

# PIPELINE

PIPING SYSTEMS INC.

PROCESS PIPING • PLUMBING • HVACR • BOILERS • FIRE PROTECTION SYSTEMS • ELECTRICAL • SPRINKLER INSPECTIONS

SUMMER 2019

## Meet Piping System's Newest Team Members

**Y**ou can expect that when you interact with our team members, you will be treated with the respect and professionalism that you deserve. In that vein, we continue to add people to our team that embody that spirit. Let us introduce some of our newest administration staff members.



*Chris Murphy*

### **Chris Murphy**

Chris joined Piping Systems at the end of January 2019 in the role of Controller. He brings more than five years of accounting experience to the PSI team.

Having worked previously for Lafrance Hospitality and more recently for D.F. Pray General Contractors, Chris has a vast range of experience and skills in the accounting field.

He holds a Bachelor of Science in Accounting from

the Charlton College of Business at the University of Massachusetts-Dartmouth.

### **Sondra Lundy**

Sondra has worked in customer service her entire career in one form or another. She enjoys meeting new people, acquiring new skills and experiencing new adventures in her work and her life, in general. She has three beautiful daughters in the center of her life who have been her best teachers and inspiration. Sondra's favorite place to be is on the couch with her girls watching a movie or cooking together. Breakfast



*Sondra Lundy*

for dinner is their favorite—Sondra's mother's special treat for her when she was a child, so she passed on the tradition. Sondra's father taught her to laugh as much as you can and to be happy. She does her best to follow his rule and keep smiling and helping others find their laughter along the way.



*Kevin Tame, Jr.*

### **Kevin Tame, Jr.**

Kevin grew up in Norton, Massachusetts and graduated from the HVAC program at Southeastern Regional Vocational Tech in 2006. After high school, he completed his Associate's degree in HVAC from Massasoit Community College in 2008, then earned his Bachelor's degree in CAD/CADD from ITT Technical Institute.

Kevin started out as an apprentice in a struggling economy, but soon after completing his Bachelor's, he began working in the HVAC industry as an assistant estimator at Control Air Systems. A little over a year into that job, he received a job offer as an estimator at Medford Wellington Service Co., Inc., spending five years there. He also spent six months at Sagamore Plumbing and Heating as an estimator.

Kevin began working at PSI as an assistant project manager/ estimator in December of 2018. He accepted the position at PSI because, during the interview process, "Jay made me feel comfortable and wanted. I was also impressed with the longevity of most of the employees here at PSI. My experience so far has been great and I have been welcomed with open arms. The office is hardworking and has a friendly work environment."

In his spare time, Kevin enjoys spending time with his two-year-old son, playing hockey, and watching Boston sports teams. Kevin also has a side job writing for *USA Today* covering the New England Patriots!



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## Riddle Me This

Q: Who can shave up to 10 times a day, but still have a beard?

A: A barber.

Q: What should you do if you get attacked by a group of clowns?

A: Go straight for the juggler.

Q: What is always in a corner yet travels throughout the world?

A: A postage stamp.

Q: What is one lie that we all tell?

A: "I have read and agree to the terms and conditions."

Q: What do you do with a sick chemist?

A: If you can't helium or curium, you might as well barium.

Q: When should you watch your cheese carefully?

A: When it's up to no Gouda.

Q: What question can someone ask all day long, always get totally different answers, and yet all the answers could be correct?

A: What time is it?

Q: How do you know carrots are good for your eyes?

A: You never see rabbits wearing glasses.

Q: Why did the golfer wear two pairs of pants?

A: Just in case he got a hole in one.

