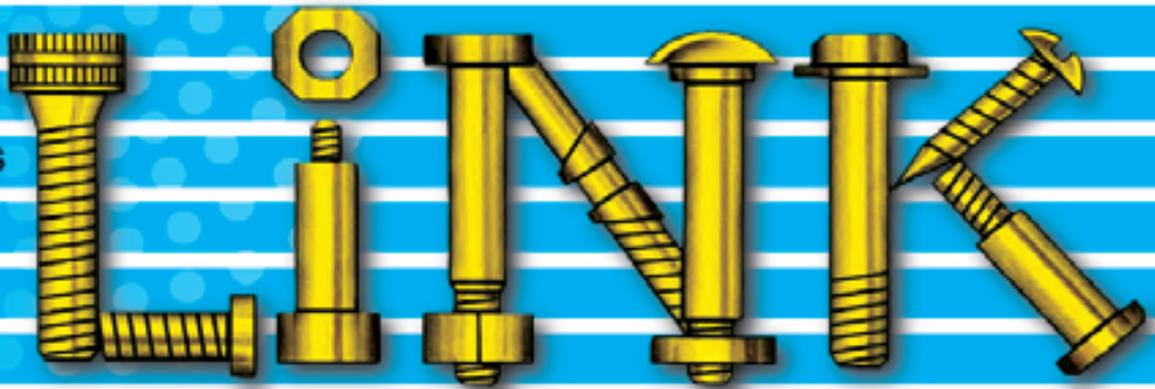


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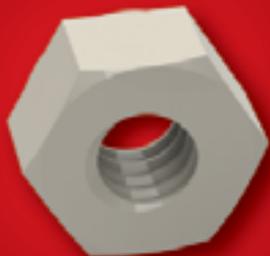


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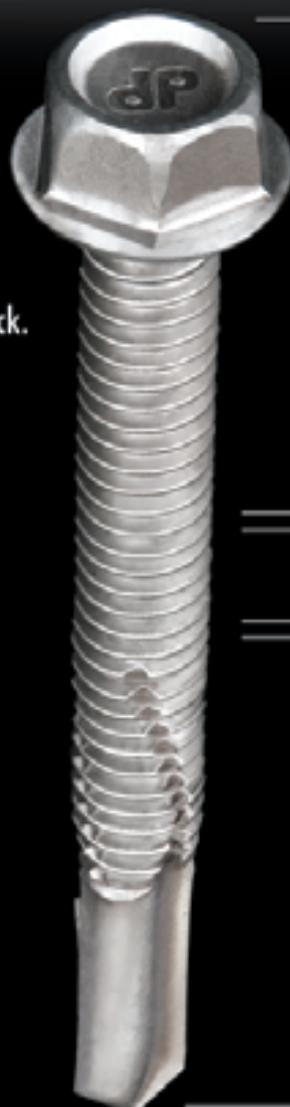
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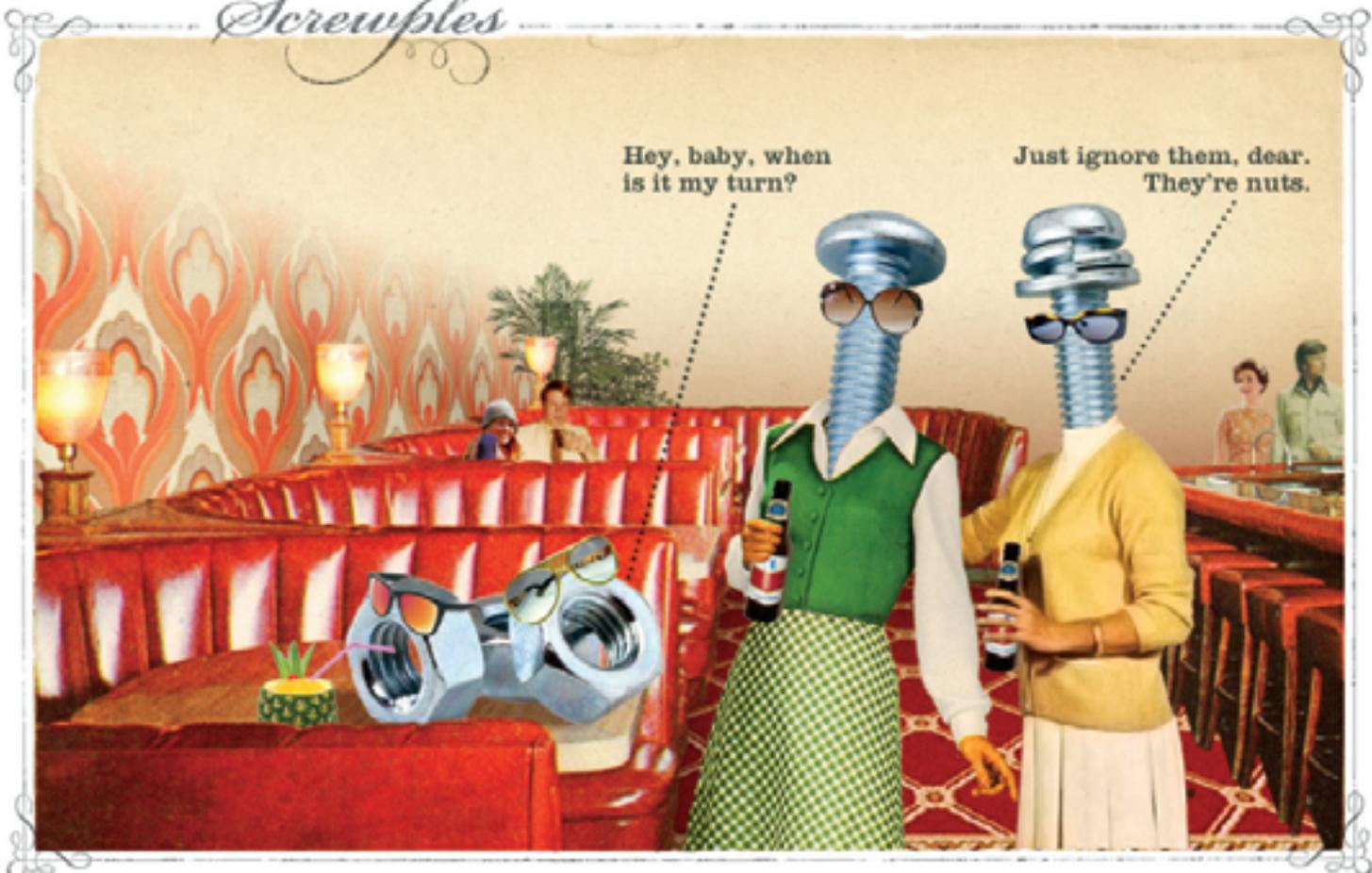
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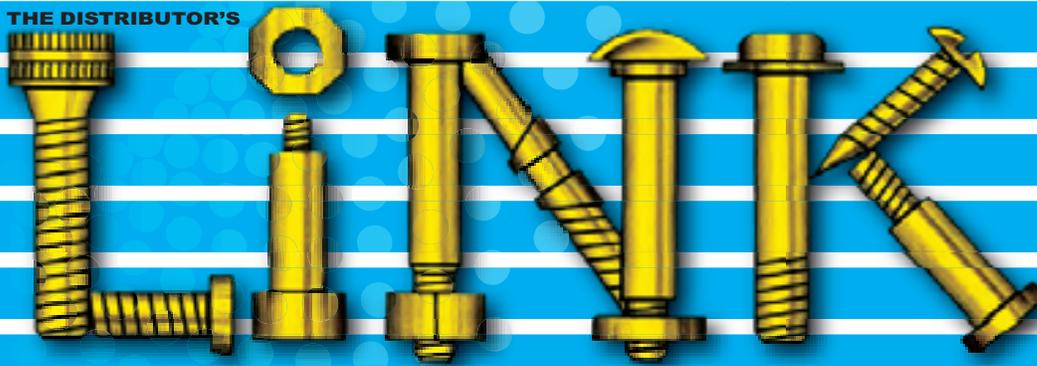


