

# PIPELINE

PIPING SYSTEMS INC.

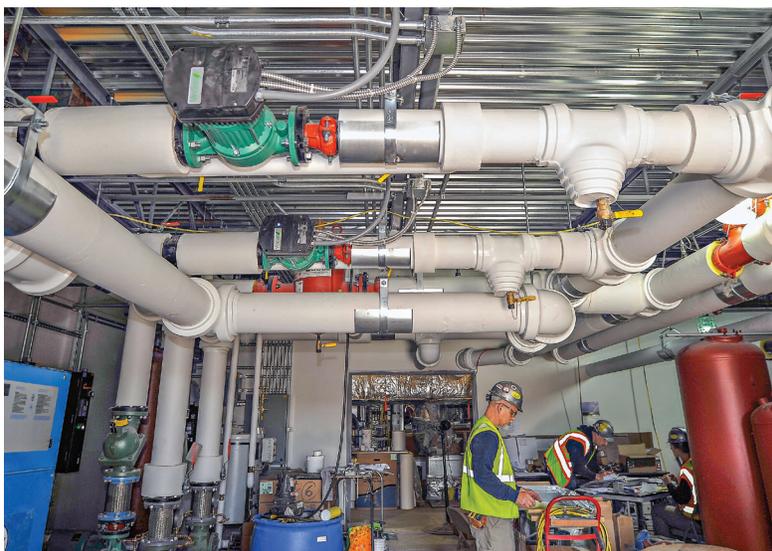
PROCESS PIPING • PLUMBING • HVACR • BOILERS • FIRE PROTECTION SYSTEMS • ELECTRICAL • SPRINKLER INSPECTIONS

WINTER 2023

## 33 Crucial Questions To Ask Yourself Before You Hire Your Next Piping Contractor

**W**hen you are managing a piping project, what criteria do you use to select a contractor? Here is a list of questions that may help you get started:

- 1) Are they easy to do business with?
- 2) Do they have the appropriate trade licenses? If so, can you see them? Are they current?
- 3) Have they been in business for at least 10 years?
- 4) Do they have adequate General Liability insurance and Excess Liability insurance? (Today's standard is \$2 million plus \$5 million excess liability.)
- 5) Will they supply credit references from their vendors?
- 6) Do they do the design and construction with their own crews?
- 7) Are they aware of and will they install the project to all city and state building codes?
- 8) Can they supply you with current references?
- 9) Will they be using first-class materials?
- 10) Do they procure the necessary permits when required?
- 11) How is their rapport with the Local Authority Having Jurisdiction?
- 12) What does their safety program look like? Will they provide you with a copy?
- 13) Do their technicians have a 10-hour or 30-hour OSHA card?
- 14) Do their technicians have CPR training?
- 15) Do they provide 24/7 emergency service?
- 16) How much experience do their technicians possess?
- 17) Will they require much "babysitting"?
- 18) What does their guarantee look like?
- 19) How will you be communicating with them?
- 20) Are they honest and trustworthy?
- 21) Are they multi-disciplinary, i.e., able to provide a wide variety of services?
- 22) Will they work around your schedule?
- 23) Are they able to design and make changes "on the fly"?
- 24) Do they really understand your needs?
- 25) Will they make time for you, especially if all you need is advice?
- 26) Do they know how to specify the right product for your application?
- 27) Will they install a project that won't work and that may put you and your facility in danger?
- 28) Do they hold regular meetings with their employees to discuss situations and concerns that come up in the field?
- 29) Will they leave their work area (your facility) neater than when they found it?
- 30) Will they agree to be paid under normal terms (net 30 days or other negotiated time frame)?
- 31) Will they perform the warranty repairs, rather than require you to depend on the manufacturer to handle the problem?
- 32) Will they use reputable wholesalers who will be there if there is a problem?
- 33) How much of their revenues are based on repeat or recurring customers?



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## Did You Know?

The scientific term for brain freeze is *sphenopalatine ganglioneuralgia*.

The only letters that don't appear on the periodic table of elements are J and Q.

75% of the world's diet is produced from just 12 plant species and five animal species.

How much wood could a woodchuck chuck if a woodchuck could chuck wood? Turns out, it's around 700 pounds.

If you heat up a magnet, it will lose its magnetism.

There are only two countries in the world that have the color purple in their flags: Nicaragua and Dominica.

A bolt of lightning can reach 53,540 degrees Fahrenheit. That's five times hotter than the surface of the sun, which is 10,340 degrees Fahrenheit.

The quietest room in the world, located in Minnesota, is measured in negative decibels. It's so quiet that you can hear your own heartbeat and your bones moving.

