

# PIPELINE

PIPING SYSTEMS INC.

COMMERCIAL/INDUSTRIAL/INSTITUTIONAL MECHANICAL CONTRACTORS

FALL 2016

## Anniversary Celebration!

August 2016 is Piping Systems' 45th year anniversary of its founding.

The U.S. Bureau of Labor Statistics notes that "about half of all new establishments survive five years or more and about one-third survive 10 years or more." Based on these statistics, Piping Systems, Inc. is at least in the one-third of businesses



surviving after 10 years or more. Not too shabby.

My entire work career has been spent here at PSI (and I'm certainly not finished yet!).

Being one that is constantly looking for improvement, I make it a point to study up, read, attend conferences and do all sorts of things that keep me up-to-date with new trends. One thing that has remained constant is change. Looking to the future to prepare for change and being adaptable to change in the making; this is a necessity to survive as a new establishment.

There are some things that never change: Our constant striving to bring our clients excellent service, quality installations and reliability. These are the foundations on which PSI was built by its founders, Eugene A Lemieux and George Simmons. Although they are not here with us today, their mark on the company has survived throughout the years and will continue for years to come.

—Pauline (Lemieux) Lally, Owner



## PSI Adds Electrical Service To Meet Our Clients' Needs

**W**e are proud to welcome Victor Silva as the newest member of the PSI Team. Victor has been working in the electrical field for more than 30 years. His career began at Greater New Bedford Regional Vocational Technical High School, where he was enrolled in electrical shop. After his graduation, he began working at a local electrical company, B&M Electrical Contractors. During his time there, he gained field experience and worked towards obtaining his license.

Victor currently holds a Master and Journeyman's Electrical license in Massachusetts and his Journeyman's in Rhode Island. Throughout his career, his work experience has included installation, repair and troubleshooting of highly complex process machinery. During the last 10 years, he has been involved in the construction field, where he has successfully completed electrical projects for several commercial clients. He has also worked on power and control wiring for industrial refrigeration equipment for the food industry.

If you have a need for electrical service, please contact Greg Brewer, our service manager at 508.644.2221 ext. 103. He will make sure that we get you the service you need and expect.



Victor Silva



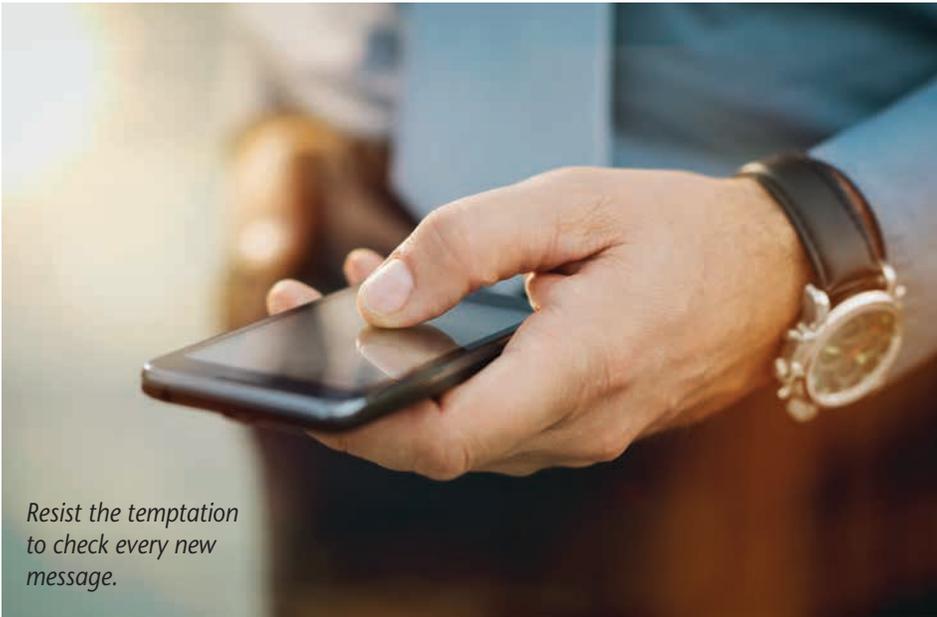
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Resist the temptation to check every new message.