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DISTRIBUTOR NEWS

Fascomp is increasing its inventory once again. Recently, a broad range of instrumentation handles and ferrules has been added to the product offering.



“Our goal is to continuously expand the breadth of product we keep on the shelves for our customers.

The Handle Line compliments the already bulging inventories of Spacers, Threaded Standoffs, Jackscrews, Captive Screws, Shoulder Screws and other related products.” - Kristen Cosciello, Sales Manager.

“Custom design and manufacturing represents a substantial portion of our business, however, we manufacture catalog items in volume which allows us to offer our customers both inventory and attractive prices. This truly is, an inventory business” – Mark Georgia, President. “Adding the Handle line reinforces our commitment to our customers” - he went on to say.

For more information or samples contact Fascomp today. Connecticut Tel: 203-720-1146 Fax: 203-720-1156; Florida Tel: 407-226-2112 Fax: 407-226-3370 or at www.fascomp.com.

* * *

Western Wire Products has added two Numalliance NUMAC 3006 wire forming machines to its CNC department. These machines compliment the company's existing twelve CNC formers, giving Western Wire the ability to automatically bend wire from .016 to .625 inch in diameter. Additionally, the company operates over eighty mechanical bending and stamping machines for efficient high volume production.

For distributors looking to provide higher margin engineered metal forming solutions to their client, Western Wire offers a broad range of wire forming/stamping options. Send us a request for a quote and we will let you know if we can help.

Contact Western Wire Products, 770 Sun Park Drive, Fenton, Missouri 63026. Tel: 1.800.325.3770, Fax: 1.636.305.1119 or email: sales@westernwireprod.com. You can also visit them on the web at www.westernwireprod.com.

Volt Industrial Plastics (V.I.P.) announces the promotion of Heidi Volltrauer-Skiver to Chief Operating Officer.

Mrs. Volltrauer-Skiver began her career at Volt Industrial Plastics in 1992, working her way from the production floor to her current position as Chief Operating Officer. Volltrauer-Skiver's experience at V.I.P. also includes shipping, administration, sales, and Vice President of Sales and Marketing.



As Chief Operating Officer, Volltrauer-Skiver oversees the day-to-day operations of Volt Industrial Plastics including product development, production, sales, marketing, administration, and personnel.

“I am excited about the future of Volt Industrial Plastics. Because of my experience at all levels of the operation and years of working closely with my father, I have a thorough understanding of what it takes to succeed. I am pleased to put my experience to work as Chief Operating Officer and look forward to a successful future for Volt Industrial Plastics,” states Heidi Volltrauer-Skiver.

