Manufacturing Materials

### STAINLESS STEELS

303  
304  
304 STRAIN HARD  
304 ELC  
309  
310  
316  
316 STRAIN HARD  
316 ELC  
317 ELC  
321  
330  
347  
410  
410 HEAT TREATED  
416  
430  
440C  
501 HEAT TREATED  
630  
\* 17-4 PH  
904L  
ALLOY 20  
\* A286  
\* 254 SMO  
\* AL-6XN  
\* CARPENTER 20Cb-3  
\* FERRALUM 255  
\* NITRONIC 50  
\* NITRONIC 60

\* Registered Trademark

### STAINLESS STEELS

ASTM A193 B5  
ASTM A193 B6  
ASTM A193 B8 CLASS 1  
ASTM A193 B8 CLASS 2  
ASTM A193 B8M CLASS 1  
ASTM A193 B8M CLASS 2  
ASTM A193 B8C  
ASTM A193 B8R  
ASTM A193 B8S  
ASTM A193 B8T  
ASTM A320 B8 CLASS 1  
ASTM A320 B8 CLASS 2  
ASTM A320 B8M CLASS 1  
ASTM A320 B8M CLASS 2  
ASTM A453 660A  
ASTM A453 660B  
ASTM A453 660D

### DUPLEX

2205

### SUPER DUPLEX

2507

\* ZERON 100

### TITANIUM

ASTM B348  
ASTM B381

### CARBON STEEL

ASTM A325 TYPE 1  
ASTM A490 TYPE 1

### NICKEL ALLOYS

\* NICKEL 200  
\* MONEL 400  
\* MONEL R-405  
\* MONEL K-500  
\* INCONEL 600  
\* INCONEL 601  
\* INCONEL 625  
\* INCONEL 718  
\* INCONEL X-750  
\* INCONEL 925  
\* INCOLOY 800H  
\* INCOLOY 825  
\* HASTELLOY C-22  
\* HASTELLOY C-276

### COPPER ALLOYS

COPPER  
BRASS  
NAVAL BRASS  
SILICON BRONZE  
ALUMINUM BRONZE  
PHOSPHOR BRONZE  
CUPRO-NICKEL

### ALLOY STEELS

4140  
4340  
ASTM A193 B7  
ASTM A193 B7M  
ASTM A193 B16  
ASTM A320 L7  
ASTM A320 L7M  
ASTM A320 L43  
ASTM A325 TYPE 3  
ASTM A354 BC  
ASTM A354 BD  
ASTM A490 TYPE 3  
ASTM A588  
SAE J429 Grade 8

### ALUMINUM ALLOYS

2024T4  
6061T6

### ADDITIONAL

MATERIAL GRADES  
UPON REQUEST



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## METROPOLITAN FASTENER DISTRIBUTORS ASSOCIATION

PO Box 72, Lake Zurich, IL 60047 TEL 201-254-7784 FAX 847-516-6728 EMAIL admin@mfdia.us WEB www.mfdia.us

## MFDA CONGRATULATES 2020 SCHOLARSHIP WINNERS

The Metropolitan Fastener Distributors Association (MFDA) is pleased to announce the 2020 MFDA Scholarship award winners:

### **MFDA Board of Directors Scholarship (\$3000)**

Melahny Navarro, daughter of Darlene Pantoja  
Star Stainless Screw Company

### **MFDA Hall of Fame Scholarship (\$2000)**

Camryn Hoagland, daughter of Bridget Miller  
Elgin Fastener Group

*Awarded in honor of inductees Irwin Tanzman and Christopher George*

### **Tanzman Family Scholarship (\$2000)**

Melahny Navarro, daughter of Darlene Pantoja  
Star Stainless Screw Company

### **Star Stainless Screw Scholarship (\$2000)**

Joseph Thomas, son of Lisa DePalma  
Tower Fasteners Corp.

### **Yellow Woods Scholarship (\$1500)**

Joseph Thomas, son of Lisa DePalma  
Tower Fasteners Corp.

### **Metric & Multistandard Components Company Scholarship (\$1500)**

Jaylin Perez, daughter of José Ernesto Perez Jimenez  
Captive Fasteners Corporation

### **Bob Rundle Memorial Scholarship (\$1500)**

Jaylin Perez, daughter of José Ernesto Perez Jimenez  
Captive Fasteners Corporation

Along with the named scholarships above, the MFDA would like to recognize and thank the members and friends who donated to the drive the year: Fastbolt Corp, Eurolink FSS LLC, Kanebridge Corporation, Baco Enterprises Inc, Brighton Best International, Nylok LLC, Fall River Mfg Co, Inc. and Michael F. McCormick Associates, Inc.

2020 marked the 41st anniversary of the MFDA's scholarship program. While the Association wishes it could have presented these awards in person to these very deserving candidates, it looks forward to hearing about their exploits as they achieve their goals in college.





On Call 24-7

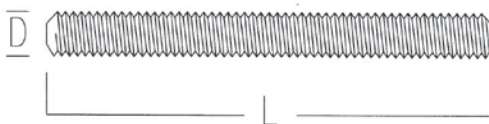
# ALLOY & STAINLESS FASTENERS



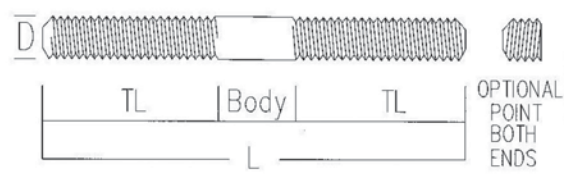
Emergency Service

## Studs Manufactured Daily

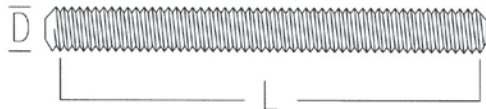
**FULL THREAD**  
(Measured end to end)



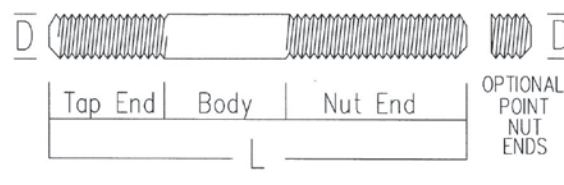
**DOUBLE END**



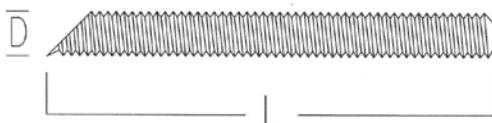
**FULL THREAD**  
(Measured first thread to first thread  
per ASTM A193/A320)



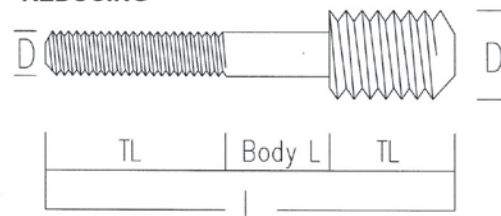
**TAP END**



**CHISEL POINT**  
**45° POINT**



**REDUCING**



**Stud Bolt Assemblies with 2 Hex Nuts upon request**

See more at [www.GoASF.com](http://www.GoASF.com)



**LAURENCE CLAUS THE VALUE OF APPLICATION ENGINEERING** *from page 8*

Although it is clear from this image that too much stress is detrimental to the plastic, I often use this to illustrate an application engineering point. I often ask the question whether the Type AB Screw could ever work in such an application. In other words, can we come up with a boss design that would allow the Type AB to work without cracking? The simple answer is yes. However, it would require considerably increasing the outer boss diameter. In fact, we might have to double the wall thickness to get the screw to work. In the event that the subtleties of this action escape the reader, consider for a moment the potential consequences: increasing the amount of raw material (material cost), increasing injection molding cycle time, increasing weight, and exposing visible surfaces to sink marks.

An observer of this story may come away with another question, why did the OEM design it this way from the very start? The answer to that question is likely complicated but I believe there are several contributing factors;

- [1] Ignorance of a better option
- [2] Choosing the lowest price option
- [3] Failing to conduct any real  
Application Engineering activity

Although this application was poorly engineered from the beginning, it does illustrate an important benefit of good application engineering. Many new innovations and technologies only become possible when other complimentary or enabling innovation occurs. In this previous example, a Type AB screw could be used in a plastic application but only when accepting risk or the inherent limitations of the technology. In this example, one sees that using application engineering skills to apply complimentary, new innovation allows the overall reduction of joint cost and improvement of joint quality with smaller bosses, less material, lighter weight applications, and elimination of sink marks. In fact, thirty-years later no one uses Type AB screws to fasten plastics anymore. Application Engineers have successfully educated the market allowing the innovation to take hold and evolve with the automotive engineered plastics market.

In another example, several years ago I was hired by a distributor to conduct a walkthrough of one of their customer's facilities with the purpose of discovering

potential cost savings opportunities they could use to offset promised future price reductions. Although I knew better from personal experience, I was at first worried that I wouldn't find much to help my client, making my efforts a costly misadventure for them. How wrong those fears were, this user, like almost every other large user of fasteners I have worked with over the years, was rife with continuous improvement and cost savings opportunities.

One of the opportunities I spotted that day has long stuck out to me and I often use it as a teaching illustration. One of this company's products was a large cabinet. They would ship it completely assembled from their manufacturing location to the site where it was to be installed. To prepare it for shipping they would raise it up and attach a two-by-four along the front and the back of the base. This effectively raised the base several inches off the ground and protected it during transportation and installation. When it was received on-site the make-shift two-by-four skids would be removed and discarded.

The process of attaching these "skids" was pretty straightforward. They would lift the unit up, grab two two-by-fours, cut them to length, drill holes in a predetermined location, and then use a bolt and nut to attach them through holes in the base in four spots. I wandered over to take a look at the hardware they were using for this and was first surprised to see the length. They needed to clear a two-by-four on edge (1 1/2" thick) and the base (which was a metal band no thicker than 1/8 or 3/16 inches). The bolt, however was a good 3 1/2 to 4 inches long. As I further examined the bolt I was surprised again to find that it was a Grade 8. Clearly when they first started doing this they simply choose a bolt, nut, and a couple of washers from what they had laying around.

These choices had quickly become "institutionalized" and they would continue ordering and using these fasteners for all such applications. The opportunity they were missing, however, was the threaded length and thus the bolt were probably about 40% longer than they needed to be and the bolt not needing to generate any real preload was way overdesigned as a Grade 8. In other words, they were paying for 40% more material than needed and a premium in raw material type and processing to achieve a Grade 8 state.





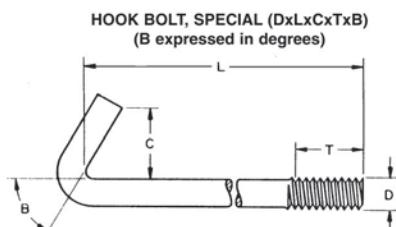
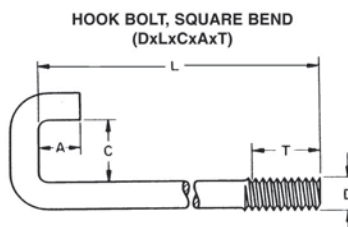
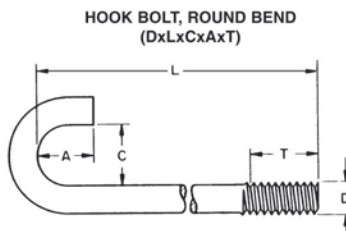
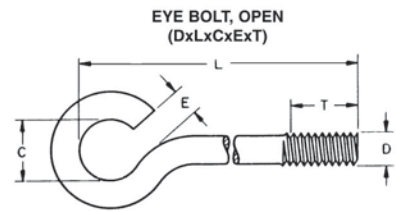
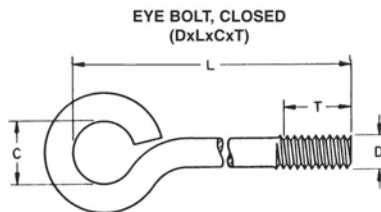
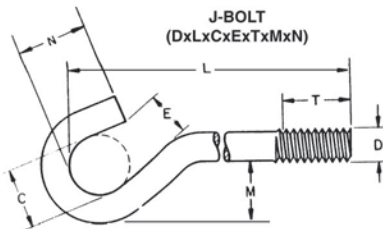
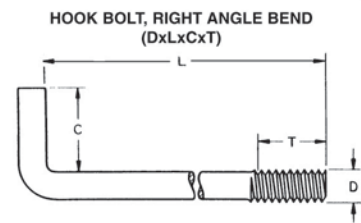
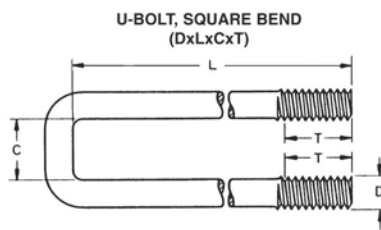
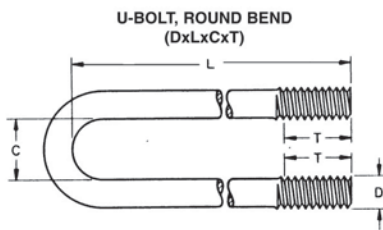
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**ALLOY &  
STAINLESS  
FASTENERS**



Emergency Service

# Stainless Steel Bent Bolts Custom Manufactured



**Specify Full Size Body Diameter When Required**

See more at [www.GoASF.com](http://www.GoASF.com)



Those manufacturing to the F593 specifications for general use and corrosion resistance will have 'F593' on the head followed by a letter: F593C or F593D, which refers to type 304. The letter suffix identifies the material condition and size range of the fastener. The F593C denotes the material condition of CW for the stainless alloy Group 1 consisting of; 303, 304, 304L, 305, 384, XM1, 18-9LW, 302HQ, 304J3 and 303Se in diameters from 1/4" through 1 1/2" and a full-sized tensile strength range of 100 to 150 ksi and a yield strength of 65 ksi.

The F593D is of the same alloy Group 1, also with a material condition of CW, in sizes 3/4" through 1 1/2" diameters. The full-sized tensile strength range is 85 to 140 ksi and the yield strength is at 45 ksi.

The F593G and F593H denotes type 316, 316L in alloy Group 2. Both are in the CW condition, the G suffix is for product diameters 1/4" through 5/8", a full-sized tensile strength range of 100 to 150 ksi and a yield strength of 95 ksi. The H suffix denotes diameters from 3/4" through 1 1/2", a full-sized tensile strength of 85 to 140 ksi and yield strength of 45 ksi.