## Develop These Habits To Get More Done

If you want to get more accomplished at work, start developing these essential habits to increase your efficiency on the job:

- **Turn off cell phone alerts.** Resist the temptation to stop what you're doing every time your phone beeps or vibrates with a new message. You'll be better able to focus on tasks when you're not constantly distracted and interrupted.
- **Fine-tune your to-do list.** When planning your day, add estimated times to each item on your to-do list. This will help you decide what to do first and what can be saved for later.
- **Run two-minute drills.** Every few hours, look at your list for tasks that can be done quickly—answering emails and phone calls, confirming appointments, and the like. Spend a few minutes clearing those away, and you'll have more blocks of uninterrupted time to take on bigger tasks.
- **Take regular breaks.** You'll burn out if you go full throttle for eight or 10 hours. Determine how long you can effectively concentrate on a single task (usually between 30 minutes and an hour, for most people). Take a break after that time—walk around, get out of the building, talk to co-workers—and you'll return feeling refreshed.

## In Plain Sight...

Sergeant: "Private Jenkins! I didn't see you at camouflage practice this morning!"  
Jenkins: "Sir, thank you, sir!"

## Start Your Day Like These Titans

Your mother told you that breakfast is the most important meal of the day. These successful business leaders take that to heart. Here's what some of the world's top businesspeople eat for breakfast, according to [switchandshift.com](http://switchandshift.com):

- Richard Branson, founder, Virgin Group: Fruit salad and muesli
- Cheryl Bachelder, CEO, Popeyes Louisiana Kitchen: Steel-cut oatmeal
- Brad Lande, CEO, Birchbox: Hot lemon water and a smoothie
- Katherine Power, co-founder and CEO, Clique Media: An egg on toast with avocado
- Jack Dorsey, co-founder, Twitter: Two hardboiled eggs with soy sauce

## Master These People Skills

Success at work requires more than technical skills. Getting along with the people you work with, and for, is a crucial element of career success in any organization. Sharpen these essential interpersonal skills to win allies and influence the people around you:

- **Listening.** Show genuine interest in what people say. You'll gather better information and build relationships with people who can help you.
- **Collaboration.** Support your co-workers and your team's goals. Offer ideas and assistance to help them solve problems and get ahead, and they'll extend the same help to you.
- **Empathy.** Learn to examine situations and problems through the other person's perspective. You'll avoid personality conflicts and gain skill at persuading co-workers (and even your boss) to support you in your plans.
- **Patience.** Stay calm when dealing with difficult people. Keeping your cool shows professionalism and confidence, both of which will get you noticed by upper management.
- **Flexibility.** Don't insist on getting your own way. Be ready and willing to adapt to other viewpoints and strategies. This shows your commitment to team goals instead of your personal agenda.
- **Assertiveness.** Being flexible doesn't mean you should let people walk all over you. Stand up for yourself and your ideas—politely, but firmly.

SPEED BUMP

Dave Coverly



# Succeed With Kindness and These 5 Kindly Tips

Nice people can finish first. The key is knowing how to use kindness to your advantage. Practice these habits in your business and personal lives and they will become second nature:

- First, be kind to yourself. You'll find being nice to others easier if you build your self-respect with positive thoughts about your personality and achievements.
- Treat everyone with respect. Don't worry about who's on top. Treat everyone the way you want to be treated, regardless of their position or job title.
- Say no when necessary. You can't do everything. But when you do say no, be polite and positive.
- Plant seeds of kindness. Do something nice every day even when your kindness may not have an immediate payoff.
- Complete this statement: "If I were a better person I would \_\_\_\_\_." Then act on it.



## Ants Send and Receive Signals Via Antennae

Ants may not be able to speak, but they can communicate effectively through signals they receive—and send—through their antennae, researchers at the University of Melbourne have discovered.