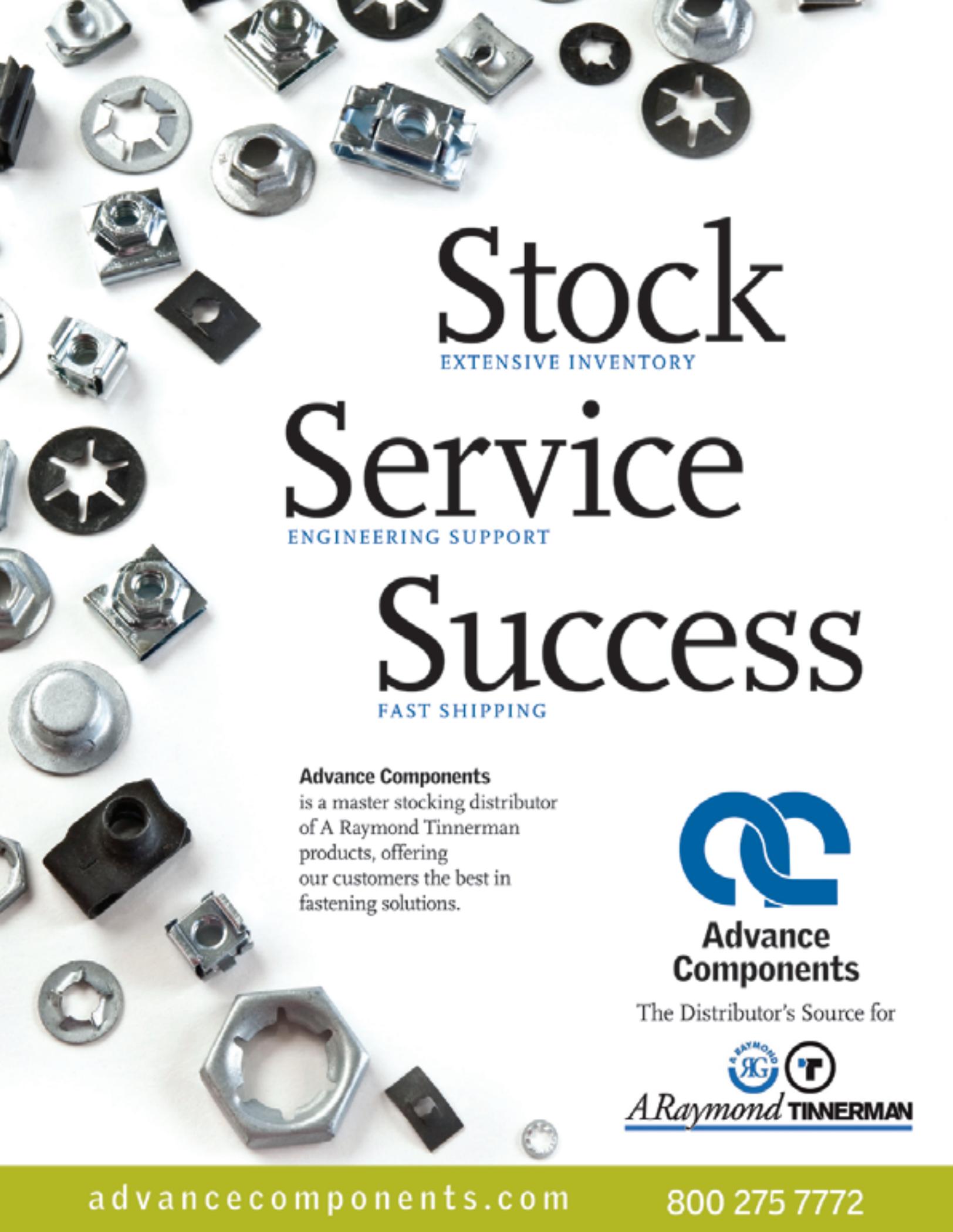
For more information on V.I.P.'s products and services phone 800-844-8024 or visit online at www.VoltPlastics.com.

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The new C5 gas powered tool from **Powers Fasteners Inc.**, does things that other gas tools can't. It is the only tool on the jobsite that can shoot .102, .120 and .145 diameter pins and delivers more power than the competition - 105 joules!

This new high performance C5 Trak-It® Tool is the smallest, lightest and most compact gas tool on the market at only 7.9lbs. The easy swing trigger takes only 2.6 pounds of force to pull, these new design features help reduce user fatigue. The battery shoots up to 3500 pins without recharging. Operation of a gas fastening system does not require licensing.

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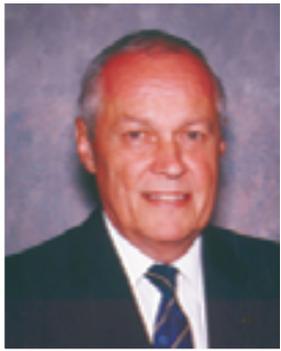
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Bengt Blendulf

Bengt Blendulf is president/principal lecturer of EduPro US, Inc. Educated in Sweden, he moved to the United States in 1974 to start a subsidiary for a Swedish fastener manufacturer. Bengt also served for eight years on the faculty in the College of Engineering and Science at Clemson University. Since 1997 he (EduPro) teaches highly rated courses in Fastener Technology and Bolted/Screwed Joint Design in the U.S., Canada, Mexico, Europe, Asia and India, for engineers and other fastener professionals. Bengt was the chairman of ASTM F16.96 Bolting Technology from 1996 to 2006. In 2006 he received the Fred F. Weingruber award from ASTM for "his efforts to promote and develop standards for the fastener industry." He is the author of an extensive lecture book as well as over 100 technical papers and articles. His business address is: EduPro US, Inc., PO Box 232, Alameda, CA 94501; phone 510-316-3234; email: bengt@edupro.us; web: www.edupro.us.

A SYSTEMATIC APPROACH TO BOLTED/SCREWED JOINT DESIGN

To build a machine, an airplane, a car, an oil drilling platform, a house and thousands of other things require some assembly of various parts to complete the design. There are, of course, many ways of getting this done, from gluing, nailing, folding, crimping, welding, riveting, screwing and bolting just to mention some more common methods. The choices we make should be based primarily on functionality and economy. If the purpose of joining various parts is only to keep them together, any of the options listed above would qualify. But, by adding demands of keeping things together under specific conditions this list of options will break up rather quickly.

The use of adhesives may work fine when temperatures are not too high and when strength requirements are not up at the level of steel construction. The tornado season of 2011 has already blown nailed housing structures to pieces. Some universities are currently doing advanced research to find better solutions for keeping roofs from being ripped off buildings due to high wind loads.

Folding sheet metal parts together, eliminating screws and rivets, is a technique used in the areas of appliances and automotive with great success. By taking advantage of thermal expansion, a collar can be heated up and then crimped onto an axle when cooled.

Welding is a highly developed technology also for higher strength applications and can be very cost effective. Riveting is not used any longer for heavy steel structures like bridges, ship building, high risers and

similar things, but is very popular in their more modern versions like blind rivets, etc.

All of those assembly methods can, properly applied, be both functional and economical.



The function missing in all of the above methods is serviceability for maintenance and repair. This is where the threaded fasteners have a great advantage. But, due to the many variables associated with bolted or screwed joints the design work must be done right.