### The 'Condition' of Stainless Steels

**Condition A** denotes annealed material that was machined or hot formed from solution-annealed stock to retain the properties of the original material. The tensile and yield strengths are relatively low, 75 to 100 ksi and 30 ksi respectively, but % elongation is higher than others. Condition A will have a suffix of B, F, K, or N.

**Condition AF** is product that was headed and rolled from annealed stock, then reannealed. The full-sized tensile strength of the Austenitic alloy ranges from 65 to 85 ksi, yield at 20 ksi and machined elongation at 40% for F593A, F593E and F593J. The Ferritic alloys of F593X have a tensile strength range of 55 to 75 ksi with yield at 30 ksi.

**Condition AH** represents solution annealed and age hardened material after forming. This treatment is for Precipitation Hardening alloys, Alloy Group 7, F593U and exhibits a tensile strength range of 135 to 170 ksi, yield strength of 105 ksi and elongation of 16%.

**Condition CW** denotes annealed stock that has been headed and rolled which produces a certain degree of cold working of the material during manufacturing. Sizes 3/4" and larger may be hot worked and solution-annealed. Austenitic alloys F593C, F593D, F593G, F593H, F593L and F593M) will produce tensile strengths of 100 to 150 ksi and 85 to 140 ksi, depending upon product diameter, the yield strengths range from 65 to 45 ksi also depending upon the product diameter. The tensile strength of the Ferritic alloys F593V is from 60 to 105 ksi, yield strength of 40 ksi, for diameters 1/4" through 5/8" and F593W from 55 to 100 ksi, yield strength at 30 ksi for diameters 3/4" through 1 1/2".

**Condition H** is a condition for the Martensitic alloys which are hardened and tempered at 1050° F (565°C). Alloy Group 5 (410, 416, 416 Se) F593P produces a tensile strength range of 110 to 140 ksi for diameters 1/4" through 1 1/2", a yield strength of 90 ksi and elongation of 18% at a hardness of 20 to 30 HRC. Alloy Group 6 (431) F593S has a tensile strength from 125 to 150 ksi, yield strength of 100 ksi and elongation of 15% in sizes 1/4" through 1 1/2" at a hardness of 25 to 32 HRC.

**Condition HT** is for product that is hardened and tempered at 525° (274°C) minimum. This pertains to Martensitic alloys in Alloy Groups 5 and 6 where F593R has a tensile strength of 160 to 190 ksi, yield strength of 120 ksi, elongation of 12% for product diameters 1/4" through 1 1/2" at a hardness of 34 to 45 HRC. The F593T has a tensile strength from 180 to 220 ksi, yield strength of 140 ksi and a 10% elongation at a hardness of 40 to 48 HRC.

**Condition SH** is for material machined from strain hardened stock or cold worked to develop specific mechanical properties. To differentiate these products from others, all of the head marked numbers are underlined, such as F593A. These alloys are in Alloy Group 1 but exhibit greater tensile strengths and yield strengths but lower % elongation than the non-underlined products. Therefore, careful distinctions between the two in applications must be observed.





On Call 24-7

# ALLOY & STAINLESS FASTENERS



Emergency Service

## Continuous Threaded Rod

### ASTM A193

GRADE	DIAMETER
B7	1/4" TO 4"
B7 METRIC	M8 TO M36
B16	5/16" TO 3 1/2"
B8	1/2" TO 2 1/2"
B8M	1/2" TO 2 1/2"

### ASTM A320

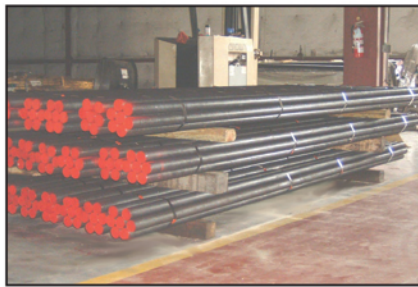
GRADE	DIAMETER
L7	1/4" TO 2 1/2"
B8	1/2" TO 2 1/2"
B8M	1/2" TO 2 1/2"

### ASTM A354

GRADE	DIAMETER
BD	3/8" TO 2"

### AISI

GRADE	DIAMETER
304	3/8" TO 3/4"
304 / A2	M6 TO M30
316	3/8" TO 3/4"
316 / A4	M12 TO M30



## Manufacturing for Your Specials



**Bolt Forging**



**Nut Machining**



**Stud Threading**



**Washer Stamping**



**Rod Thread Rolling**

See more at [www.GoASF.com](http://www.GoASF.com)



## METAL BAR

DRAWING  
PEELING  
GRINDING  
CUTTING

## PROCESSING

## HAVE A ROUND

• 303	• 316	• 347
• 304	• 316 ELC	• 410
• 304 ELC	• 316 SH	• 501
• 304 SH	• 317 ELC	• A20
• 310	• 321	• A400

FROM US  
(ROUND BAR THAT IS)

## ASTM

• B7 • B16 • B8 CL.1  
• B6 • B8C • B8 CL.2  
• B5 • B8T • B8M CL.1  
• B8M CL.2

## A193

## HIGH

STRAIN HARDENED  
STAINLESS  
STEEL

## STRENGTH

## HARD TO

• DECIMAL  
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## How Does The System Work?

The tolerance system is based on the fundamental tolerances, which are called IT-grades; they by themselves are not frequently used. IT grades merely indicate the total range of the tolerance. (See Table 1)

NOMINAL DIM.		FUNDAMENTAL TOLERANCES [MM]				
Range		IT11	IT12	IT13	IT14	IT15
up to 3		0,06	0,1	0,14	0,25	0,4
over	3	0,075	0,12	0,18	0,3	0,48
up to	6					
over	6	0,09	0,15	0,22	0,36	0,58
up to	10					
over	10	0,11	0,18	0,27	0,43	0,7

TABLE 1

The system works with tolerance zones, the zone symbols are comprised of letters and numbers e.g. H7, h13, h8, m6,

The letters indicate the location of the tolerance in relation to the nominal dimensions of a given part.

The numbers then indicate the actual tolerance, the actual limits; a bigger number calls out a bigger spread between the low limit and the high limit.

Tolerances for internal feature are expressed with capital letters; tolerances for external feature are expressed in lower case letters. To express all the different tolerance zones, almost all the letters of the alphabet are used. The Tolerance zones are arranged in a certain sequence in relation to the zero line. That zero line represents the nominal dimension of a given part. (pin, shaft, bore, etc.,)

For holes, the tolerance zone indicated by the letter "A" starts at the plus side of the zero line. The tolerance zones then gradually move to the zero line (at H) into the minus side to "Z".

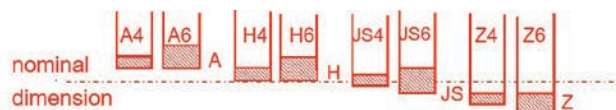


FIGURE 3

For shafts, the tolerance zone indicated by the letter "a" starts at the minus side of the zero line. The tolerance zones then gradually move to the zero line (at h) into the plus side as one moves to "z".



FIGURE 4

How does one choose the right number? The smaller the number, the smaller the tolerance. One should not use a too low number, as this would create a tighter tolerance, making it more difficult to produce a part. The result would be unnecessary high cost. At the same time, one does not want to use a too high number, as this may impair the usability of the parts being assembled. Following is a general guideline that can be applied for most cases.

For gauges and instrument tolerances the numbers 01, 1, 2, 3, 4 are applied. For fits one typically utilizes the numbers 5, 6, 7, 8, 9, 10, 11. For more precise applications, the lower number, commonly chosen are 5 or 6.

The higher numbers 12,13,14,15,16,17,18, are reserved for parts that are not meant to be fitted together or may only require a loose fit, such as head tolerance on a socket head cap so the key can easily be inserted.

## Making Them Fit Economically

As mentioned above the system was created to establish a systematic approach. Depending on how one lays out the tolerance one either produces a loose or a tight fit. To accomplish this in a cost-effective fashion, two "fit systems" were created. One is the **hole base system**, the other the **base shaft system**.

In the base shaft system, one gives the hole a fixed tolerance zone for example H7 or H8.

To establish either a loose or a tight fit, one chooses the appropriate tolerance zone for the shaft. For a very loose fit one might choose "a6" for a very tight fit "z6" and so on.

In the base shaft system, one uses a shaft with a fixed tolerance for example "h6", "h8" or "h9". To establish either a loose fit or a tight fit, one selects the appropriate tolerance for the hole. For a very loose fit one might decide on the "A6" for a very tight fit "Z6."

When the tolerance system was first introduced, there were a limited number of tools available to produce a precise hole. Even with modern manufacturing methods, it is still easier to make modifications on external features. Therefore, the preferred "fit system" is still the base hole system.



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**EUROLINK MAKING FUN OF DIN TO ISO CONVERSIONS** *from page 24*

In short, the answer I gave Brian was non-pedantic, possibly a bit reductionist, but true. For essentially the same reasons fastener standards in general are so important, as discussed in the article by Laurence Claus in Distributor's Link Volume 43. NO. 2, an international standardization for fasteners has become relevant and will obviously only become more pertinent.

DIN stands for Deutsches Institut für Normung (German Institute for Standardization). As their name implies, they are a German standardization organization that has come to be internationally recognized and essentially the go-to standard for the metric fastener industry in the United States and many other countries. Before and during that climb to high market saturation, standardizing bodies for other nations, including the U.S., created similar standardizing literature to meet the needs of their own nations.

While the International Organization for Standardization (ISO) has technically existed since the 1920's, as the world has become more globalized, communications faster, and logistics more efficient, supply chains that once existed almost within the boundaries of nations are now reliant on global trade. Due to the prevalence of global supply chains, it is reasonable to consider that a fastener in Italy needs to meet the same dimensional standards for an application that is distributed in Brazil, Canada, or Taiwan. Considering the infrastructures in place for the production and distribution of fasteners at the local, regional, national, and international levels, it makes sense that stocking distributors in each of these countries would need to stock fasteners for OEMs or MROs using these parts. It also makes sense that OEMs would engineer products to require such parts as they would be available and internationally recognized, agreed upon and therefore consistent and theoretically stocked nearby.

These sensible posits are theoretical because we "fastenerds" are a hard-headed bunch here in the United States. In that "Screwzapalooza" episode of Fully Threaded Radio, Eric starts off by commenting on how

he enjoyed that I started off my VLOG episode on DIN 933/DIN 931 to ISO 4017/4014 conversions by having a moment of silence for DIN 933 and DIN 931. I did this because the DIN 933 and 931 standards were formally withdrawn in 1986 and given a five-year transition period, which was expected to end in 1992. Obviously, this has not stopped the pervasiveness of DIN 933 and DIN 931 hex heads within the metric fastener supply chain. Any major master distributor stocking metric fasteners in the U.S. is bound to have some M10 X 40 DIN 933 hex heads in class 8.8 steel sitting in stock that they imported by the hundreds of thousands from Asia, but what they may not have (at least stateside) is that same hex head to the ISO 4017 standard. So, even though the DIN 933 standard has been formally withdrawn and replaced by the ISO 4017 standard, over thirty years later, this change has done little to change demand.

Fortunately for hex head bolts, DIN 933 and ISO 4017 are fully interchangeable at all but those four diameters: M10, M12, M14 and M22. This interchangeability does not exist for all DIN to ISO crossovers though. Some DIN standards are actually harder to source than their ISO counterparts and they are not necessarily interchangeable for all applications. Take that M10 X 40 hex head for instance. As mentioned, M10 is one of the diameters in which the dimensions are different. Due to having a different WAF (width across the flats), some applications may not be able to accept the DIN 933 hex head and therefore must look to source the ISO 4017 counterpart.

A few months ago, we released a DIN to ISO conversion guide, which can be found on the Eurolink Fastener Supply Service website or in posts on our social media pages. While other guides exist, some that are even more detailed, I had not found one that covered as many product lines as the one we created. This is reasonable as they are usually released by companies for their own product lines only, therefore I found them incomplete as companies only have incentive to provide conversions for the products they carry.



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## Company Culture

Whenever you acquire companies, there are challenges associated with getting to know the new people and whether your leadership style will be welcomed. There is always employee anxiety about what the new owners are going to want to change. They did not let a single employee go in the two acquisitions they made. One thing they did see at times were people working for themselves rather than as a team. Brent believes a strong team is more valuable than strong individuals. From the start, they made it a high priority to change parts of the company's culture to focus on teamwork. He feels that they currently have a strong team.

## Unique

I asked Brent what made Jasper Industrial unique. He told me, "We have a significant white-glove approach to service, which we know our competition does not. We charge slightly higher prices, but we also hire subject matter experts who can help our customers solve their problems. The consulting helps save them money over time because they are not paying for mistakes. We help them become more efficient, and they appreciate that. Sure, there are customers who only care about saving a couple pennies. Those aren't the customers we want. We have experts in cabinet hardware, finish equipment, fasteners, janitorial/sanitation supplies, and even glue! As mentioned already, we even created a whole company of software developers to solve our customers' technical problems. The software is now being sold nationwide."

Since they bought it, the acquisition of Stac Industrial Supply has helped them launch their fastener business. Stac had employees who knew fasteners, and they hired an additional employee whose core expertise was in screws. After the acquisition, to be more competitive, they decided to import many low-cost commodity fasteners from Asia. So far, it is working, and they are acquiring new customers and saving them money.

## COVID-19 Pandemic

I wondered how the pandemic had affected them. Brent told me that

COVID has turned out to be a spark plug for them. The woodworking industry was deemed essential. While their core business dropped 20% or so, they began buying domestically and importing COVID supplies like masks, hand sanitizer, gloves, disinfectant sprays, sanitation wipes, gowns, etc. They landed a deal with a national clothing outlet with 3,800 stores that they supplied 400,000 gallons of hand sanitizer so they could reopen. Online sales were peaking at 500+ orders per day. Their pivot has allowed them to have record sales. More importantly, it helped create new customers throughout the country on an ongoing basis.

Brent said that the decision to pivot to COVID supplies was easy. There was a massive market for it. They were already selling those types of products. The volume of sales is much higher now. Brent told me that even though it was an easy decision, it was a substantial financial risk. They were wiring large amounts of money overseas and domestically, hoping not to get scammed. So far, it has worked out great.

## Looking Ahead

Their eCommerce platform is a pilot that will eventually allow them to put their entire product line online. Brent knows that many more challenges will surface when they do that, like the need for packaging supplies, resources to work fulfillment, shipping, customer service, and integration with our existing systems. The list goes on. They have partnered with UPS, which is helping us with a lot of these challenges by providing us the expertise to solve these problems upfront. It benefits them for us to succeed.