—Riddles.fyi

## Branson's Rules For Success

Billionaire entrepreneur Sir Richard Branson is undeniably successful. He's built eight billion-dollar companies, established a nonprofit foundation, and written six books. He also plays a lot of tennis. What's his secret? He's got several, and they've been compiled on CNBC's *Makelt* website:

- **Follow your dreams.** "Those people who spend their time working on things they love are usually the ones enjoying life the most," Branson says.
- **Do some good.** "If you aren't making a positive difference to other people's lives, then you shouldn't be in business."
- **Believe in your ideas.** "If you aren't proud of your idea and believe in your plans, why should anybody else?"
- **Have fun.** "If you're not having fun, then it's probably time to try something else."
- **Don't give up.** "On every adventure I have been on—whether setting up a business, flying around the world in a balloon, or racing across the ocean in a boat—there have been moments when the easy thing to do would be to give up," Branson has written. However, he never gives in.
- **Keep setting challenges.** "Write down every single idea you have, no matter how big or small," he once blogged. Then challenge yourself to follow through.
- **Delegate.** "If you find people who can take on tasks you aren't good at, it frees you up to plan for the future."
- **Take care of your team.** "If your staff are having fun and genuinely care about other people, they will enjoy their work more and do a better job."
- **Get away from your office.** "Rather than sitting in front of a screen all your life, switch off the TV or the computer and go out into the world," he says.

## Print Books Still Most Popular

Books are alive and well in the digital age, but we're consuming them differently from the way we have in centuries past. The *Pew Research Center* reports that 74 percent of Americans say they've read a book in the past year, a figure that's remained fairly constant since 2012.

We're not all "reading" the same way, though. Print books may be the most popular format, with 67 percent of Americans reporting they've read one in the past 12 months, but the share of Americans consuming audiobooks has increased from 14 percent to 18 percent since 2016.

E-books are also a factor in our reading choices, though they're not taking the place of paper for now. Thirty-nine percent of readers say they read only physical print books, although 29 percent say they read both print and digital books. Just 7 percent report reading books exclusively in digital format and say they haven't read any dead-tree books in the past year.

## Stay Focused On The "24-Hour Rule"

Renowned pro football coach Don Shula's successful career was based, in part, on a policy of looking forward to the next challenge instead of dwelling on his previous victories or failures. Shula's "24-hour rule" exemplified that.

The coach allowed himself, his fellow coaches, and his players 24 hours at the maximum to celebrate a victory—or agonize over a defeat. Shula encouraged them to feel the emotions of success or failure as deeply as they could. After 24 hours, though, the team was expected to stop talking and thinking about the experience and focus their concentration and creativity on preparing for the next game.

The lesson? Keep your failures and victories in perspective, and you'll do better over the long run.

# Try These Tips To Manage Your Time

Managing your time effectively is essential to success at any job. From the *Entrepreneur* website comes this list of time management tips that will help you get the most out of every minute:

- **Share your priorities.** First, establish the basic tasks that are at the top of your responsibilities. Then share them with your co-workers and subordinates (if you have any). Make sure they align with your manager's priorities.
- **Get a good calendar.** You'll do a better job of keeping track of what's important with a calendar that lets you schedule and spotlight priorities. Put your major tasks at the top so you can focus on them early, when your energy is at its highest.
- **Work around your peak times.** Figure out when you're at your best—early morning? Just before lunch? Schedule your toughest and most important tasks for those times so you can do your best work.
- **Distinguish opportunities from operations.** Some busy executives design their days around two components: opportunities, which involve growth, sales, and/or influence; and operations, which call for delivery, follow-up, and fulfillment of commitments. This distinction can help you keep track of what you should do throughout the day
- **Delegate.** Don't try to do it all. Identify the tasks only you can carry out, and eliminate or delegate the rest. Work with your manager to determine the best strategy for both areas.

**SPEED BUMP**

**Dave Coverly**



## Beware Of Common Workplace Safety Threats

Safety at work is everyone's concern. The *National Safety Council* has identified these common hazards that managers and employees alike should watch out for:

- **Working at a height.** Falls from a higher level account for 14 percent of workplace fatalities, according to the U.S. Bureau of Labor Statistics. Beware of working on ladders and roofs, and be sure you have adequate fall protection.
- **Poor housekeeping.** Boxes and other clutter that block exits are one problem. So are boxes stacked too high that may interfere with a sprinkler head in case of fire. Check your workplace for anything that might create an obstacle or hazard.
- **Electric cords.** Plugging too many extension cords or power strips together is dangerous. So are frayed cords that could cause a shock or a spark. Cords can also present a tripping hazard.
- **Chemicals.** Be sure to keep cleaners, paints, and other chemicals stored safely. Check expiration dates, and follow procedures for disposing of them safely.
- **Confined spaces.** Limited freedom of movement can be deadly if a fire or other emergency breaks out. Make sure employees are fully trained, and follow necessary precautions.