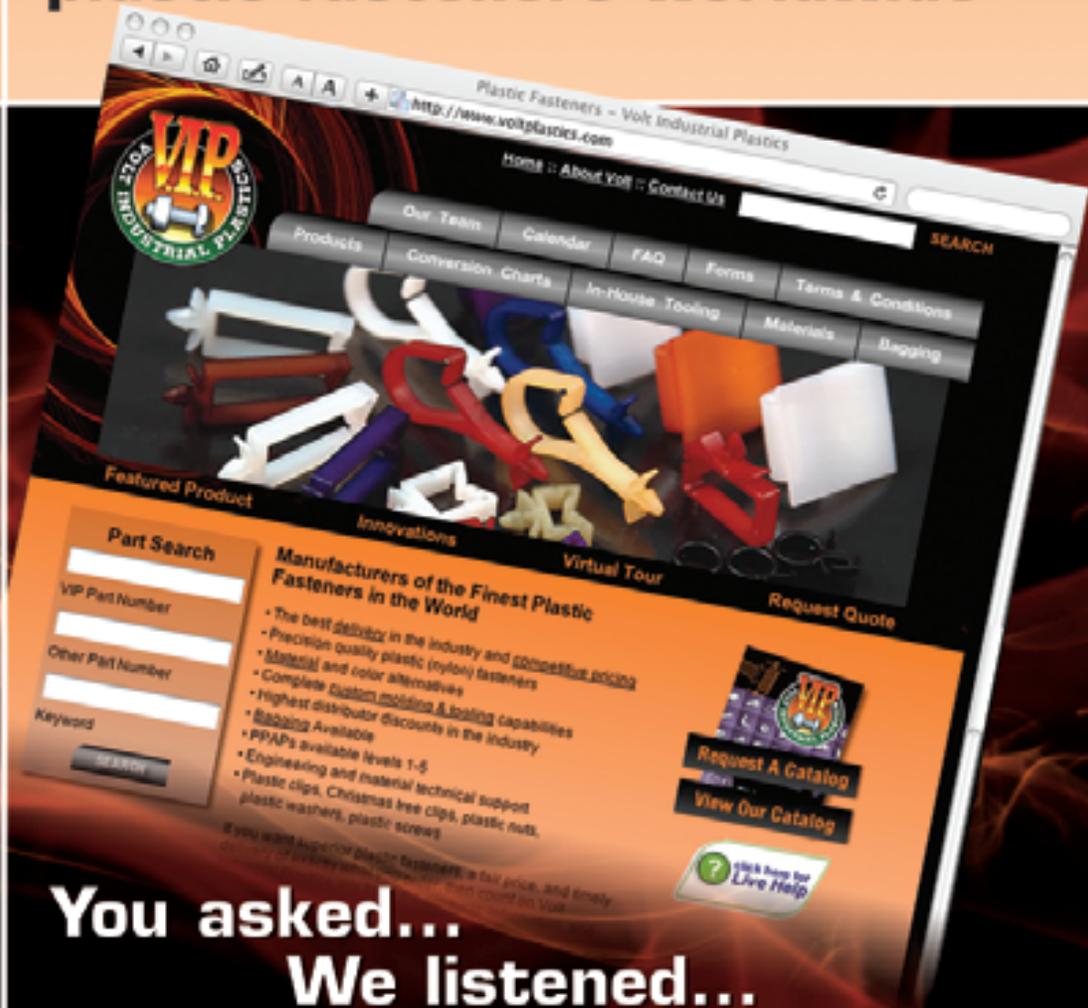
Let's look at a step-by-step approach that will minimize errors and make the best use of fasteners and joint components.

1. Know the external forces

It is often difficult to actually calculate the magnitude of the external forces acting on a bolted/screwed joint. I always suggest to my students to, at least, make the best estimate of these forces, otherwise the rest of the design work is totally meaningless. We must also know if external forces are applied parallel or perpendicular to the fastener axis. Side loads usually require a lot more preload force in the joint than pure axial loads. If our design requires several joint locations it is not a given that all places are subject to the same external loads. Therefore, each joint location must be calculated separately. It is always tempting to take the total external load applied to a machine part and divide it by the number of fasteners. That only works for circular pressure flanges and similar configurations.

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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".

BUDGET STRUGGLES TURN SERIOUS

Every year my small distribution business goes through a lengthy budgeting process.

We estimate our expected revenue with detailed forecasts from our outside sales people and similar projections from our product managers. We then look at all of the various expenses we envision from cost of inventory to rent and maintenance and the payroll for our employees. If the revenues don't exceed the expenses we start over again. We look at where we have to cut back in people, supplies or equipment in order to make the budget balance.

If we don't present a balanced budget plan the banks providing our line of credit will, in most instances, be unwilling to continue funding our operations.

Likewise, my personal credit card has a limit. I can only put so much on the card until that limit is reached and my purchases will be turned down. If I want to increase that credit card limit I will have to present information to the card company showing that I will be able to meet my financial obligations as they accrue. These are the experiences and the reality under which most small business people and consumers operate. These are the realities that our federal government has been able to ignore for most of the past 60 years. But it appears the time of turning our heads away from the inevitable consequences is over. We have seen a number of European governments hit the limit of their "credit lines." In recent weeks we have seen Standard and Poors raise questions about the creditworthiness of

U.S. Treasury debt. All of a sudden it is dawning on the American public and even our elected representatives in Washington that we have very little time before we must seriously address our burgeoning deficit.

The problem is that some of the proposals for meeting the shortfall, particularly those advanced by the Administration, rely more on tax increase proposals

than on deep spending cuts. In fact, there was considerable resistance to the serious spending cuts proposed by significant groups of the newly elected congressional representatives who were just taking their seats. Both leading Democrats and the Republican Speaker John Boehner resisted some of the stronger calls for fiscal austerity as they struggled to reach a compromise for a continuing resolution to keep the government funded while the final details of a



budget were hammered out. President Obama became engaged in the process late in the proceedings which finally brought agreement. The National Association of Wholesalers and other business trade associations criticized the President's 2012 budget as "business as usual." An Administration staff report called for spending increases, annual deficits of hundreds of billions and a public debt that would increase to more than 87% of gross domestic product by 2021. NAW criticized the President for totally failing to address entitlements such as Social security, Medicare or Medicaid.