## Technology

Aside from creating their technology firm, a huge customer retention magnet, they changed their internal system. When they acquired Stac, they migrated from an archaic ERP system to The Business Edge™ by Computer Insights Inc.





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**STAFDA STAFDA'S ANAHEIM CONVENTION GOES VIRTUAL** *from page 28*


Distributors will have the option of making appointments with vendors or walking into a booth and looking around, just like they'd do at an in-person show. Manufacturers will be able to manage their own virtual booths and offer show specials, schedule Zoom meetings, upload demos and videos, and have total control over their booth.

When the Trade Show ends in early afternoon of Tuesday, November 10, STAFDA's economist, Alan Beaulieu, will present his program **LIVE** and cover COVID's impact on global markets, the time frame to a full economic recovery, and what future years hold. He'll conduct an interactive Q&A at the end of his program to answer members' questions. Beaulieu's session will be recorded for those who'll miss his program live.

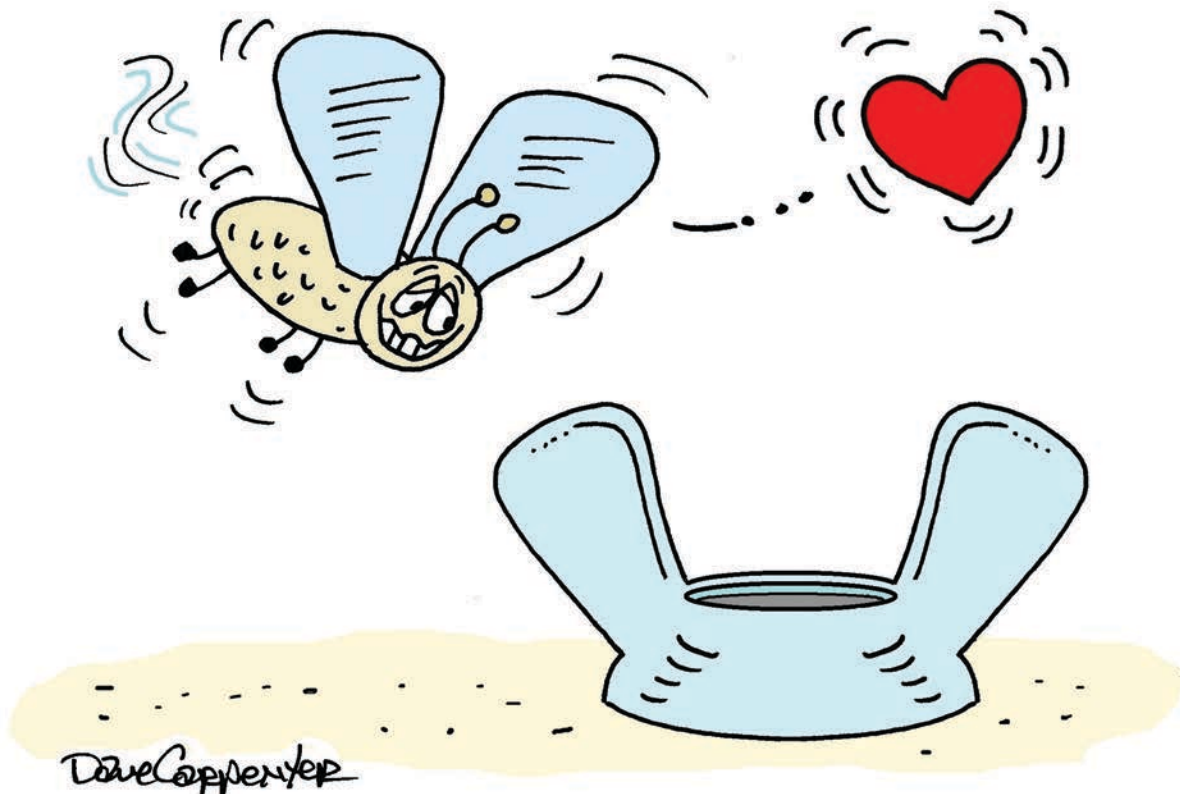
The Acoustix will play another 30 minutes of member song requests before STAFDA's educational workshops take center stage.

STAFDA's educational workshops will simultaneously be presented for 90 minutes Tuesday afternoon, November 10, with an interactive Q&A at the end. Topics and speakers include: Ken Brown (Sales Compensation Plans); Ian Heller (10 Commandments of Distributor Marketing); Andrew Johnson (The Modern Distributor: A Digital Transformation); Daniel Lemin (Talk Triggers: Word of Mouth Marketing); Steve Martin/Greg Knight (Financial Strategies Post-COVID) and Jim Pancero (How to Accelerate your Competitive Advantage). Workshops will be recorded so attendees can view all six of them in addition to watching their #1 workshop **LIVE**.

At the conclusion of the workshops, 2020 STAFDA President, Greg Hughes, will pass the gavel to incoming 2021 STAFDA President, Brian Gersten, On Time Supply, Suffern, NY, and offer closing remarks.

The virtual surf is up and STAFDA wants to help its members ride the wave of success into 2021! 

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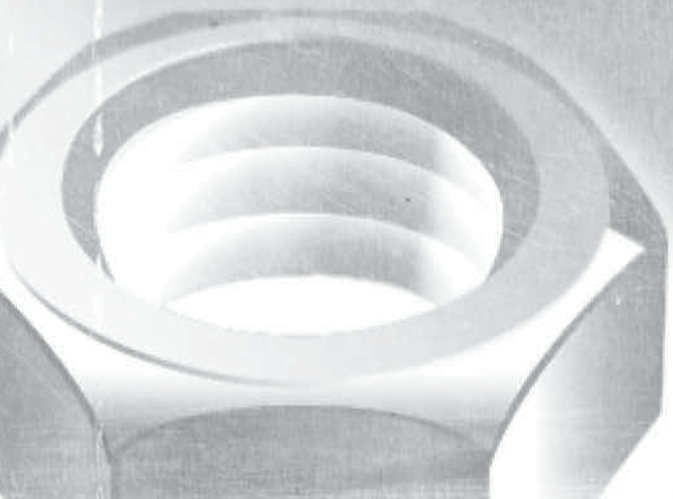
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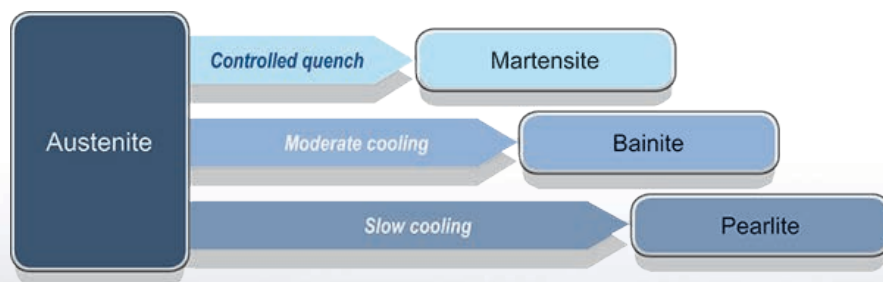


**SPIROL THE DIFFERENCE BETWEEN ALLOY STEEL & CARBON STEEL COILED SPRING PINS** *from page 32*

Theoretically, the goal of heat treating Spring Pins is to achieve a 100% martensitic microstructure. While this is not feasible in practice, an effective heat treat process will optimize the martensitic composition within the material. Martensite is formed when the material is quenched rapidly enough to prevent carbon diffusion. If the quenching process is too slow, the carbon atoms escape the desired atomic geometry, and less desirable microstructures will form (pearlite, bainite).

The final step of heat treatment is tempering. This is performed after the pins have been quenched to ambient temperatures. Tempering occurs at temperatures under 1000°F (540°C) (below the critical eutectoid temperature). Tempering improves the ductility and toughness of martensite because the pins are brittle immediately after being quenched. The tempering process must be below the temperature at which the metal transforms into austenite. These low temperatures relieve internal stress, decrease brittleness, and maintain high hardness. Springs (i.e. Coiled Spring Pins) tempered at higher temperatures result in greater loss of hardness and strength, but they display improved elasticity. Therefore, the heat treat recipe is integral for the Coiled Spring Pin manufacturing process.

Heat treatment is one of the most critical processes in the production of Spring Pins, as it directly impacts the performance and lifetime of the assembly using the pin. Seemingly minor variations in time (minutes) and temperature ( $\pm 10^\circ\text{F}$  ( $\pm 12^\circ\text{C}$ )) can have a drastic impact on the quality of a Spring Pin. For this reason, it is critical that fastener manufacturers have effective control measures in place.



### Carbon vs Alloy Steel

Carbon steel Coiled Pins must be quenched to ambient temperatures within several seconds in order to achieve a high martensitic composition. Conversely, alloy

steel allows for a much longer quenching time (~1 minute) in order to achieve a high martensitic composition. The quench time is adversely effected as the Spring Pin gets larger and has more mass. Specifically, the outside of the pins will achieve a high martensitic composition, but the inside of the pins will not. Coiled Spring Pins at diameters of  $\varnothing.500"$  /  $\varnothing 12\text{mm}$  (or less) are able to quench quickly enough to use carbon steel. However, Coiled Pins with larger diameters require the use of alloy steel so that the entire composition of the pin has the opportunity to achieve optimal martensitic composition.

### Field Impact – Ineffective Heat Treat

#### Static Applications

If a Coiled Pin does not achieve the desired metallurgical microstructure, the pin carries a risk of failure in the field after being exposed to applied loads. This may present itself in the form of bending or shear failure.


#### Dynamic Applications

If a Coiled Pin does not achieve the desired metallurgical microstructure, the pin's fatigue life will be sacrificed. This limits the number of cycles the pin can withstand in the field, reducing the assembly's functional lifetime.

### Conclusion

Designers should view carbon steel and alloy steel Coiled Spring Pins as roughly equivalent when looking through a Spring Pin manufacturer's catalog. However, be wary of large diameter ( $>\varnothing.500"$  /  $\varnothing 12\text{mm}$ ) Coiled Pins

made from carbon steel, as they carry mechanical risks. Heat treat is one of the most critical steps in the manufacturing of Spring Pins, so it's recommended that fastener manufacturers heat treat in-house for full control. Although this article offers general design guidelines, it

is recommended that Application Engineers who specialize in the design and manufacturing of Coiled Spring Pins be consulted to ensure the proper material is selected for each specific assembly. 



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The screenshot displays the 'The Business Edge' software interface. The main window is titled 'CUSTOMER INQUIRY' and shows details for '1010124 Triple Fast Components, LLC'. The interface includes a sidebar with various system modules like 'Order & Quote Entry System', 'Accounts Receivable System', and 'Customer B2B System'. The main area is divided into several sections: 'Customer Information' (Primary Bill Address, Phone Number, Salesperson, etc.), 'Customer Aging by Invoice Date' (a table showing aging periods and amounts), 'Customer Contacts' (a table with contact names, titles, and phone numbers), 'Customer Addresses - Avalara' (a table with default and other addresses), and 'Customer Annual Summary' (a table showing annual sales and profit data).

Period	Amount	Invoices	Lines
Open Balance	10,811.58 \$		
Current	9,783.39	1	1
0 to 30	0.00	0	0
Over 30	0.00	0	0
Over 45	655.79	9	34
Over 60	372.40	4	11
Over 90	0.00	0	0
Over 120	0.00	0	0

Year	Cost	Sales	Profit	Invoices	Lines	All Sales	% of All
2020	12,485.51	26,571.00	14,085.49	187	630	35,877,362.99	0.1
2019	17,288.35	30,579.13	13,290.78	307	1,067	47,663,174.04	0.0
2018	18,485.26	32,823.93	14,338.67	290	1,050	69,634,513.61	0.0
2017	18,042.38	34,166.21	16,123.83	284	855	62,104,611.19	0.1
2016	19,859.93	34,099.64	14,199.71	298	883	55,950,062.02	0.1
2015	7,626.32	11,865.97	4,239.65	94	400	54,279,952.00	0.0

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## OBITUARY



### John Huff

All America Threaded Products is sad to announce that longtime employee and friend John Huff passed away on Saturday, August 8, 2020.

John was a sales manager at All America Threaded Products, Midwest Division in Indianapolis until his retirement in 2018. He was a friend to many in the industry who valued his industry expertise and kind demeanor. He had been in manufacturing management for 44 years and his commitment and dedication to AATP was an integral part of our success and growth. He will be missed.



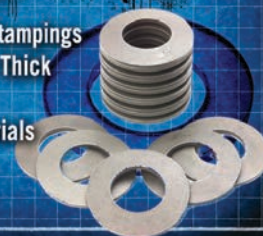
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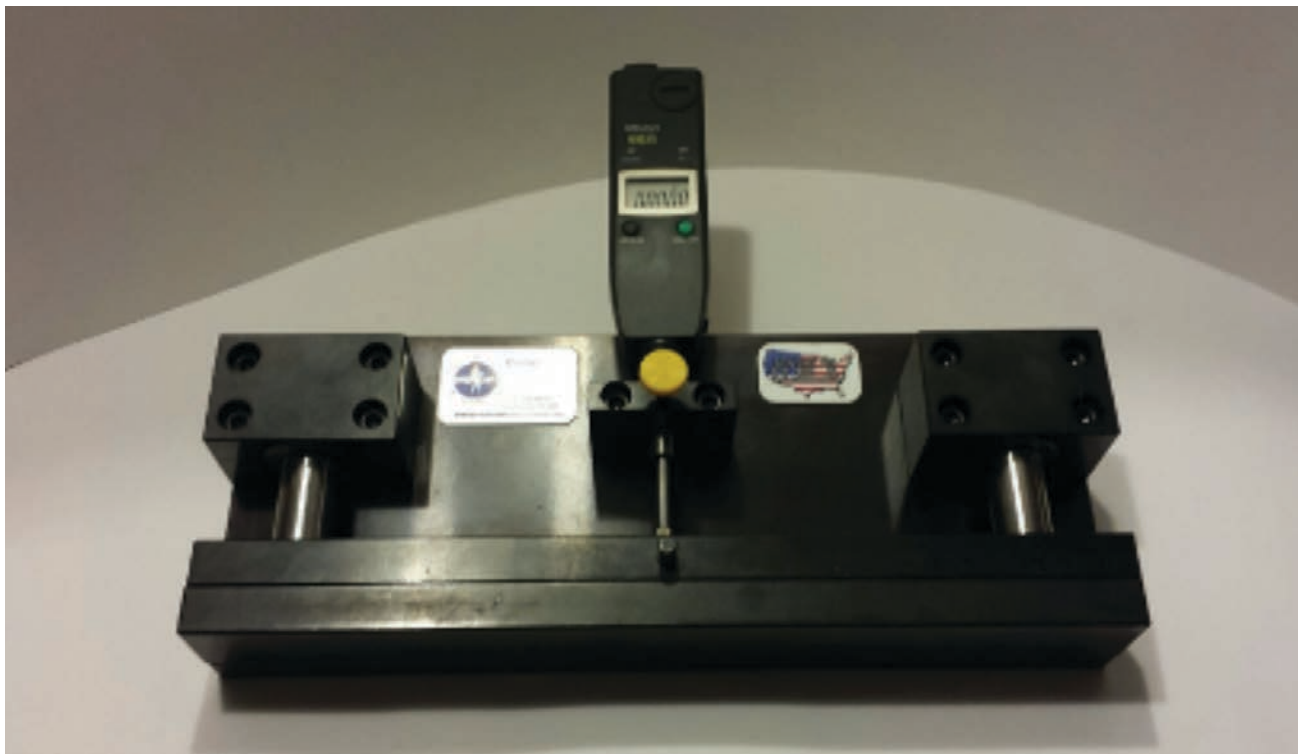
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The camber gage illustrated in the ASME standards and shown in this article is an attribute gage. It will only indicate to the user whether or not the part being inspected is within the specified limits for straightness, but will not indicate the exact magnitude of the camber or bow in the part.