## Ozone Layer Is Recovering, Scientists Report

Some good news about the environment comes from the *UPI* website: Scientists say that the hole in the ozone layer above Earth's Northern Hemisphere is expected to disappear in the 2030s.

The ozone layer protects the surface of the Earth from hazardous ultraviolet rays from the sun. When the rupture was measured in the late 20th century, many nations joined the Montreal Protocol, which sought to reduce the use of chlorofluorocarbons and other ozone-depleting substances from aerosol cans, cooling and refrigeration systems, and other sources. A second measure, the Kigali Amendment, is expected to reduce even more ozone-eroding gases in refrigerators, air conditioners, and other products.

The Southern Hemisphere's ozone layer is expected to fully recover in the 2050s, followed by polar regions in the 2060s.

"The road to success is dotted with many tempting parking spaces."

—Will Rogers

# Knowledge + Respect = Accuracy by Pauline Lally

**H**as anything similar happened to your operation? An order comes in with the wrong count and/or quantity? Or the bill comes in with items never ordered?

What ensues is a drain on time and resources for something that could have been avoided with the right combination or training, expectations and operating standards.

In the piping systems industry, we focus on safety training, ratings and performance. PSI's gotten darn good with our on-site safety—the front line guys know how important it is to clients. Accuracy with fabrication, installation and inspections have been our standard for a long time.

Then I realized how much I disliked the INaccuracy in other areas as a business owner. What if the same focus and expectations are set for the business side of a manufacturing operation? Funny thing that happens is you can get bogged down in the reasons WHY the billing system doesn't do this or that. Or the info from Form 12A is hard to understand.

It didn't happen overnight, but now the same focus we have on safety in the field is what we instill on the business side for accuracy. The formula?

## Knowledge + Respect = Accuracy

Don't assume the knowledge is there. With a new estimator or billing person, test and validate. We do it for our OSHA ratings, why not in the office? Train. Follow up. Examine procedures for outdated or poor flow. Assure the KNOWLEDGE is available AND is being utilized in every step of estimation and administration.

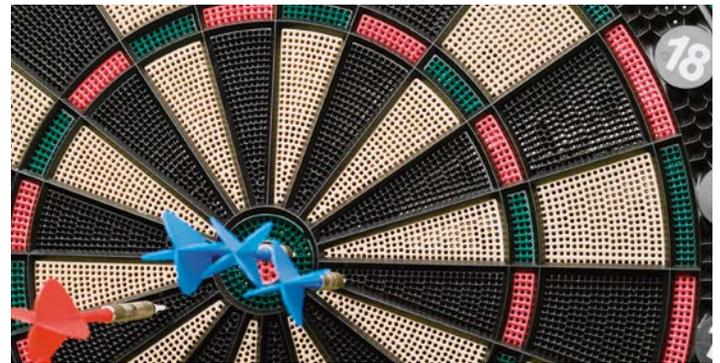
RESPECT what it takes to deal with the spreadsheets, scheduling service, planning a project, balance the books. Be sure the people performing these duties know that they hold the customer experience in their hands after the crews leave our

customer's facility. The need for self-respect and internal respect goes all the way up and down the line. No department is an island. It takes everyone.

And with respect comes a way to measure performance in the form of ACCURACY. We focus on accurate bills. Accurate estimates. Accurate scheduling so we are on site, on time.

Why would we ever focus on accuracy in one part of the business and not all? It could be that we are more comfortable on the manufacturing side. It's always seemed more measurable. But what I have found is being the kind of business owner I can respect meant I drive home the same level of standard across all departments. Certifications may be easier to implement and measure in general in this industry, but I can guarantee that an accurate bill keeps our customers happy after we have cleaned and packed up the job.

The question we constantly ask ourselves at PSI: Have we built the KNOWLEDGE that garners the RESPECT that fosters ACCURACY? The true test is that the answers can be found across the operation.



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