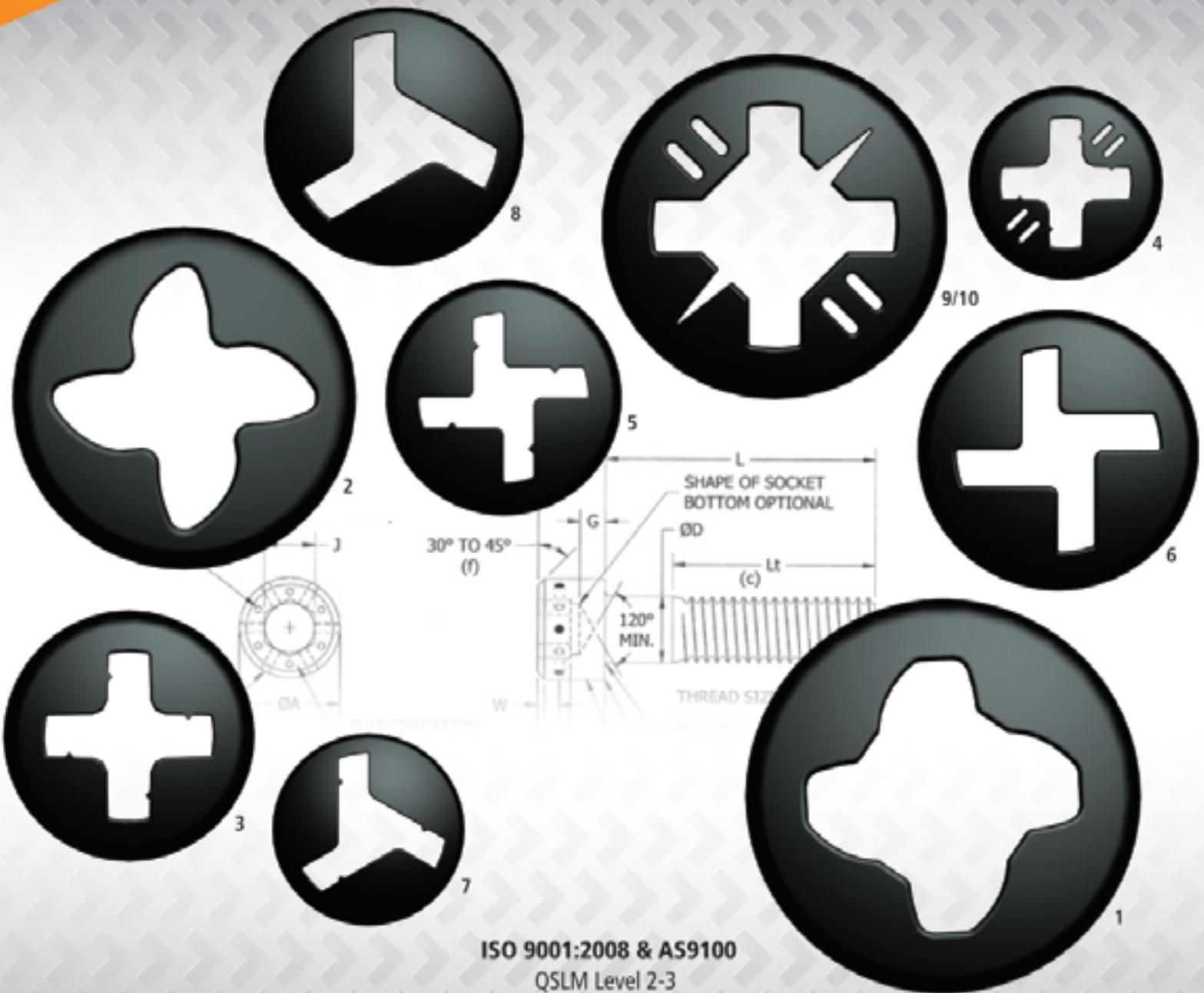


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Robert B. Footlik is a licensed professional engineer. A graduate of Illinois Institute of Technology, he has worked extensively in the fields of material handling, plant layout, packaging and management systems. The firm of Footlik and Associates serves as staff warehousing and materials consultants to six trade associations. Footlik writes for 12 trade and professional journals. Footlik and Associates is located at 2521 Gross Point Road, Evanston, Illinois 60601; phone 847-328-5644.

BAR CODING FOR DUMMIES...OR THE REALLY BRIGHT

As discussed in several articles over the year's bar code usage in a Fastener Distribution operation is no big deal. Properly implemented at the lowest level of usability, off line and downloaded periodically, the costs are virtually insignificant and both the hardware and software are readily available. Uniform Product Codes (UPC) appear on most consumer items and proprietary codes are being increasingly demanded by industrial customers. Many Distributors are now labeling repackaged products with bar codes, yet they are not using these internally.

In terms of new equipment at the simplest level all that most Fastener Distributors require is a simple bar code reader, available used from: <http://www.dbk.com/> and many other sources.

Readers that translate bar codes into "key strokes" using "terminal emulation" have been available for over 20 years. Purchasing refurbished previous generation equipment can save significantly up front; and may require at worst a dedicated program or simple computer to acquire the data, sort it into a compatible format and download it to a mainframe.

Programs to do this are readily available either from a Value Added Reseller or an independent firm such as: <http://www.bciincorporated.com/>. Given the relative simplicity of a data management compiler you might even have the talent in house to put together a rudimentary system.