### *Indicating Gage For Measuring The Amount Of Screw Or Bolt Camber*


To determine the extent of the bow in a part used for either gathering statistical process control (SPC) data or for final inspection documentation, an indicating, variable type of gage such as the CamberChek® is needed.

The CamberChek® gage is similar to the rail-type gage illustrated in the ASME standards except the non-stationary side rail slides on two precision bearings instead of a fixed position. The gage is designed so that gravity provides a constant closing pressure against the sliding rail. A digital indicator contacts the outside of the sliding rail for indicating the exact amount of bow in the parts being inspected by the gage.

To determine the exact amount of camber or bow, the part is placed between the rails so that the sliding rail is at its closest position to the stationary rail. To find this spot, the bolt would be rotated 360° to determine the lowest indicator reading. The indicator is then “zeroed out”.

The part is then rotated until the maximum indicator reading is achieved. The reading on the indicator is the exact amount of camber or bow in the measured part. Unlike the fixed jaw style of gage, you do not add the screw diameter to the allowable bow. Using this style of gage and our 1/2-13 x 4” fastener, you cannot exceed the .024” max allowable bow in screw or bolt to determine if it is within the acceptable straightness limits of the standard.

### *Inspect Straightness To Avoid Complaints*

Bent screws and bolts can cause their users major assembly problems. When supplying screws and bolts that have lengths greater than eight times their body diameter, suppliers should inspect them for straightness to avoid potential customer complaints and/or rejects. 



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**EARNEST MACHINE SHAKING UP THE STATUS QUO** *from page 40*

"We want to make sure we are a fit for our candidates, not just that they are a fit for us," says Elise Bastian, Director of Culture and Talent Development. "Everyone is respected for the value they bring no matter the position. Our core values lay the foundation for a great employee experience and we fully embrace these values by highlighting them every chance we get."

At the interview, you may find it strange to be asked about your favorite childhood cereal. That finally makes sense when on your first day there's a meet and greet in the kitchen to enjoy that cereal and get to know your new peers. Then on Monday, you'll attend your first company-wide "huddle" which always kicks off with – you guessed it – the core values. "We constantly talk about and really live the core values," says Bastian. "When we talk about people's wins and achievements, we always relate them back to our core values. Conversely, I've also seen coworkers respectfully say, 'Hey you're not aligning with the core values.' That's such a great way to rectify and build good relationships. It's those good relationships that influence the success of our company."



### ***Trust, Respect and Hugging the Cactus***

Earnest's success has much to do with how fervently they trust and respect their employees. "Our leadership team makes decisions based upon employee well-being. We approach this the same way we pledge to put the customer first," says Bastian. New employees are always surprised to learn that they won't have to use vacation time for anything other than, well, vacation. "We trust

our employees to handle balancing their work with their personal lives and not feel punished for needing an hour or two off to take the car to the shop, visit the doctor or attend a child's sports game," says Zehnder. "What we put into our employee experience we feel we gain back in retention and loyalty."

In that same spirit, employees are empowered to do what they need to do to create the best customer experience. This often involves what Zehnder likes to call "hugging the cactus." If someone makes a mistake, they own it, make it right with the customer and then focus on fixing what went wrong. There's no blame game. Mistakes are reframed as opportunities to improve and acknowledging mistakes is praised. Sure, owning up can be a little prickly, and there's still accountability, of course. "When employees try harder, without fear of mistakes, we achieve more wins, learn new things and in turn, create a greater experience for our customers," says Zehnder. Dealing with mistakes in a positive way is one way of truly living the core values of "We treat customers and each other with respect" and "We embrace change."

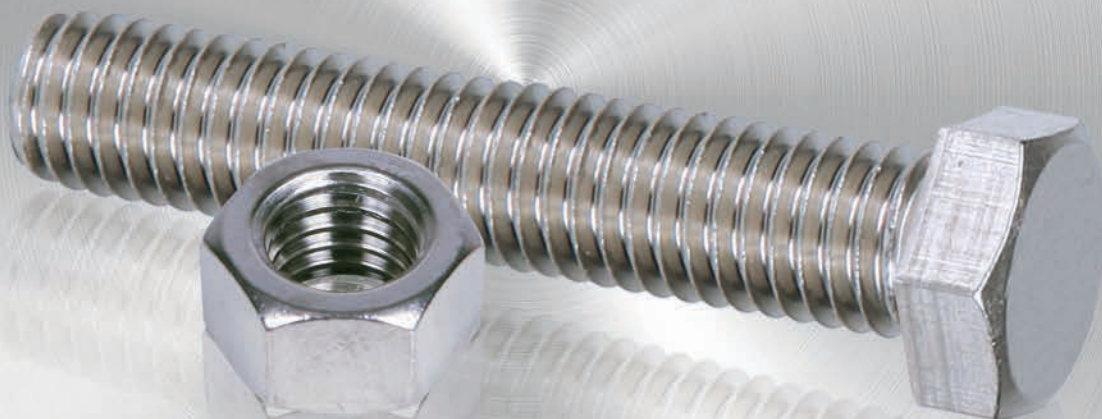
### ***Beyond Basic Benefits***

Earnest also embraces a holistic approach to helping employees grow. "We understand that development is not restricted to promotions, new projects, or simply gaining a new skill. Development starts from personal growth and self-realization," says Bastian. That's why Bastian created the Earnest Machine 20/20 Whole Health plan which has "Healthier, Wealthier and Wiser" components.



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**ANTHONY DI MAIO BLIND RIVETS HAVE THREE DIMENSIONAL SYSTEMS** from page 44

The 410 size blind rivet which is a 1/8 diameter rivet with a 5/8 maximum grip range, will read in soft metric as 1/8 diameter 3.2mm and 5/8 maximum grip range will read 16mm.

Soft metric is the direct conversion of inch dimensions to metric.

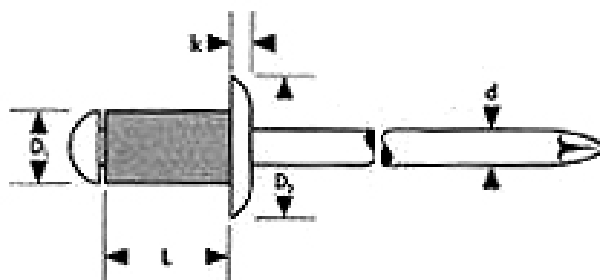
- ✧ 3/32 diameter to 2.4mm
- ✧ 1/8 diameter to 3.2mm
- ✧ 5/32 diameter to 4.0mm
- ✧ 3/16 diameter to 4.8mm
- ✧ 1/4 diameter to 6.4mm

### [3] Hard Metric


Hard metric is not used often in the USA. Hard metric is used fully in Europe. Hard metric is showing blind rivet diameter in whole millimeters.

**Example:- 3mm X 6mm blind rivet.**

This blind rivet will measure with a 3mm =.118 diameter and "L" length of 6mm =.236.



Very important point. Hard metric blind rivet part number does not include the maximum grip range of the blind rivet. They show blind rivet body length "L". By knowing the blind rivet diameter and the blind rivet body length "L" you have no idea or reference to the maximum grip range. You have to refer to the manufacturers catalog to see what the maximum grip range of the 3mm X 6mm blind rivet grip range is.

The catalog shows that a 3mm X 6mm blind rivet has a grip range of 2.5mm (.099) minimum to 3.5mm (.138) maximum grip range. 

ANTHONY DI MAIO

THE DISTRIBUTOR'S



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JOE DYSART PODCASTING: FOR FASTENER DISTRIBUTORS, KILLER MARKETING ON A SHOESTRING *from page 46*

And most offer users the ability to quickly communicate via direct messaging and online chat video calling.

Teams software also often offers safe storage of key documents, projects and files in the cloud – a distinct backup advantage for users who are also storing the same data on their computers or hard drives.

Fortunately, the wide variety of teams software guarantees that fastener distributors will most likely be able to find a platform optimally suited to your needs.

But for fundamentals, here's what you should look for in any decent teams software package:

▣ **Messaging:** Nearly all teams packages offer some form of instant messaging. You'll want to give this feature a go at your fastener distributorship before evaluating any other features, since it's so critical to the overall performance of your chosen package.

▣ **File Sharing:** The best way to test file sharing on a teams software package is to bring in the applications you're using everyday – Microsoft Word, Google Calendar, Zendesk and the like – and ensure they work without a hitch.

▣ **Document Collaboration:** You'll want to take special care that document collaboration works with any teams software you choose, given that most businesses are so heavily reliant on such collaboration.

▣ **Audio and Video Calling:** Use of video calling at businesses – i.e. Zoom and the like – has exploded since the Spring. So you'll want to carefully confirm that your choice of software – or the video calling software that's built-in to the package – is easy to use and reliable. Ditto for audio calling from within the package.

▣ **Version Tracking:** Managers and staff at your fastener distributorship will need to be absolutely

sure that they're working with the latest version of any document or file while using teams software. So you'll want to confirm the efficacy of this feature.

▣ **Calendar:** Virtually all collaboration and a great deal of communication will hinge on calendaring. So don't commit to a teams package until its calendaring – or import of your favorite calendaring tool – is verified.

Bottom line: Before settling on a teams software package for your fastener distributorship, it's a good

idea to run the top packages through their paces – and then see how those features compare to a package you may be evaluating.

Here's a look at la crème de la crème: The top five teams software packages currently on the market, which have been evaluated by at least 9,000 users, according to Capterra:

▣ **Slack (5.5/6 Stars)**

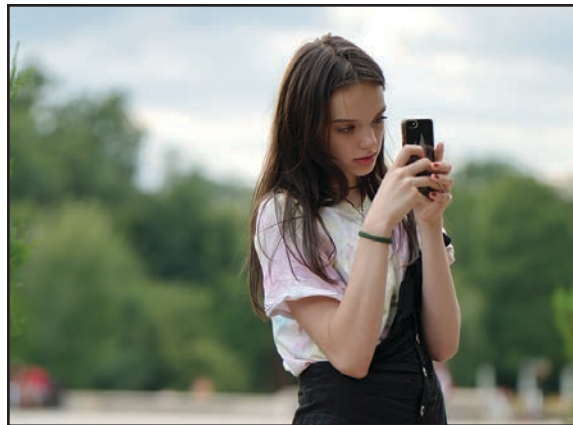
Easily one of the most popular and well-known team software packages, Slack has yielded excellent results for users for a number of years now.

Like most top packages, Slack offers direct messaging for all users. Plus, it includes dedicated conversations for specific groups that are looking to go over a particular project, brainstorm an idea – or just check-in.

Slack also comes with group video calling, group audio calling and the ability to drag, drop and share files with colleagues.

Fastener distributors can also run a poll with Slack, search previous messages and post a personal status update – i.e., whether you're in a meeting, out sick, or have just won the lottery.

Like most top packages, Slack also integrates with a number of other software packages, including email, GitHub, Google Calendar, Zendesk, Salesforce and Wunderlist.



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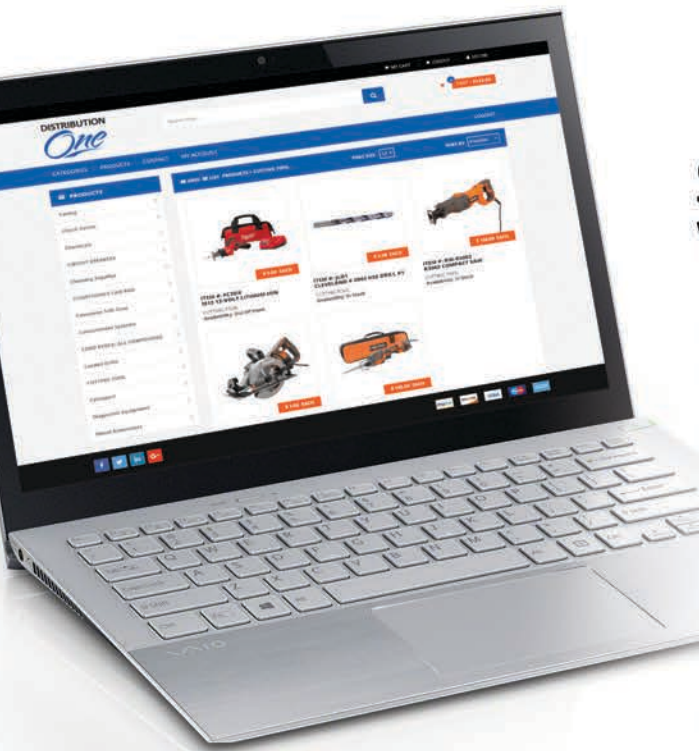
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But no matter how well designed the computerized ordering systems of the new mega-distributors they still lack important elements that you provide: human contact, customer care and the ability to insure effective communication. Inside sales, telephone contacts and smiling, effective, knowledgeable personal are the key components. At the very least reinstate the position of "Receptionist" or "Telephone Operator" to inject an element of humanity that online ordering has eliminated. If you want to stay in business there is absolutely no economic justification for an automated voice mail system. And you know this from personal experience, don't you?