Ants use chemicals called CHCs (cuticular hydrocarbons) to identify whether other ants are friendly or hostile. When CHCs are removed from an ant's antennae, it can no longer tell whether other ants are from its nest. The CHCs apparently enable ants to share basic information about their affiliation, something scientists could not confirm until recently.

Antennae have long been known as vital to ants' behavior. In an experiment conducted more than 125 years ago, a scientist removed the antennae from four different groups of ants and placed them together. Instead of breaking out into fights, the ants interacted peacefully with each other. The role of CHCs clarifies how such communication works, scientists say.

## How To Stimulate Creativity and Generate New Ideas

If you want to encourage an atmosphere of innovation and entrepreneurship in your organization, try what others have done—hold a regular "pitch day" for employees to suggest projects and ideas to senior management.

Urge them to cross team boundaries and work together with co-workers from other departments in developing ideas. Choose the best projects for implementation, at least on a pilot basis. You'll generate lots of ideas, and enhance teamwork in your organization as well. In addition, employees will feel more vested in projects when they have helped to create them.



*A net was set up under the Golden Gate Bridge to catch construction workers if they fell. How many men were saved?*

## Construction Trivia

- 1) How many bricks were used in the construction of the Empire State Building?
  - a) 10 million
  - b) 5 million
  - c) 50 million
  - d) 25 million
- 2) The Occupational Safety and Health Administration (OSHA) was formed in what year?
  - a) 1956
  - b) 1927
  - c) 1970
  - d) 1910
- 3) The Hoover Dam contains enough concrete to pave a road from San Francisco to New York City. How much is that?
  - a) 23.2 million tons
  - b) 3.1 million tons
  - c) 90.4 million tons
  - d) 6.6 million tons
- 4) A net was set up under the Golden Gate Bridge to catch construction workers if they fell. It became known as the "halfway to hell club." How many men were saved?
  - a) 2
  - b) 19
  - c) 181
  - d) 56

**Answers:** 1) a; 2) c; 3) d; 4) b



# I've Got This Feeling

I would like to share a comment that I received recently in response to an e-mail that included the last copy of our newsletter, *Pipeline*.

"I had experienced a FEELING that made me like doing work with PSI. Keep up the good attitude."

As a business owner, getting feedback like this makes me feel like someone is "getting" what we're all about, and that they took the time to let us know that they are "getting" it. There is so much that goes on behind the scenes to make our clients feel like they want to work with us. It's something that successful businesses must work on continuously. We are not perfect, and we goof up sometimes, but overall, we make sure that the client knows that they are the boss—regardless of who holds the corner office.

In the past, I have been advised that I need to stop "micro-managing." Sorry, folks. I will never give up "micro-managing" the work that goes on with respect to fostering trusting client relationships. That's what makes the difference between fostering a client-centered culture and a business that does things in an ordinary manner.

—Pauline L Lally

## Do You Have a Testing Agreement in Place?

Beginning this year, we will be converting our "call as you need" testing service to a more formalized program to meet our clients' needs. When you call us for an appointment to have your fire protection system tested, you will be asked to review, sign and return our simple, no-nonsense testing agreement. From here, we will schedule a recurring appointment for the time interval of your choice.



*In addition to testing your fire protection system, Piping Systems now offers electrical services, so alarm testing can be handled at the same time.*

At the same time, we will be asking you for information on your fire protection system to be stored in our database to help us be better prepared with parts on hand for repairs, etc. And, since we now can offer electrical services, the alarm testing can be handled by PSI as well. We make it easier for you since you will not have to worry about coordinating an alarm technician from another company. We have it all under one roof (see the accompanying article on electrical services).

So, why are you waiting? Call our Service coordinator, Sharron Furtado at 508.644.2221 ext. 106 to arrange for a testing agreement and automatic scheduling of your service. What could be easier?



We're doing our part! 



**PIPING SYSTEMS, INC.**

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ADDRESS SERVICE REQUESTED