The idea is to read bar codes on the products that come in (vendor code with a suitable translation program for your in house product number), serial numbers or a label that you create at the time of receipt. From then

on printing bar codes on all documents will enable you to track everything with minimal changes to internal systems. For example a receiving document would have all the usual information plus bar codes for item number, quantity (blind to the human), warehouse location, customer back orders, etc. In the warehouse bar coded labels on the racks and shelving can verify location and products for both stocking and picking. Similarly bar coded labels on the package, case or pallet can direct shipping on your trucks, will call, branch transfer, etc.

This is "Kindergarten Bar Coding" that will provide perhaps 80% of the benefits at a cost of less than \$10,000 using existing programs and equipment without going to real time, wireless systems. At the very least pioneering this technique in a major DC will enable you to send a successful system to even the smallest branch at a later date. So even this relatively low investment can be recycled to the branches, or the readers can be used for data collection by delivery drivers. Given the low cost and ease of implementation you can readily appreciate why most Warehouse Management Systems vendors don't want to discuss this option. They would rather provide a more expensive program.

Current WMS Programs

Still unconvinced? Take a moment to look at: <http://www.fishbowlinventory.com> and download a free trial of their bar code based inventory management programs for Quick Books accounting systems. Be sure to click on some of the specific applications to explore the features and benefits available. Even if you are not





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Guy Avellon

Guy Avellon has been in the MRO and fastener distribution industry for over 30 years. He began his metallurgical engineering career at Republic Steel Research Center in metal coatings and has since held positions as sales engineer; Chief Engineer; Manager of Product Marketing, Product Engineering and Quality and Director of Quality and Engineering. He founded GT Technical Consultants where he performs failure analysis, presents lectures on fastener safety, worked for law firms and designs and audits Quality systems.

He is a member of SAE and is Vice Chairman of the ASTM F16 Fastener Committee and Chairman of the F16.01 Test Methods Committee, since 1988. He also received the ASTM Award of Merit in 2005.

Guy and his wife, Linda currently reside in Lake Zurich, IL and may be reached at 847-477-5057 or visit his website at <http://www.BoltDoc.com>.

SOCKET HEAD SCREW PRODUCTS

Socket head cap screws were made primarily for recessed fastening in manufacturing equipment. Most of the equipment at that time were heavy and consisted of hardened tool steels. The common hex head fastener had too high of a head and was not strong enough to support much of the weight and heavy loads without using very large diameter fasteners. The socket head cap screws (SHCS) had significantly greater strength than the SAE Grade 8 with a much lower profile; the heads could be countersunk into dies and other tight places, and then tightened externally with a special drive key.

Besides the standard SHCS, there is the socket flat countersunk head, the socket button head, socket head shoulder screw and set screws. All are made from alloy steels commonly in the AISI group of 4140-4145 to the 4340 series. All threads are Class 3A up to 1" in diameter; larger products are Class 2A. Metric threads are to Class 4g6g. All socket head products made to ASTM standards do not allow for any thread lapse at the root or thread flanks below the pitch line. Quench cracks of any sort are not allowed.

The flat countersunk head has, as the name implies, a flat top that will lie flush with the top surface of the plate it is attaching. It provides clamping force from its conical bearing surface of 82°. Due to its flush mounting properties, it is ideal for attaching plates that may have close tolerances or slide against each other. Good for shear; its hardness is 38-44 HRc, which is similar to the standard socket head products, but it only has a tensile strength of 145 ksi for diameters of 0.5" and less and 135 ksi for those diameters greater than 0.5".

The button head also has the same properties and tensile strength as the flat countersunk head. Its smooth head will prevent objects from contacting its head and are used for thin materials when counterboring is not

practical. They are frequently used to attach personnel safety guards or shields, which will prevent clothing from accidentally catching onto the head. The button head also shares the same tensile strength with the flat head at 145 ksi for diameters less than and equal to 0.5" and 135 ksi for diameters greater than 0.5".

However due to the head critical nature of all socket products, most tests are performed with machined test specimens. Machined tensile specimens will produce higher readings at 180 ksi and 170 ksi respectively. Metric products are based on 1220 MPa minimum tensile strength, however the loads for the button head and flat head products are based on 980 MPa. Torque values for the flat head products will be slightly higher than the button head screws due to the increased surface area under the 82° conical head which will produce more friction.

The flat head and button head cap screws conform to ANSI/ASME B18.3 for inch, B18.3.4M for metric button heads and B18.3.5M for flat head screws. Material specifications for ferrous alloy products are to ASTM A574/574M and ASTM F835/835M. Stainless steel socket head products are listed under standards F837/837M and F879/879M.

Set screws are not the traditional threaded fastener; i.e. it is not stretched but compressed to cause fastening. These are much harder at 45-53 HRc and are tightened against shafts or bar stock to keep them from turning or otherwise coming

out. The tips vary from a dog-point to a cup-point, oval point, flat point, half-dog point and cone point products. The threads for these set screws are class 3A for inch and 4g6g for metric threads. Dimensions conform to ANSI/ASME B18.3; B18.3.6M and material specifications conform to ASTM F 912/912M, inch and metric.



ABOVE: Marking on top of socket head indicating an 8.8 metric

BELOW: Flat Head Socket Screw, 304 stainless, metric threads



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“Micro Plastics was conceived from one man’s passion and vision. We have come a long way from our humble beginnings, but never forgetting our roots has made us who we are today. A key part of our company’s philosophy is to continually look to the past for inspiration.”

- TOM HILL, PRESIDENT & CEO



The history of Micro Plastics, Inc. is a story of how a company that started with one machine in its founder’s garage, grew to become the largest manufacturer of threaded nylon fasteners in the world.

In 1960, while working as a sales engineer for General Electric, Roy Hill recognized a market need for small, injection-molded plastic parts. In the suburbs of Chicago, out of his garage, he started Micro Plastics, Inc., working nights and weekends to build the foundation of his dreams.

His formula for success was competitive pricing and reliable quality. It wasn't long before he could move the family car back into the garage and take the operation into a 5,000 square foot molding facility and tooling shop. At this point, success was imminent.