In many market segments such as apparel, spare parts (or all kinds) and consumer trends the rate of return exceeds 25%. Any Fastener Distributor who tolerated this would be out of business in months, but Amazon has turned it into both a profit center and a consumer supported process. Want to return an order? Just take it to the nearest distribution center. Locally my Amazon return point is 15 miles away, at the far rear corner of a 200,000+ square foot empty building. Why empty? Because it's the breakout point for local delivery and the trucks are gone all day. Real estate costs are essentially zero and the consumer brings it there without any Amazon labor. It then moves thru their system in otherwise empty trucks and goes back to vendors who are dinged for mistakes well beyond their control.

Nice, but not going to happen for you. OEM customers are not going to send someone to your warehouse just to make a return, especially if the error was made by you. The answer from your perspective is to constantly strive for zero returns. This starts with the ordering process, constant communication and updating of both the website and the personnel at all levels of your operation. A warehouse staff member might catch an error if they are trained to know what to look for and where to look. Same thing for a delivery driver who knows the customers on their route. Quality control starts with the ordering process and ends with perfect delivery...in the customer's context.

These are just two examples of how you can rebuild the business in a changed environment. Amazon and others are still outrunning bankruptcy on paper and relying increasingly on reducing human contact and expertise. It's their Achilles heel and your greatest strength. Look for these opportunities everywhere!

## *Warehousing Isn't What You Have in the Building*

Inventory shortages due to vendor shutdowns are starting to diminish. Fortunately many Fastener Manufacturers were deemed essential and were still making product somewhere in the world. But the lesson that American business should have learned from the last six months is that offshore production isn't the bargain that was touted. And as our relationship with China evolves more manufacturing should be returning to the US, but not the way it left.

As an experienced Industrial Engineer I tend to look at the background, not just the foreground and talking heads. News reports from Wuhan, China showed two very different aspects of manufacturing, simple, primitive home production and highly automated facilities stamping out masks and parts with minimal labor. If a country with a huge population has invested in total automation so can we.

If you are both a manufacturer and a distributor it's time to review your plant and processes to eliminate labor thru mechanization and streamlined operations. But do this intelligently by also factoring in smaller lot sizes, faster production line changes and greater flexibility. There is still time and expertise to beat the rest of the world in producing more for less. Automation costs the same or more anywhere else and you can and must increase productivity because productivity ultimately drives the economy. Lower unemployment is nice, but labor shortages should breed innovation and with better productivity economic expansion will ultimately guarantee more jobs at higher pay.

Similarly, as a Distributor it is in your best interests to push your Vendors into more local production. Think about your inventory on a global basis. Starting with the raw materials; moving through initial processing into rods, coils, blanks; then as Vendor raw stock; work in process; finished goods warehousing; in transit by truck or ship; in transit from port to Distribution Center to you there are opportunities for cost reductions at every level.

Amazon isn't a warehouse distributor, it's a bank. Materials being held are now turning so fast that 30 day payment means that the vendor really finances the inventory. And in the case of an affiliate who sells through Amazon inventory costs are definitely not an Amazon concern.



## distributornews

**Jergens, Inc.** announced that it has received a new certification that will expand the company's engineering and design capabilities in the aerospace, space and defense sectors. The certification is designated for Jergens Specialty Fastener products, including Quick Release Pins, Threaded Inserts, Spring Plungers, Spring Loaded Devices, Handwheels, and Adjustable Handles & Knobs.

The AS9100:2016 Certification is an invaluable component to the design and manufacturing of Specialty Fasteners, Lifting Solutions, and Workholding Solutions. The new certification will further enable Jergens Inc. to customize and design components offering rigid quality standards and mil-specs, with tight tolerances and high precision.

"This certification is a game changer for Jergens and separates us from our competitors in terms of efficiency and service response time," said Matt Schron, General Manager for Jergens, Inc. "Our many customers in the aerospace sector, both military and commercial, are seeking our heavily engineered expanded design services, customer solutions and standard and special configuration all while maintaining our shorter lead times. This certification will allow us to better serve our clients with premium products more quickly."

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**JIM TRUESDELL REMOTE WORKERS - THE CUSTOMER'S PERSPECTIVE** *from page 52*

There is absolutely no way to get to a representative immediately if a matter is urgent. When and if there is a call back a couple of days later it begins with the representative apologizing for the tardy response by explaining "We have been having some problems with our phone service."

I would submit that if your phone service is unreliable then you need to get people back into the office to pick up the phone!

I recently called a service company to initiate a new business opportunity. They were all working remotely so I left a voice mail message. Four days later a manager called me with that same old tale of telephone troubles. In discussion with him I learned that he had started his job in February and that the office had closed and gone to all remote in March and was still battened down here in July. He had not been into the office since then. The week prior I had sought information on a quote on another matter from another company and was getting no response. When I finally got to senior management the excuse was again problems with the electronic communication system. Government offices, too, seem to have checked out and require long waits for assistance, or the ever popular "due to the current situation we are asking you to find solutions to your problem on our website." Where is management? Who is reviewing the phone logs and activity records of these workers?

There are some people who are truly self-motivated. There are some companies who are concerned about meeting customer needs who are actively following up on things. But there are too many people, workers and managers, who are viewing this whole thing as a pleasant sabbatical from work. Too often workers who are not keeping on top of things (or companies who are not taking care of business) take pride in the fact that they are doing their part by staying home— and that those who are still providing needed services by staying in their workplaces are somehow not acting ethically and failing to "protect" everyone else. This is despite the fact that companies who are remaining open are dealing with necessary safety protocols that are constantly shifting.


The other side of this is that there are heroic customer service people who are stretched thin. Because of staff cuts and because of others who are not carrying their share during this crisis, they are pushed to the limit. These over-extended customer service workers take the brunt of complaints by frustrated customers who are

frantically seeking goods or services and who are not getting the response they need.

What will be the result of this pandemic experience if a substantial percentage of our workforce loses the work ethic that makes this country different from some of the floundering economies in the third world? This has little to do with the rightness or wrongness of protecting against spread of the virus. Working remotely is a viable option, but only if people are indeed committed to put in the effort and attention required.

Even before the pandemic there was evidence to the effect that remote work is not all it is cracked up to be for the general work force (as opposed to the commissioned sales person or profit driven entrepreneur or independent contractor). Consider the experience of Yahoo, where CEO Marissa Mayer pulled back from her company's already established Timework program, citing the need for the interactions and experiences that she felt were only possible in the company offices. This followed management reviews that reportedly revealed numbers of employees were just not logging in to the company network. I suspect that throughout our cloistered work force today such things are happening in large numbers—and the customers are suffering!

It is too easy for a less than motivated employee who is not surrounded by his or her peers, and who is not motivated by a supportive company culture, to become disconnected from projects. These people do not sense the urgency of taking care of customers, and they lose the passion for excellence that a dedicated group of co-workers and a skilled manager in daily contact can provide. The experience of the past six months has no doubt revealed where remote work is effective and who is capable of carrying it out. We must not be blinded by euphoria for what we feel is the inevitable wave of the future! Many people may like avoiding the office and being master of their daily activities without a supervisor looking over their shoulder. Not everyone, however, has the self discipline to do this. Not everyone has the proper work environment at home. Some people can only reach their peak effectiveness when working as part of a face to face on-site team. In the end, the verdict will be delivered by a company's customers.

As companies transition out of their pandemic "bunker" mentality they need to honestly assess whether they have upheld their responsibility to the customer - the one who makes it all possible! 





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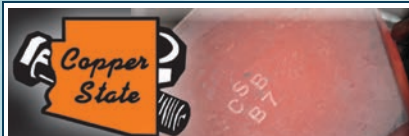
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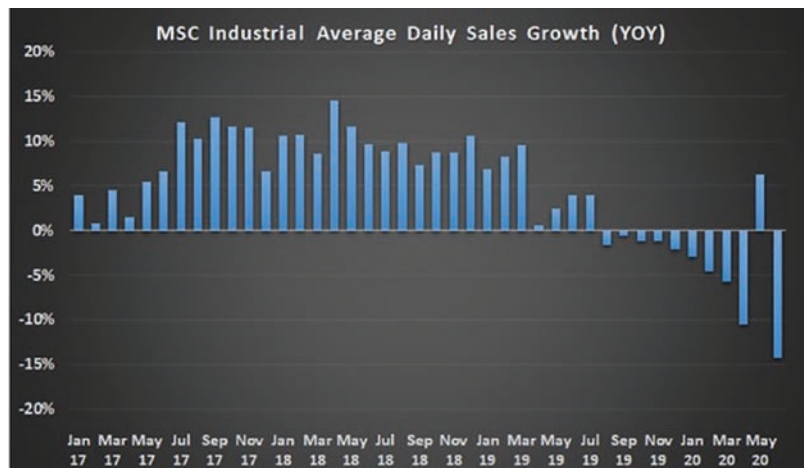
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**NELSON VALDERRAMA** IS YOUR BUSINESS BENCHMARKING ITSELF TO TACKLE COVID-19? *from page 54*

Let's keep in mind that while their performance was vastly different, these three companies have a very similar playing field:

- ▣ Access to capital markets, talent and technology.
- ▣ Have boards and stockholders that provide accountability to their executives
- ▣ Wall Street demands good return on their investment.

As you look to benchmark, start by asking if this happening to your company where your competitors are performing better than you. If you're seeing this trend, start by asking:

**[1]** If you look into your company's data can you see some trends in your sales before COVID-19?

**[2]** Were you exposed to opportunities in the last 6-9 months that you were not able to capitalize?

**[3]** What other public companies in your field are winning and what can you learn about what they are doing?

### *Is This a \$250,000 Lesson?*

I remember talking with a friend a couple of years ago and he mentioned that he puts price tags to the lessons he's learned as a successful entrepreneur. He said that for the last 10 years, he'd made countless decisions, some risky some safe, but he always evaluates the output to learn from them.

One of the lessons he told me about that really stuck with me was how he bought a piece of land in the south to put a new plant on, but failed to do proper due diligence. After a long battle with inspectors, lawyers,

and the state, it turned out the land was unable to be built on. He called that experience "the \$250,000 lesson", something he now uses in any CAPEX or expanding initiative as a benchmark.

I bring this up because I hope that the executives at MSC are learning from the lessons they have been exposed to starting more than a year ago (July 2019 – August 2020). While their peers (Grainger and Fastenal) seem to be avoiding (or at least learning from) expensive lessons, MSC continues to struggle.

### *But What About GM%?*

Let's review one of the favorite topics of any owner or General Manager: Gross Margin.

Based on the graph below, we can infer that MSC has either not changed their pricing and/or COGS structure or have balanced both to get the same GM% for three straight quarters.

This is certainly something impressive given all the pressure coming from tariffs, competition like Amazon, product mix change in 2Q-2020.

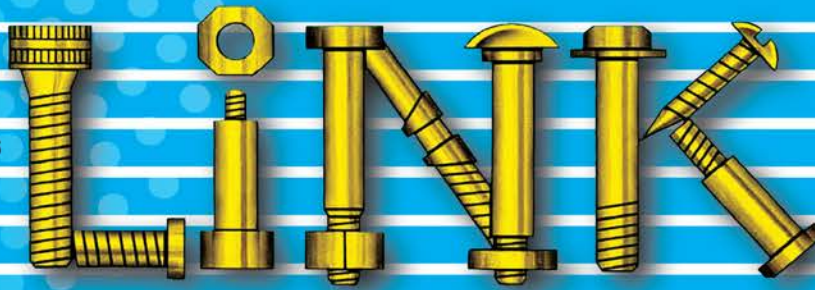
#### **GM% of Public Companies**



Fastenal is known for delivering consistent results, especially on their GM%, so it is a little surprising to see a drop of 200 basis points in Q2 compared with Q1. For those who follow their numbers and stock, you know that for Fastenal to deliver that GM% means a turbulence in COGS, pricing and/or Mix, and they must be working diligently to get this under control because the CEO knows that every 100 basis points represent an increase or decrease of 7-8% of their operating profit!



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**ROMAN BASI WHAT'S THE NET INVESTMENT INCOME TAX AND HOW DOES IT APPLY TO ME?** *from page 56*

An investor must pay the NIIT based on the lesser of your net investment income or the amount by which your modified adjusted gross income (MAGI) surpasses the filing status-based thresholds imposed by the IRS. What this basically states, the 3.8% tax will apply in two situations:

- An investor's net investment income is less than the amount which the investor's MAGI exceeds the statutory threshold, the tax applies to your NII.
- An investor's net investment income is higher than the amount by which the NII and MAGI exceeded the statutory threshold, the tax applies to that exceeding value.

In order to report and calculate the NIIT, individuals, trusts, and estates use Form 8960. To pay the tax, taxpayer will fill out Form 1040 (if an individual) or Form 1041 (if a trust or estate.) Further, taxpayers that deal with estimated tax payments must still consider the NIIT in order to avoid certain penalties associated with underestimating or underreporting tax liability. While this tax

must be considered in estimated tax payment, the tax does not need to be withheld from an employee's wages.

Let's look at an example with actual dollar amounts. The filing status of our hypothetical investor, Tina Taxpayer, is single. Therefore, the statutory threshold is \$200,000. If Tina Taxpayer has a MAGI of \$120,000 and net investment income of \$40,000, equaling a total of \$160,000, she will not be subject to the NIIT because the amount is lower than the Statutory threshold of \$200,000. Now, under the same conditions, let's change the values. Tina Taxpayer has a MAGI of \$170,000 and net investment income of \$80,000, equaling \$250,000. Because that amount is \$50,000 over the \$200,000 statutory threshold, she will pay the 3.8% tax on the \$50,000 at \$1,900. 

<sup>1</sup> The term "passive activity" shall not include any working interest in any oil or gas property which the taxpayer holds directly or through an entity which does not limit the liability of the taxpayer with respect to such interest. (B) Income in subsequent years. 26 US Code section 469.

ROMAN BASI

**IFE CONNECTING THE FASTENER INDUSTRY THROUGH IFE'S FIRST-EVER DIGITAL EVENT** *from page 58*


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Attendees at Match & Meet by IFE 2020 will have access to a range of exciting new features. The platform's Artificial Intelligence capabilities will automatically match attendees with other users – exhibitors & attendees – and content that is uniquely relevant to them. All

users of the platform, whether attendee or exhibitor, can schedule and hold one-to-one meetings right in the platform itself without needing to log in to third-party meeting applications.