Starfish don't have blood. Rather, they circulate nutrients by using seawater in their vascular system.

—from *The Fact Site*

# Millennials Take Charge Of Their Healthcare

Millennials and Gen Xers take their health seriously, but they don't rely on the same tactics their elders have used over the years. The *Forbes Magazine* website shares how this generation handles healthcare its own way:

- **They want digital access to healthcare services.** With their smartphones and tablets, millennials want to take advantage of patient portals and video chats instead of in-person visits to the doctor. They'd also like a digital app to book appointments, review their health records and manage preventive care.
- **They seek information from more than doctors.** They're more likely to seek medical advice online than to rely on doctors for all their health information. One survey found that only 41% trust physicians as the best source of medical advice.
- **They want to orchestrate their own care.** Only 67% of millennials have a primary care provider, compared with 85% of baby boomers. Instead of waiting days or weeks to see a doctor, about one-third go to retail clinics. They're also more likely to make their own medical decisions rather than depending on their doctor as their sole source of counsel.

"Leadership is the capacity to translate vision into reality."

—Warren Bennis

## These Are The Top Qualities To Look For When Hiring

The "perfect" employee isn't one who does whatever you say, but someone who knows what to do without having to be told. It's someone who performs the job without constant prodding, someone who can manage himself or herself with a minimum of interference from you. Here's what to look for in a self-managing employee:

- **Goals.** Look for people who set their own objectives and push themselves to achieve them. Instead of accomplishing the bare minimum, they stretch to do a little bit more, or a little bit better, without anyone else telling them to.
- **Guidance.** An effective self-manager doesn't pretend to know everything. The people you want aren't afraid to ask for advice or assistance, or to seek someone else's opinion when necessary.
- **Creativity.** Pay attention to employees who are willing to suggest and try different solutions, who think about old problems in new ways and aren't afraid to risk making a mistake or two.
- **Self-improvement.** Does an employee take the initiative in learning a skill? You want employees who don't wait for you to send them to a training seminar, but who identify gaps, or things they'd like to learn, and take steps on their own to move forward.
- **Challenge.** Look at employees who seek out bigger projects, more responsibility, or a way to contribute more. The desire to grow is a valuable characteristic to nurture and reward.

## Can't Help But Grin

A father was showing a co-worker a photo of his five sons. His friend asked what they did for a living.

"The two older ones are doctors and the youngest two are lawyers."

The friend asked about the middle son. The father said, "Oh, he's a plumber. Someone had to pay for all their education."

# Have You Heard About The Peppa Effect?

There's an interesting phenomenon sweeping across the United States: Toddlers and young children are speaking the Queen's English. "Mom" and "dad" have been replaced by "mummy" and "daddy." Children are asking to go on holidays, referring to money in pounds, and saying that they want to do things "straight away." Sometimes there are snorts and oinks interjected in their speech. Most of this is being chronicled on Twitter under the hashtag #PeppaEffect, because it turns out a pig named Peppa is behind it all.

Peppa Pig is an animated character on an eponymous children's show from the United Kingdom. Episodes air on cable channels worldwide and are available on YouTube. Each segment features a new adventure with Peppa Pig and her animal friends. There's a website with short videos and activities, so if your kids have access and screen time, there is a good chance they will encounter Peppa and fall under her influence.

All of this is quite normal, really. (Say that with a British accent.) Research suggests that children begin to develop their accents around the age of 20 months. For fans of the show ages 2 to 5—Peppa's main demographic—their love of the character and delight in her antics inspire them to mimic her behavior and language. They don't even recognize Peppa's accent as being different from their own.

SPEED BUMP

Dave Coverly



## Set Goals That Won't Backfire

Motivational gurus and management experts alike are fond of emphasizing the importance of goals, but you have to set them carefully or they can backfire on you and your organization. Here are some common pitfalls to watch for:

- **Inflexibility.** Clear and concrete goals are good, but they shouldn't narrow your team's focus too tightly. Launching a product on July 1 may be your goal, but you don't want to rush through something that doesn't work just to meet an artificial deadline. Be willing to adapt as circumstances change.
- **Short-term obsession.** Deadlines should be ambitious but reasonable. It doesn't do much good to hit a sales target one quarter if your sales force has to make promises it can't keep in order to close deals—future sales will be more difficult later on. Learn to balance immediate needs with future prospects so today's success doesn't become tomorrow's disaster.
- **Excessive pressure.** Goals should stretch people, but not to the breaking point. Pushing workers to accomplish aggressive objectives can tempt them to cut corners or make dangerous decisions. Keep lines of communication open so no one feels compelled to risk safety.