During the mid seventies, Roy, along with his wife Marilyn, recognized that operating the business in an urban area was slowing the pace of growth that they desired. The allure of the Ozarks and Bull Shoals Lake convinced them to make a bold decision: to move the entire operation south. Micro Plastics, Inc.’s new home became Flippin, Arkansas - population 1000.



www.microplastics.com



The First 50 Years

In the mid eighties, the company had grown to 50,000 square feet and over 200 employees. It's advantage of having it's own in house tooling facility, along with a diverse product line consisting of standard and custom built parts, took the company to 100,000 square feet and 300 employees by the close of the decade.

The recession of the early nineties took a toll on many companies in the industry, however, Roy's practice of diversity kept Micro Plastics, Inc. afloat. The ensuing technology boom provided additional opportunities, which resulted in further expansion and positions being added. With automation and robotics in the new R&D department, Micro Plastics, Inc. began operating at an extreme level of efficiency by the turn of the millennium, which was necessary to remain competitive in an ever-demanding market.

Today, the company has over 330 employees on a 35 acre campus and has become the world's largest manufacturer of threaded nylon fasteners. The quality of the employees is something they are proud of and the hard work and excellence of the team is the main attribute to their success.



The new millennium brought another recession, this one eclipsing that of the one in the nineties. When the economy sees a downturn manufacturing is usually the first to be affected and in 2008 this became a reality. Conversely, it is also true that manufacturing is the first to feel the resurgence of the economy and the current trend at Micro Plastics, Inc. is evidence of an ever strengthening economy, as in 2011 they are seeing double digit increases in sales.

Although still in the midst of an economic recession, there is a silver lining for domestic manufacturers. An interesting paradigm shift in recent years has created an increasing financial advantage for domestic companies to manufacture their products at a lower cost compared to sourcing them from China. The result: previously outsourced business to Asia is now coming back to the United States.

It is no longer valid that a molded plastic component from Asia is more cost effective. Micro Plastics, Inc. in particular does not have the delivery problems that the Chinese product has - worldwide shipping capacity has now made shipping from overseas more costly.

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mpsales@microplastics.com



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The increase in worldwide shipping costs allied with the vastly lengthened delivery time, means a "win" for Micro Plastics, Inc. As its customer base grows, they are able to produce American products for the most competitive price.

With distribution centers in Coventry, England and Monterrey, Mexico as well as having close affiliations with distribution centers in many other countries, they are able to ship their product internationally at highly competitive prices and with rapid delivery times.

Micro Plastics, Inc. is in the unique position to be a producer of over 100 million parts per month and maintain an inventory of over 300 million parts. Having such a large inventory means that their lead time is reduced to a minimum and on some in-stock items, they are able to do same day delivery. In addition to the in-stock items, they have over 10,000 items that are custom molded. The combination of custom molded parts and in-house inventory of core parts vastly sets them apart from their competitors.

"In the last 5 years, I've seen major changes in our competitiveness when compared to manufacturers in Asia. In many cases, I can manufacture an item here at no higher cost than I could buy it from China, even before I've paid for the transportation. Those factors and better service have made our products a better value for our customers."

- TOM HILL, PRESIDENT & CEO

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continued from page 18

The name Micro Plastics, Inc. was born out of a need for small plastic components, however, they are now investing in building larger parts as well, currently with machines that are able to produce over 400 tons of pressure. This has allowed them to manufacture much larger parts in higher volume. Additionally, the larger capacity equipment allows them to produce multi-cavity molds for smaller parts. Supplementing the in-house machinery, some of the automated modular tooling and robotics are bought in or customized for their own needs. This fact alone means that the possibilities are limitless for custom parts. In all that they do, quality assurance is high on their list of achievements and as such, Micro Plastics, Inc. are proud to say that their manufacturing process is clean and non-polluting.

In their current facility, they operate their own tooling fabrication department equipped with the finest state of the art EDM, Wire EDM, CNC mills, machining centers and finishing equipment. The Toolmakers in the operation areas possess skilled technical training and experience to provide quality tooling with which to manufacture the parts needed to the customers' unique specifications. In addition, their Engineering Design personnel can interface with designers to maximize the quality and accuracy of the finished product desired via Solid Works design software.

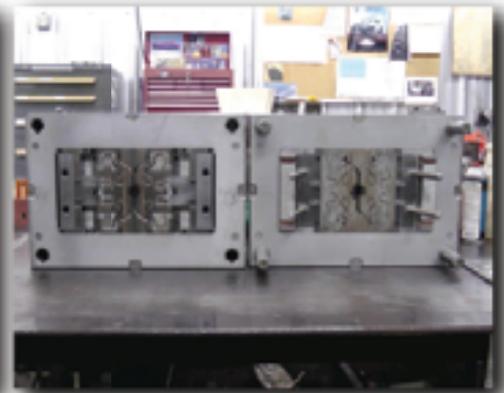
With more than sufficient training and experience at their disposal, Micro Plastics, Inc. can satisfy client requirements from part engineering and design, tooling fabrication, state-of-the-art injection, inspection and shipping. The company has the capabilities to provide all of the injection molding expertise expected from the leader in plastic fastener manufacturing.

"A big factor that has kept us relevant in today's rapidly changing global marketplace, has been our ability to adapt new technology in ways that help us deliver our products and solve customer's problems."

- TOM HILL, PRESIDENT & CEO

Micro Plastic, Inc.'s success can be attributed to the unique characteristics of their products. The plastic component industry is currently growing at a faster rate than the metal fastener industry, due to the advantages of the plastic products. Plastic components are vibration resistant, lightweight, electrical insulators and are corrosion resistant. They allow for faster implementation and are the most cost effective of the fastener components. Micro Plastics, Inc. are constantly evaluating new ways to implement their new and existing product lines to increase their market presence.

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Micro Plastics, Inc. strongly believe in having American parts, made by Americans, produced in America. This is highlighted with their new product releases for the 2011 catalog.