Match & Meet by IFE will also incorporate a robust conference schedule with highlights on technology, leadership and business management, and current market challenges and best practices. Live conference sessions will be available within the platform too, without the need for logins to external streaming platforms. Speaker at the show in 2019, Nelson Valderrama returns to Match & Meet in 2020 to talk about "how to stress-test your business in times of crisis."

Registration for Match & Meet by IFE will open in the coming month at [www.fastenershows.com](http://www.fastenershows.com).

More information on how to register, exhibitor list, and conference agenda will be available on the website. Please visit and sign up for updates as they become available at [www.fastenershows.com/inquiry](http://www.fastenershows.com/inquiry). 



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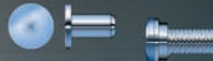


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**NFDA SCHOLARSHIP WINNERS 2020-2021** from page 60

## Scholarship Winners

NFDA recently awarded scholarships for Fastener Training Week, an advanced fastener technical training program produced by the Fastener Training Institute, to Maria Barlas, a design engineer for Shamrock International, and to Nick Suydam, a sourcing specialist for Martin Fastening Solutions.

Scholarship applicants were evaluated based on the recommendations from their employers, personal achievements, work experience, and an essay. Identifying information was redacted, so that the team evaluating the applications did not know the names or employers of those applying.


The next deadline to apply for an NFDA Fastener Training Week scholarship is December 1. The application



can be found at [www.nfda-fastener.org/fastener-training-week-scholarship](http://www.nfda-fastener.org/fastener-training-week-scholarship). For more information about Fastener Training Week, visit [www.fastenertraining.org](http://www.fastenertraining.org)

## 2021

Save the dates of June 22-24, 2021 for NFDA's live in-person ESPS® meeting in Minneapolis. Details will be available early next year.

For more information about NFDA and its activities contact Amy Nijjar at [amy@nfda-fastener.org](mailto:amy@nfda-fastener.org) or telephone 562-799-5519. 

NATIONAL FASTENER DISTRIBUTORS ASSOCIATION

**JO MORRIS FASTENING 101 (VIRTUAL) - UNDERSTANDING THREADED FASTENERS AND THE INDUSTRY THAT PRODUCES THEM** from page 62

Additionally, students will also have the opportunity to learn about:


- ▣ Plating & Coatings and Considerations on Thread
- ▣ Head Style, Drive Styles – applications for both
- ▣ Nuts & Washers
- ▣ What to Consider When Choosing a Particular Metal
- ▣ Steel Properties & Strength
- ▣ Introduction into Stainless Steel & Other Alloys
- ▣ Heat Treating
- ▣ Typical Fastener Properties
- ▣ Manufacturing Processes
- ▣ Thread Rolling
- ▣ Secondary Operations
- ▣ Cost Drivers

Attendees may register at [www.fastenertraining.org](http://www.fastenertraining.org). This class is open to everyone & show attendance is not required although all class attendees who do attend

Fastener Fair USA will be entered into a drawing to win a scholarship to FTI's acclaimed Fastener Training Week. Attend the class in the fall and attend the show next summer!

Although we are excited to get back to live classes and “social gathering” we remind you that on-line learning is stronger than ever. During the COVID19 travel restrictions FTI comprehensively invested in our on-demand curriculum which now includes over 45 fastener related topics developed for fastener professionals at all levels of experience.

Subscription packages are available to fit any budget requirement. Please visit our website at [www.fastenertraining.org](http://www.fastenertraining.org) for a detailed description regarding all our classes and webinars.

If you would like to receive our newsletter please email Jo Morris at [JoM@FastenerTraining.com](mailto:JoM@FastenerTraining.com) 





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**PRODUCT GENIUS TECHNOLOGY TRANSFORMATION IS WITHIN YOUR REACH** *from page 64*

There are many factors that lead to a successful Digital Transformation. The foundation will consist of strong leadership, strategy, technology & DATA. It will be imperative to the success of your transformation that the CEO signals to the entire organization that the world of distribution has changed and so must the company. It is imperative that the entire team participate as every area of the business is affected.

Consider what the future of the supply chain will look like in 5 years, 10 years...there is no stopping the speed at which things are changing. A good starting point when beginning your business transformation would be:

- ▣ Looking at your industry's competitive landscape
- ▣ Define your organization's goals
- ▣ Seek out new growth opportunities
- ▣ Create a realistic budget
- ▣ Have workforce in position

### ***Remember...Transformation is Within Your Reach***

There is a lot of opportunity for growth and the good news for distributors and manufacturers is with the advent of the cloud services you are now able to design and build an eCommerce store much more efficiently and cost-effective. Adopting to the cloud allows companies: 99.9% up time, a secure environment, the ability to recover data, the ability to make changes very quickly and enhance customer experience. Grow at your own pace. Business speed, business agility, how quickly one can adapt to changes will define success of future businesses.

**PGT holds several patents for its Product Genius Technology eCommerce application. PGT provides consulting and web design services. Contact: Cris Young, [cris@productgeniustechology.com](mailto:cris@productgeniustechology.com) or go to [ProductGeniusTechnology.com](http://ProductGeniusTechnology.com) for more info.** 

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Phone: 978-521-0277 • Email: [tdimaio@verizon.net](mailto:tdimaio@verizon.net)





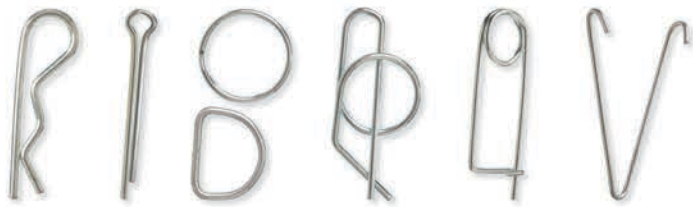


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When a large number of pallets with a single product SKU are routinely loaded into trucks, locating the pallet flow rack near the loading dock minimizes the distance that forklifts travel, which speeds material handling. Even pallets with varied SKUs that are being shipped to the same location can be located near each other to further speed truck loading.

According to Wachsmuth, a similar approach applies to pallet flow storage depth, which should be designed and grouped to logistically ease loading and unloading.

"Just because you can design pallet flow storage 20 pallets deep, doesn't mean you should," says Wachsmuth. "Consider what works best. If you can only load 10 pallets at a time in a truck, it may be better to design the system 10 pallets deep but several levels high. After unloading one group of 10 pallets, go to the level above to unload the next truckload of pallets."

### Enhance Storage Density

Since pallet flow design eliminates aisles and fills the space with additional pallets, it provides many times more storage than selective rack. Better space utilization also minimizes the need to light, heat and cool the facility, further decreasing expenses.

In this type of "dynamic" racking approach, goods can be stored 3, 10, even 20 pallets deep and on multiple levels. This eliminates the need for wide aisles between every row of traditional "static" rack required for forklift access and maneuverability.

By storing more palletized goods in less space, facility managers can dramatically increase the amount of inventory in a specific warehouse footprint or, on the flip side, reduce the amount of space required for new warehouse construction.

"Compared to traditional fixed racking, a high-density

pallet flow system can essentially cut the required square footage for a warehouse in half," says Wachsmuth. "The savings can be significant in terms of reduced property and building costs."

### Plan for the Future

Because budget and inventory requirements change at both the facility and corporate level, it is wise to select a flow system with a design that can grow as business needs evolve.

"With flow systems, bays can be added to groups and the bay widths and depths can be easily be expanded to hold additional inventory, which allows you to buy for your current needs and expand later," says Wachsmuth.


To be even more accommodating of future needs, such as higher or heavier pallets, Wachsmuth also advises selecting a flow system that provides vertically adjustable beams and ample strength.

"You can always re-profile your flow rack to handle higher, heavier pallets if you design for it," says Wachsmuth. "Let's say you use a 48" high pallet today, but decide later that a 60" high pallet is more efficient because you want to add two more levels of ice cream to each pallet. A system with vertically adjustable beams would allow you to do it, provided you have the rack strength."

To improve pallet flow at any time, entry guides can be installed in flow lanes to allow more forgiving pallet placement. Heavy gauge pallet flow rollers can be placed in the entry and exit flow lanes to better withstand pallet impact.

If a warehouse facility is heavily used, forklift drivers are more prone to impact racking. Because a flow system's entry uprights tend to receive the most damage from forklift impact, Wachsmuth advises working with a vendor that offers a range of reinforced upright options.

Guardrail, rack and column protectors, as well as weld bumpers (angles welded to the aisle side beams), can also help to protect the pallet flow rack system from forklift impact. If impact occurs, these safety items can be quickly replaced without having to close off lanes or bays. Facilities should also consider holding extra rack inventory, such as uprights and beams, so any rack damage can be repaired immediately. This keeps production going without waiting for a supplier to ship replacement parts.

The bottom line is that a pallet flow system can help retailers and the logistical supply chain keep up with surges in demand today and in the future, while enhancing the efficiency, productivity and profitability of the operation. 




**LAURENCE CLAUS THE VALUE OF APPLICATION ENGINEERING** *from page 100*

All for a fastener that would be removed and discarded when it reached their end customer. A little application engineering would likely have saved them forty to fifty percent on this component.

I have been in the fastener industry now for over thirty years. It has been a great place to make a career and, for the most part, an industry that I have been proud of. One of the few disappointments I've had, however, are with organizations and individuals that have focused entirely on "getting the sale" at the expense of doing what is best for their customer. Rewinding to the first example I shared of the cracking bosses, it was easy at that time to "sell" the Type AB screw, as it was a recognized design, was considered an appropriate option for the application, and was low cost. The problem, as the example illustrates is that it didn't work, and the after-the-fact and total joint costs were much higher to the OEM than the offsetting premium they would have paid for a better performing

screw. On a number of occasions in my career I have accompanied a distributor salesman on a problem call only to have them convince their customer to purchase a fastener that was not the best solution because the better solution was more expensive or not readily available to them. I'm concerned that in such situations, failing to provide the best solution for the expedient one is really a failure to service the customer. Having application engineering capabilities would likely help mitigate this.

Application Engineering is a valuable service and business differentiator that all distributors should consider. Some distributors have learned this and either have one or more engineers on staff or maintain a relationship with someone that can help provide such expertise. Application Engineering not only can be utilized to assist customers with new activities but as the second example in this article illustrates a powerful tool for continuous improvement and cost savings opportunities. 

LAURENCE CLAUS

**GUY AVELLON WHAT FASTENER DISTRIBUTORS NEED TO KNOW ABOUT IDENTIFYING STAINLESS STEEL** *from page 102*

In **Alloy Group 1** there is SH1 through SH4, which is F593A through F593D. For example, F593A in diameters 1/4" through 5/8" has a tensile strength range of 120 to 160 ksi, yield strength of 95 ksi, elongation of 12% at 24 to 36 HRC whereas the F593A has a tensile strength of only 65 to 85 ksi, yield strength of 20 ksi, a hardness of B65 max with an elongation of 40%.


The diameters for F593B, F593C and F593D (SH2, 3 and 4 respectively) differ slightly. The F593B diameters only include 3/4" through 1" and have tensile strengths measured from 110 to 150 ksi, yield at 75 ksi and elongation at 15%. The F593C only includes 1 1/8" and 1 1/4", with tensile strengths of 100 to 140 ksi, yield strength of 60 and elongation of 20%. The F593D extends from 1 3/8" to 1 1/2", tensile strength of 95 to 130 ksi, yield strength of 45 ksi and elongation of 28%.

**Alloy Group 2**, which includes 316 and 316L, also have SH1 through SH4 to include F593E, F593F, F593G and F593H.

**Alloy Group 3** includes 321 and 347, SH1 through SH4 which includes F593J, F593K, F593L and F593M.

Each of the four (4) SH conditions for Alloy Groups 1 through 3 share the same physical and mechanical properties for their respective diameters.

Therefore, it is not only extremely important to know what Group and Condition the customer using or specifying, but what diameter of product you have as the different diameters will dictate different physical properties you will have which will also affect your torque values. In this case, never offer the customer torque values because of these variables.

The next part will discuss high temperature alloys that are less confusing than the ASTM A193 Standard. 

GUY AVELLON

In both examples the holes are produced by reaming that produces a hole with an H7 tolerance.

There are two common type of metric dowel pins.

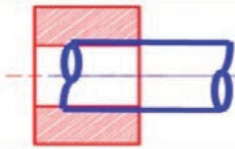
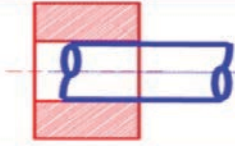
H7/m6 Driving fit	
H7/h6 Sliding fit	

TABLE 2

One that has an "m6 tolerance", using this one would provide a drive fit (interference fit)

The other has an h6 tolerance, which would create a sliding fit (clearance fit).

Over the course of the years several combinations emerged that work best for certain application (see table 3). However, how well the combinations work, depends on the type of material, material thickness, the condition of the tool and machine and ultimately the machinist's attention to detail.

Therefore, one may have to adjust somewhat based on the circumstances, however, this should be kept to a minimum.

COMBINATION HOLE/SHAFT	APPLICATION
H7/m6	To assure proper alignment (pin stays in the hole)
H7/h6	For easy locating or positioning parts
H7/s6	For shaft collars on shafts
H7/d9	For shafts sliding in holes, g6 is also used on shafts going into a bearing
H7/f7	For fly wheel applications (plain bearing under oil pressure)
H7/j6 js6	For guides (square or round)

TABLE 3

### Calculating Minimum & Maximum Dimensions

To show this let us use an example:

The part we use is a pin nominal size 5 (5 mm) The tolerance is m6.

The size is diameter 5, therefore we choose line 3.

The tolerance found under "m6" is 0.004 to 0.012.

We apply this to the nominal size.

$$5 + 0.004 = 5.004$$

$$5 + 0.012 = 5.012$$

Nominal size		Tolerance zone			
over	to	h6	h8	m6	H7
0	1	0 - 0.006	0 - 0.040	+ 0.002 + 0.008	+ 0.010 0
1	3	0 - 0.006	0 - 0.040	+ 0.002 + 0.008	+ 0.010 0
3	6	0 - 0.008	0 - 0.048	+ 0.004 + 0.012	+ 0.012 0

TABLE 4

### Tolerance Applied To Fasteners

The tolerance system is applied to all sorts of mechanical components, including fasteners. The below illustration shows how it is applied to threaded fasteners.