## Try These Numbers On For Size

You think high school algebra was hard? Try wrapping your mind around these amazing numbers, courtesy of the *Cracked* website:

- To write the largest known prime number in a straight line, you would need a sheet of paper 23 miles long.
- Americans use 100,000,000,000 plastic shopping bags a year, enough to stretch end-to-end around the equator twice every day.
- A blue whale can eat up to 40 million small krill a day—about 7,900 pounds, which is more than the weight of a Hummer.
- A Rubik's Cube has 45,252,003,274,489,856,000 possible configurations.
- There are 12.1 trillion digits of Pi known right now. A piece of paper needed to write them in a straight line would stretch to the sun and back.
- LEGO manufactures 125 million bricks a day, more than the number of banknotes the U.S. prints in a day (38 million).
- Beetles represent 30% of all known animal species, with more than 300,000 species currently identified.
- People send 205 billion emails every day. If you were to print out each one on a separate sheet of office paper—which would consume 25 million trees—the stack would stretch halfway around the equator.

## Aim For The Right Target

Your organization won't grow unless you and your team are working toward goals. Setting the right goals, though—goals that will inspire and motivate—is crucial. Aim for goals that are:

- **Quantifiable.** You should be able to measure success in objective terms so everyone can see the value of your efforts.
- **Challenging.** If it's too easy, chances are your objective won't have significant impact on your organization.
- **Business focused.** Set a goal that supports your organization's agenda, not one that just makes you or your department look good.
- **Realistic.** Although challenge is important, pursuing an impossible dream will result only in a morale-crushing letdown.
- **Flexible.** Don't back yourself into a corner. Although you don't want to adjust your goal to suit your results, be willing to modify your ambitions if circumstances yank your original objective out of reach.

# Lucky Winners!

For every 10 customer surveys we receive, we draw a name to select the winner of a free e-reader, a \$100 Amazon gift card, or donate to a charity of choice.

Here is how it works: For each fixed price contract, our customer receives an email directing them to our website to complete a customer survey for that particular project. Additionally, any customer for whom we've performed \$500 or more of service work in one month will also receive a similar invitation. The names of the companies that complete the survey go into a hardhat and one winner is chosen.

We began this program in 2014 and have awarded numerous prizes thus far. Here are some of our recent winners:

- AirGas-USA, LLC, Assonet, MA - Customer Since December 2020
- Independent Pipe & Supply, East Providence, RI - Customer Since May 2021 (Donated to our Annual Golf Tournament)
- High Output, Canton, MA - Customer Since June 2019
- Diocesan Health Facilities, Fall River, MA - Customer Since November 2019 (Donated to St. Vincents)
- B&L Mechanical and Consulting, Inc., North Billerica, MA - Customer Since

September 2007

- Clean Products, LLC, Fall River, MA - Customer Since October 2011
  - Frank I Rounds Company, Randolph, MA - Customer Since December 1996
  - Tech Mechanical Systems, Inc., West Bridgewater, MA - Customer Since April 2006
  - Stop & Shop Companies, Assonet, MA - Customer Since February 2005
  - Fitness Auto Body, Brockton, MA - Customer Since March 2020
  - Interpolymer Corporation, Canton, MA - Customer Since October 2009
- So, watch for that email asking you to complete a job survey!



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## PSI's Tee for Cancer-Free 2022 Golf Tournament Raised More Than \$50K

This year's sponsored golf tournament was PSI's best one yet! Our sponsors, players, and supporters raised \$50,233.95 to help fight Metastatic Breast Cancer, the illness that took the life of Megan Lally, Pauline Lally's daughter, and for whom the tournament honors. In fact, this year especially, we couldn't be more humbled by the amazing people who participated in the Megan Lally Memorial Fund's 5th annual Tee for Cancer-Free Golf Tournament. Why?

Because on top of generously donating cash and prizes, the weather absolutely challenged the hardest of us! Despite changing the date, when game day finally arrived, we still had to endure the rain, wind, and cold. But foul weather deterred no one's energy or enthusiasm. Some hardy souls actually completed the entire round of golf! Nothing was going to keep this wonderful bunch of golfers from holes, food, drink, and prizes. Tradition has shown that a PSI golf tournament means having a blast and raising an unbelievable sum—and PSI matched all cash donations—to help cure Metastatic Breast Cancer. It's not too early to reserve your spot to play, or become a sponsor for Tee For Cancer-Free 2023. Last year's event sold out almost two months in advance! Contact Sharron at [sfurtado@pipingsystemsinc.com](mailto:sfurtado@pipingsystemsinc.com) for more information.



We're doing our part!