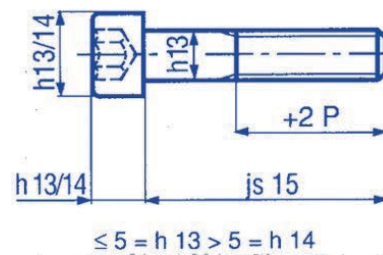


FIGURE 5

Here are some tolerance zones as they are applied to fasteners, hardware, machine elements:

- ✦ Shoulder diameter of socket shoulder screw (tolerance = f9)
- ✦ Width across the flats of hex cap screws (tolerance = h13)
- ✦ Wrench openings, sockets WAF (tolerance = G6, etc.)
- ✦ Allen wrenches (keys) (tolerance = h10, h11 etc..)
- ✦ Width of parallel key (tolerance = h9)
- ✦ Keyways width (tolerance, shaft = P9, N9, bore = H9)
- ✦ Bore on tie end rod (tolerance = H7)
- ✦ Drill rods and cold drawn bars (tolerance = h8, h11, etc.)
- ✦ Cold Hex bars and square bars (tolerance = h8, h11, etc.)
- ✦ Dog point diameter on set screws (tolerance = h14)



**BRUNO MARBACHER ISO SYSTEM FOR LIMITS & FITS - INTERCHANGEABILITY OF METRIC MECHANICAL FASTENERS WORLDWIDE** *from page 150*

- ✧ Ball bearing shaft/bearing - shaft  
(tolerance = g5, g6, etc.),
- ✧ Ball bearing bore/bearing - bore  
(tolerance = G7, H7, etc.)
- ✧ Collar diameter of weld nuts (tolerance d11)
- ✧ Clevis pin diameter (tolerance = h11)
- ✧ Drilled hole diameters (tolerance = H11, H12)
- ✧ Standard punches diameter (tolerance = h6)
- ✧ Diameter on groove pins (area without the grooves (tolerance = h6)
- ✧ The groove on shafts for circlips, retaining rings,  
(tolerance = h11, h12, h13)
- ✧ The groove on bores for retaining rings  
(tolerance = H11, H12, H13)
- ✧ Bore of adjusting rings (tolerance = H11)


Today's metric standards often list the tolerances in mm, this makes it easier for inspection, nevertheless they are based on the system although sometimes

rounded. Older standards may still show the tolerance zones.

### ***Tolerance References On Drawing***

Even though the system includes an almost endless amount of tolerance zones. There is not a given industrial field that utilizes them all. A company, making precision instruments uses different zones, than a company making big machinery. Hence, if one works in a certain field, one only must deal with certain zones. Many companies have therefore created tables of the tolerance they frequently use; others put the minimum and maximum dimension directly onto the drawing. A third possibility is to put a chart on the drawing, stating the applicable tolerance

### ***Conclusion***

The ISO system for limits and fits makes it possible for things to fit together and function properly. 

**BRUNO MARBACHER**

# BRUNO MARBACHER

RECENTLY RETIRED DIRECTOR OF APPLICATION ENGINEERING

Bruno Marbacher has 40 years' experience in the fastening, assembly technology field, and has gained special knowledge in resolved bolting failures, assembly issues and issues in automated assembly. He has groomed and directed engineers in fastening technology, provided seminars. Bruno would like to share his expertise in seminars, round table discussions, one-on-one sessions and workshops.

#### **Bruno's areas of expertise include:**

- |  |   |
|--|---|
| * Fastening technology                   | * Corrosion protection & prevention                 |
| * Designing with metric fasteners        | * Design for Manufacturing                          |
| * Reliable bolted joints                 | * Fasteners for semi-automated & automated assembly |
| * Proper torqueing of threaded fasteners | * Platings & coatings (RoHS)                        |
| * Improving durability of bolted joints  | * Thread-forming screws for metal & plastic         |
| * Cost efficient joints & assemblies     | * Quality inspection and testing                    |



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For more information, contact Bruno at [brunomarbacher4@gmail.com](mailto:brunomarbacher4@gmail.com)***

**EUROLINK MAKING FUN OF DIN TO ISO CONVERSIONS** *from page 108*

On the other hand, at Eurolink, we are not just a commodity importer, but rather a sourcing service, therefore (while we certainly have particular product lines that we favor and stock) we are not limited to any predetermined availability. In other words, if you need a metric fastener, we can most likely find some options for you, therefore while we easily tout access to over 100,000 C-class fasteners, it is difficult to estimate the true, uppermost range of products available within our network.

With procurement teams sourcing fasteners for increasingly complex and globalized projects, it makes sense that such teams would rely on Eurolink's services to decrease the demand on their teams and/or expand their product ranges. It is within that vein that Eurolink operates. We do not supply OEMs directly, rather we supply the stocking distributors that supply those OEMS. Our niche's position in the supply chain uniquely positions us. Rather than working with engineers, we are usually working with sourcing specialists, account managers and sales representatives. These positions do not always need all of the details, but they do need references that they can refer to quickly as they handle their workflow volume. Enter the Eurolink DIN-to-ISO conversions chart.


While this conversion chart is a useful resource, for sake of simplicity, the one-page chart could not incorporate nuances like the interchangeability of the standards or detailed dimensional differences. As stated, some conversions are not interchangeable. Circling back to our DIN 933 to ISO 4017 conversion example, particularly at that M10 diameter, the difference is small, in this case literally 1mm, with DIN 933 having a WAF of 17mm and ISO 4017 having a WAF of 16mm, but consider the implications if an assembly line operator or machine has a wrench tool that is specific to the 16mm WAF requirement. I think you can read between the lines on that one.

Other conversions are not so minute. Unfortunately

for me, early on, I once made the mistake of thinking that I could provide a customer with an ISO 10642 when they requested DIN 7991. Of course, we corrected the mistake quickly, but sourcing the DIN 7991 fastener at was not simple and was quite a bit more expensive than it's ISO 10642 counterpart, therefore we had to take a loss on that sale. For whatever the reason, some conversions have been embraced by the industry, therefore it's not always the case that the ISO version of a fastener is going to be the harder to find fastener, sometimes it is the DIN version that can create headaches for procurement.

Honestly, I would recommend that anyone involved in procurement in the supply chain have a copy of our conversion chart on the wall by their computer for quick reminders, but (especially early on, as you are learning the differences) that they also download and keep handy the document created by Würth Industrie Services (Germany) titled "Fasteners: Differences between DIN – EN – ISO standards". This document can be found with a quick Google search and is one of the most helpful documents for making decisions about DIN to ISO conversions. It is not all encompassing, but it is a very good resource.

As I am a few months into my second year creating educational resources for the industry, I have decided to dig even deeper into the standards and begin sharing even more nuanced explorations of these standards in my second "season" of VLOGs. Some conversion differences, as already explained in previous videos, are not only dimensional, but can include differences in the material themselves or the processes used to ensure consistency. My discussion in a recent episode of Fully Threaded Radio with Carmen Vertullo, in which we apparently "solved" an industry mystery, hints at such nuance.

If you ever have any questions related to this subject or an inquiry for such fasteners contact me or one of my very knowledgeable and helpful colleagues over at Eurolink Fastener Supply Service. 



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**JASPER INDUSTRIAL SUPPLY A DIFFERENT APPROACH TO SUCCESS** *from page 110*

The old system had rigid inventory locations implemented. They decided to invest in The Business Edge's™ Wireless Warehouse. Brent explained that this was both a significant financial and time investment to implement. He said it was worth it. It allows them to stock inventory in any open space quickly and easily. They purchased scanning devices that eliminate the need to print pick tickets since the orders went directly to the gun.

They used their software development team to build an eCommerce store in just three days. Computer Insights' RESTful API's allowed their team to create seamless integration with The Business Edge.™ With their eCommerce business, they have teenagers using wireless scanners to pick products to pack and ship who had no previous experience.


Verizon Connect Reveal is another piece of technology that they use. Routist is a product in the Verizon suite, it allows them to plug in all of their scheduled deliveries and generate an optimized route for their drivers. Their

drivers used to get back to the office around 5 PM, now they are returning around 2 PM and can help with picking orders.

### More Information

**Jasper Industrial Supply** can be reached at 3185 N. Mill St., Jasper, IN 47546. Contact Brent Atkins, Owner, by telephone at 812-639-5045, eMail: [brent.atkins@jasperindustrial.com](mailto:brent.atkins@jasperindustrial.com) or visit them online at [www.jasperindustrial.com](http://www.jasperindustrial.com).

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**Computer Insights Inc. It's our Fastener Industry focus that makes the difference. The Business Edge™ is the only system specifically designed for fastener companies.** 

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**COMPUTER INSIGHTS INC. THE BUSINESS EDGE - INDUSTRY-LEADING SOFTWARE FOR UNCERTAIN TIMES** *from page 116*

Sales orders are automatically assigned the correct sales tax jurisdictions based on where you are shipping from, where you are shipping to, the customer's entity use, the product's tax code.

A single order can be assigned a different "customer's entity use" value for each line when necessary. If you don't want to spend time filling out paperwork and paying your sales taxes, you can have Avalara do it for you.


### The Best Support

**Computer Insights Inc.** has an experienced team of customer support specialists. Unlimited training is included with The Business Edge.™ The system is so easy to learn; they get people up to speed fast. They are happy to train your new employees no matter how long you've had the system. They will also train existing employees on new features or features they have not learned about before. If you need a refresher or want to take a deeper dive into something, not a problem, that is also included.

### Time For Action

The world has been in constant turmoil for most of 2020. If you are still in business, you are smart, lucky, or both. If you are still working with a computer system from the distant past, the time to improve is now. More than ever, you need fast, accurate access to information to help you make decisions quickly. If business improves, you will need to be able to keep up with it. If business dips, you will need to make quick adjustments to remain profitable. If you are uncertain about the future, consider letting The Business Edge™ help you navigate that uncertainty.

### More Information

For more information about The Business Edge™ contact Dennis Cowhey, President, **Computer Insights, Inc.** 108 Third Street, Bloomingdale, IL 60108. Tel: 1-800-539-1233, email: [sales@ci-inc.com](mailto:sales@ci-inc.com) or visit them online at [www.ci-inc.com](http://www.ci-inc.com). 



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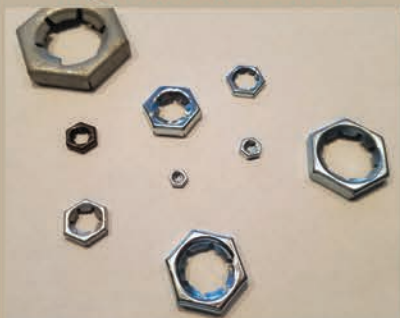
### Self Treading Locknuts & Washers



### Push-On Retainer Fasteners



### Regular Lock Nuts



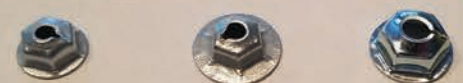
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**Here's a sampling of what they offer:**

**Healthier** – Flu clinic, ergonomic support, fresh and healthy office snacks, first aid training, 5K club. A runner himself, CEO Zehnder challenged the first group of 5Kers and then reimbursed them for their running shoes.

**Wealthier** – One-on-one sessions with a Wells Fargo Financial Advisor had an 85% participation rate when first introduced; assistance opening a “Christmas Savings Account” with an added bonus from the company for enrolling.

**Wiser** – The company supports and encourages learning outside of Earnest's four walls through conferences, trade associations or other professional resources; personal and professional development courses are available through the Earnest Academy program.

The Earnest Academy was strategically designed after polling employees about what they'd like to learn more about. “Earnest Academy is an opportunity for employees to broaden their skill set and grow both professionally and personally,” says Bastian. Offerings include courses in Earnest Product Knowledge, Leadership Development, CRM and Microsoft Online, and fun electives such as Drink Mixology, Using Social Media Tools, Photography and Meditation. It's a variety employees appreciate.

**Next Level Employee Advocacy**


And there's more. Earnest really walks the walk when it comes to employee advocacy. CFO Brian Mamich offers employees confidential, one-on-one meetings to discuss anything related to finances, such as student loans, mortgages, 401(k)s, taxes and budgeting. HR guru Bastian offers her resume building and interview coaching services to family members of employees who need them. CEO Zehnder says, “I want my employees to do their best work, and their best work comes when they know they have a place to turn to when they have tough questions regarding their finances, or their spouse or significant other has experienced a hardship with their own job. We want to help and we will continue to help long after that specific crisis is behind us.” That

consistent drive to help employees in all aspects of their lives is a big part of what makes the culture at Earnest so special.

Employees can also take advantage of several incentive and reimbursement programs which run the gamut from buying safety shoes to wellness programs to continuing education. Employees can even spend time in other departments and locations to learn more about the business. “We try to be role models for personal growth and professional development,” says Bastian. “The more opportunities for growth we provide, the better. Our employees are really our internal customers. The more we can do to support them in all aspects of their lives the better equipped they are to create the best possible customer experience.”

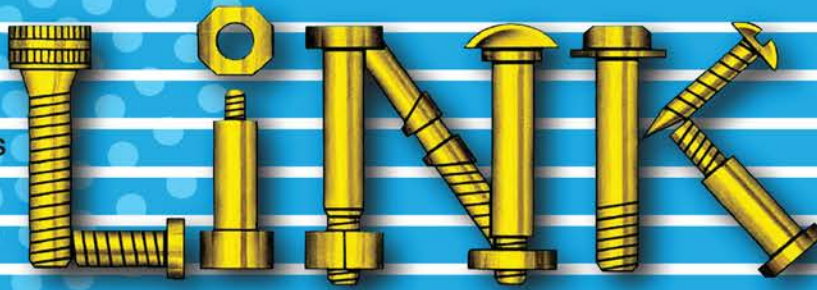
**Pushing the Boundaries of What's Expected**

In the manufacturing industry — particularly for companies that have been around for more than a half a century — it's easy to do things the way they've always been done. When it comes to culture, Earnest is breaking that mold. Zehnder often likens Earnest to Google and other companies not only known for being great places to work, but for having a decided competitive edge due to outstanding employee advocacy and engagement. Gallup reports that companies with highly engaged workforces outperform their competitors by 147%. But Earnest doesn't focus on their employees just because it makes good business sense. They do it because it's the right thing to do. “Respect has always been the guidepost as to how to treat employees,” says Zehnder. “We feel that what we give, we get in return. We don't consider these benefits, but simply treat people the way they deserve.” In a mature, industrial industry, Earnest is pushing the boundaries of what's expected. They're leading by example to push the industry forward — and show customers and industry peers alike how they too can use culture as a competitive advantage.

**Want to learn more about how you can use culture as a competitive advantage? Continue the conversation here: [EarnestMachine.com/blog](http://EarnestMachine.com/blog), Twitter @earnestmachine or on LinkedIn search Earnest Machine.** 



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✧ **Trello (5.5/6 Stars)** Trello's emphasis is on project management. So its design focuses a great deal on enabling fastener distributorship staff and management to track, organize and coordinate as a project through to completion.

With Trello, you can easily inform others on the progress of various components of a project. And you can quickly create your own custom boards and lists to more easily manage and/or communicate about a project.

Like most top packages, Trello also integrates with a number of other software packages, including GitHub and Slack.

✧ **Basecamp (5.5/6 Stars)** Basecamp, another pioneer of team software, is also known for its emphasis on project management.

The company literally wrote the book on teams software, titled "Remote Working," ([www.amazon.com/Remote-Office-Not-Required/dp/0804137501](http://www.amazon.com/Remote-Office-Not-Required/dp/0804137501)).

Basecamp easily enables fastener distributors to create a project and then put together all the people, discussions, documents, files, tasks and deadline associated with that project on one place.

Staff can share their personal "To Do" lists for the day and then update that list to inform management on how they're progressing.

Meanwhile, company managers can post key announcements and notices in virtual spaces in Basecamp that are common to all. And clients can be brought into the loop with the ability to see data that managers deem appropriate.

Managers can also opt to receive a daily digest of pertinent Basecamp activity to their email inbox every day.

✧ **Microsoft Teams, part of Microsoft 365**

**(5.5/6 Stars)** This platform enables fastener distributors to create a separate team for each project you're looking to complete.

Each team 'meets' in a virtual building, where they can communicate and collaborate. And there are also rooms, where select members of a team can break off into smaller groups.

The platform also has all the communication options that you'd expect from a top tier choice, including private

chat, instant messaging, calendar integration, group voice calls and group audio calls.


But perhaps one of the package's greatest strengths is its tight integration with other Microsoft apps like Word, Excel, Powerpoint, Whiteboard. That makes it a high contender for workplaces

based around Microsoft products.

✧ **GSuite (5.5/6 Stars)** Formerly Google Apps, GSuite offers fastener distributors a collection of tools millions of users turn to every day: Google Docs, Gmail, Google Hangouts, Google Currents, Google Calendar and the like.

With Google Hangouts you'll easily be able to meet for video conferences. And with Google sites, you'll be able to quickly put together a quick Web site for a company or internal project.

The platform also comes with Google Work Insights, an analytics tool that uses charts to report on how your team is using GSuite and how the tool may or may not be helping with worker productivity.

Essentially, GSuite is a high contender for workplaces that rely heavily on Google apps. 



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As part of The Supply Chain greater cooperation at every level of distribution can help achieve the same inventory turnover that moves in house stocking from a deficit into a profit center. Communication and standardization are the keys to this process. Ordering more frequently in quantities that are closer to usage adds some operational expense, but nowhere as much as you might think. And if the materials are made in the US weeks, if not months of inventory safety stock can be eliminated. Push for this with your Vendors. It will make money for both of you.

Think Origin to Destination and the inventory warehoused outside your walls dwarfs what is on the shelf.

### *People are Still Your Most Important Asset*

America is being rapidly steered into a Socialist agenda. You and your employees are being manipulated by false and misleading slogans, protestors and mobs. Inevitably this will seep into the workplace where you the "evil capitalist," "racist exploiter" and "overseer" are not providing for the safety of your staff...and friends. As I write this article it's already happening. The Covid-19 situation is providing fertile ground for new expectations and demands in the workplace. Body temperature portals, workplace shields, masks and most of all fear are driving a new standard of employment.

The previous articles discussed what is now not just a good idea, it's a new imperative. Demonstrating a concern for the health and welfare of every employee still won't be enough. Hiring practices that are skewed by mob agenda will increasingly be used against you. Seeking and inspiring the best candidates is no longer politically correct. Establishing and maintaining trust in this increasingly hostile environment is going to be an uphill battle, especially with the outside world shouting you down.

### *The Warehouse Divided*

The founding fathers of American Constitutional government who are now being recast as villains envisioned a three leg stool of support with a Legislative, Judicial and Executive branches in balance and support. Today traditional governance is being usurped by the Media and Regulatory branches that are unelected, uncontrolled and in conflict for power. This is a worldwide civil war with

rioting and distorted "news coverage" in every democracy on the planet.

Social media and the traditional press are being used to steer the narrative. Riots are great images, peaceful demonstrations are not. Destruction and looting make the news, while those who protect their property and neighborhood are ignored. And all this is playing out in a "Panic-demic" that is being run by unaccountable "experts" who provide contradictory edicts that change in hours. Executive orders based on premature and even falsely constructed "projections" have turned the world economy from booming to bust in less than two months.

All this comes together in your office, warehouse and corporate dealings. The real question isn't whether the workplace is safe from Covid-19 it's whether the people returning to work can coexist with diametrically opposed ideologies. Civil discourse is going to suffer when highly (or falsely) emotional issues and a culture of shouting down other opinions is allowed to grow and fester in your company. If capitalism is under attack so is everything that supports it.

Your task in all this mess is to endeavor to maintain an island of sanity, civility and respect in the workplace. Free speech stops at the employee entrance. It's your business and yes, you can still set some limits. Start with prohibiting political support.

Make the warehouse and the office apolitical. The reality is that regardless of who is elected in November business will need to continue to support employment. It might be easier or harder depending on our unpredictable future but you, your staff and friends still need a paycheck to live. Protect the rights of everyone by fostering an atmosphere of tolerance for everything except intolerance.

With only a little bit of research and common sense everyone can regain some balance in their lives. Promote and publish a culture of good news, not doom and gloom. Change the narrative within your walls to one of hope, promise and respect. This starts at the top with transparency and focus. Fasteners are not sexy, but they are a vital component of everything that is built or assembled. Make everyone aware of this and their role in making it happen. Even the smallest achievement can spark someone to begin seeking truth and balance outside of work. Pride in what one can achieve will always triumph over momentary elation in what one can tear down.



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## ROBERT FOOTLIK AS THE WORLD CHANGES AROUND YOU *from page 160*


And if there are those who cannot abide by a culture of respect by all legal means weed them out before they poison the environment for everyone. Even the most misguided is entitled to their opinions as long as they leave them out of the workplace. The old adage of three strikes and you're out still holds true. Now more than ever maintain honest, fair and complete records of infractions of the Respect Rules. Document, document and document disruptive arguments, fights and hateful behavior. Do this consistently, openly and fairly at all times then act decisively regardless of who is involved.

Yes, you may lose some very good workers with this policy. And yes again, there is expertise that will be lost. But an amputation is better than losing a life. Business is under attack in this worldwide civil war and even if you are an innocent non-combatant being a collateral casualty is no consolation. If the company goes down

so does your paycheck.

At the very least keep the battles out of your workplace. You cannot control what the world is doing, but it is in your best interest to create, maintain and defend your islands of sanity in the workplace...and at home.

Be aware of how the world is changing, maintain an open mind when reading/hearing what purports to be "news" and continue to be a decent, concerned and supportive employer no matter the rhetoric flying around.

Surveyors are taught that regardless of the alligators, snakes and mosquitos their job is to measure the swamp. In this newly evolving environment your job is to keep your head above water as you provide essential, reliable service to your customers, staff and friends. It won't be an easy task, but every life and every business matters. *Good luck.* 

**NELSON VALDERRAMA IS YOUR BUSINESS BENCHMARKING ITSELF TO TACKLE COVID-19?** from page 140

After looking at Fastenal in detail and comparing with Grainger empirically, we can say that both companies are experiencing a margin pressure around 200 basis points in Q2 — so how can this be translated or company?

Look at how your pricing and GM% performed in the last six quarters compared with these big companies, and:

**[1]** See if there are any similar trends that can provide insight for where you may be headed

**[2]** If you have GM% pressure, do you see a 200 basis point drop or more? If so, find out what is causing this!!

## Benchmarking is All About Improving Performance

Benchmarks provide reference points against which you can measure your performance. These can be internal metrics, objectives, or most frequently, performance measures of competitors or similar companies.

Let's keep in mind that these benchmarks are useful only if you attempt to improve processes in some way to see if costs can be reduced, profits can be increased, and customer loyalty can be strengthened.

Some areas of interest to create benchmark can be:

- ❖ **Financials** – Sales, GM%, Operating Expenses, ROI, ROE, GMROI, etc.

- ❖ **Customer Satisfaction** – Overall satisfaction with a product, satisfaction with different aspects of a product, the likelihood to recommend a product, the likelihood to repurchase a product.

- ❖ **Cost and Effectiveness** – The price of a product, the cost per application or use of a product, the cost of maintenance of a product, the savings that a product confers.

- ❖ **Time** – How long it takes to produce something, how quickly the phone is answered, the speed of response to an enquiry, the time taken to deal with a complaint.

## Looking Back to Look Forward...

One common question is how to benchmark performance against last year. To help, we've aggregated the real March-July sales data from our user base and put it into a report (see below)— to see how other companies like yours are faring during the pandemic.

**% Change in Sales v.s. Prior Year (Company A)**  
(30-Day Moving Average)




The report shows how the (theoretical) Company A compares to the rest of the market. Although internal year-on-year data has “noise”, you can still make empirical decisions during COVID-19.

Once you establish a reliable benchmark for your peers' pre- and post-pandemic sales numbers, you can compare that to your own performance. This will give you an empirical basis for evaluating both your performance against the market and the general effectiveness of your strategy.

## Don't Fall Behind Because You Aren't Equipped to Benchmark!

Navigating this pandemic is an experience we're all in together, and unfortunately for businesses, it is creating chaos the likes of which we never seen. At Intulize, we're committed to helping businesses like yours find clarity wherever possible, and benchmarking is a perfect place to start.

There's light at the end of this tunnel, I promise you that, but in order to get there, we need to have a clear vision of where we really stand.

We'll help you get there. 





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## PWFA CONNECTING AT A DISTANCE: PAC-WEST/SEFA/SFA JOINT VIRTUAL CONFERENCE from page 88

### Honorary Member

Rick Peterson is now an honorary member of Pac-West. He is a past president of the association and has given a lot to Pac-West. Rick recently retired from All-West Components and Fasteners.



of the program answered a lot of questions. A recording of the webinar is available free to Pac-West members by logging in to their member accounts and can be purchased by nonmembers.

For more information about Pac-West and its activities, visit [www.pac-west.org](http://www.pac-west.org).

### USMCA

The new United States Mexico Canada Agreement (which replaced NAFTA) was the topic for a webinar in September, featuring Jamie Lawrence (AVK), John Gaudette (Metric & Multistandard), and Chad Bussell (Wurth). A lot of great information was shared, and the Q&A part



## SOUTHEASTERN FASTENER ASSOCIATION

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## SEFA FALL MEETING GOES VIRTUAL by Nancy Rich

Because we can't meet safely at our originally planned fall conference in San Antonio, we're happy to announce that we are doing the program virtually! This will be a joint meeting between, Pac-West, Southeastern and Southwestern Fastener Associations.

For your convenience these events have been set up over two weeks of October on Tuesdays and Thursdays from 2:00 pm - 3:30 pm EST.

**On The Schedule:**

- ✦ October 20 - Economic Update with Chris Thornberg
- ✦ October 22 - What's New, What's Next - State of the Industry Panel



Southeastern Fastener Association

*...in an industry which "holds the world together"*

- ✦ October 27 - Crisis Management: Lessons Learned from the Pandemic
- ✦ October 29 - Zoom Roundtable Discussions

**Save The Dates And Join Us For This Joint Association Event!**

Registration opens after Labor Day. Visit [www.pac-west.org](http://www.pac-west.org) for more information.

## ASSOCIATION ARTICLE

SOUTHEASTERN FASTENER ASSOCIATION

## NATIONAL FASTENER DISTRIBUTORS ASSOCIATION

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## ADAM DERRY ELECTED 2020-2021 NFDA PRESIDENT by Vickie Lester

Adam Derry of Field (Machesney Park, Illinois) has been elected as the 2020-2021 president of the National Fastener Distributors Association.


Keven Simmer of Wurth Des Moines Bolt Supply (Des Moines, Iowa) will serve as vice president, Kelly Charles of Sems & Specials (Rockford, Illinois) as associate chair, and Doug Ruggles of Martin Fastening Solutions (Florence, Alabama) will remain on the Board as immediate past president.

Jon Queenin of Specialty Bolt & Screw (Agawam, Massachusetts) has been elected to serve on the Board of Directors effective

July 13, 2020.

Continuing on the NFDA Board are Don Haggerty, Craig Penland of Eurolink FFS (Greer, South Carolina), Scott Somers of Mid-States Bolt & Screw (Flint, Michigan), Jodie Thinnies of Copper State Bolt & Nut (Phoenix, Arizona), and Bryan Wheeler of Star Stainless Screw (Wood Dale, Illinois).

Kelly Cole of Hayes Bolt & Supply (San Diego, California) completed his term of service on the Board.

For more information visit the NFDA website at [www.nfda-fasteners.org](http://www.nfda-fasteners.org). 



## ASSOCIATION ARTICLE

NATIONAL FASTENER DISTRIBUTORS ASSOCIATION



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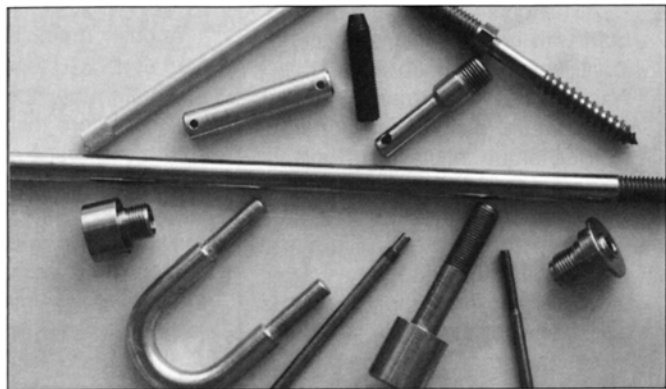
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