Blind Rivets

Blind Rivets are the newest in Micro Plastics, Inc.'s already extensive inventory of panel fasteners. The Blind Rivet is a precision molded all plastic rivet used to fasten plastic-to-plastic, plastic to metal and plastic to fiberglass. The three-leg design securely locks the panels in place and prevents the rivet from being able to be pulled out. The rivet inserts from either side of the assembly using standard rivet setting tools. As the pin is pulled through the body, it draws the panels together. When set, the pin breaks off even with the head, leaving an attractive finished look. These rivets are non-conductive and non-corrosive. The body of the rivet is molded in Black Impact Modified Nylon 6/6 and the Pin is molded in Black Acetal.

Double Grip Hose Clamps

Double Grip Hose Clamps are uniquely designed fasteners featuring a double tooth interlocking jaw for exceptional strength. An overlapping tapered ring is fastened around the hose or tubing and secured to the required tightness by compressing the double gripping interacting grooves in a ratcheting fashion, creating a tight sealing application. The Double Grip Hose Clamps are used in the following fields of application: appliance, electrical, electronic, R.V., boating and automotive. Clamps are molded in durable black Nylon 6/6 making them corrosion resistant with good chemical resistance.

PVC Threaded Rod

The Threaded Rod made in Polyvinyl Chloride is another item that has increased the vast inventory at Micro Plastics, Inc. This PVC material is an amorphous thermoplastic with excellent chemical resistance and dielectric properties. Additional physical benefits include good strength, flexural and mechanical strength, low moisture absorption, exceptional dimensional stability and good flammability characteristics. The Threaded Rod has a high strength to weight ratio and with its UL94Vo rating, it makes it ideal for various applications. This in-stock item is offered in many standard lengths, in addition to custom order special lengths available to meet customer application requirements. There are thirteen standard thread sizes in the range that are available from 4-40 through 1-8.

continued on page 132



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Lorri Hunt

Lorri Hunt is the president of Lorri Hunt and Associates, and has 14 years experience in implementing quality management systems in diverse businesses such as Honeywell, the Department of Energy, and small businesses. She is an active member of the U.S. Technical Advisory Group to ISO Technical Committee 176. She serves as the chair for the United States group responsible for developing consensus positions related to ISO 9001 and 9004. She also served as the international Deputy Task Group Leader to the amendment to ISO 9001:2008.

Lorri is a frequent contributor to quality publications and journals and is a co-author to the *Insiders' Guide to ISO 9001:2008*. She is also a frequent conference speaker.

EMPLOYEE AWARENESS TO QUALITY OBJECTIVES IN A MANAGEMENT SYSTEM

One of the challenges in implementing a quality management system is providing a method for how employees are aware to how they contribute to the success of the organization. While there is a specific requirement that employees are aware of the quality objectives, there also should be a focus on employees understanding how their everyday activities have an effect on the quality management. This can be as simple as employees understanding the importance of following procedures and what to do if the procedure is not correct or they do not understand something. This understanding has a direct correlation to less defects and rework because the employee does not perform work that they do not understand.

Another aspect related to the clause on competence that has the ability to sustain your quality management system over time is having employees understand how they contribute to relevant quality objectives of the organization. In ISO 9001, Clause 5.4.1 Quality Objectives, the organization has established the quality objectives of the organization and communicated them to employees. Clause 6.2.2 builds on this communication and emphasizes the need for employees to be aware of the quality objectives and the relevance of them in their job. More specifically it is important for an employee to know how they contribute to the achievement of quality objectives in the organization.

To understand employee awareness in the context of quality objectives, it is important to first review the

requirements for quality objectives. Clause 5.4.1 requires that top management establish quality objectives at relevant functions and levels within the organization. Clause 5.4.1 also requires that the quality objectives shall be measurable and consistent with the quality policy.

One of the common mistakes that organizations make is establishing quality objectives that are different than company goals that have already been established for the organization. They instead will develop the organization's "quality objectives." For this reason, the first thing the organization needs to consider is whether existing goals meet the intent of the ISO 9001 standard. If this is the case, there is no need to develop any new objectives. The organization can then focus on communicating the objectives and making sure that



employees are aware of how they contribute to the objectives.

Some organizations with existing goals might find that they need to make some minor changes to existing goals in order for them to meet the requirements of ISO 9001. For example, an organization might have an established goal to improve on-time delivery but the goal cannot be measured as required by the standard.

One of the other requirements for quality objectives is that they are set at relevant functions and levels within the organization. The application of this requirement may differ based on the size of the organization and the complexity of the objectives for the organization.

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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.

Voice: (631) 256-6602; web: www.joedysart.com; email: joe@joedysart.com.

FACEBOOK: Next Generation Best Practices for Fasteners

With the roll-out of Facebook's new make-over this spring now a fait accompli, many fastener Web marketers rejoice that some of the service's new features will make it much easier for them to do business on the social network – both creatively, and from a business analytics perspective.

Millions of Facebook users have been watching the latest evolution of the service – which includes a new look and feel for everyone who has a Facebook account – roll-out across the network since late 2010.

But for fastener marketers, one of Facebook's most anticipated changes is the service's new ability to easily add framed content to a Facebook page – technically known as content presented within iFrames. Essentially, the change enables any company to easily mirror the Web design on their company home page and other pages on a Facebook page – as long as it's within an iFrame.

Scores of Web designers are celebrating the move, since attempting to duplicate the look and feel of a company's Web site pages on Facebook had previously presented quite a challenge in many cases.

Moreover, Web marketers say the introduction of easy iFraming also makes it much easier for a fastener business to crunch analytics, including tracking user activity on Facebook pages, and thoroughly analyzing how sales and other sought-after conversions are

unfolding on company Facebook pages.

All told, the make-over has stimulated marketers to update their best marketing practices for the service, as detailed below:



SearchMojo says new changes at Facebook make the social network much more business-friendly.



Fastener companies can now analyze their Web traffic on Facebook using Google Analytics.

Understand Why Facebook is So Powerful

While social networking has been around for awhile (it was done on discussion forums long before Mark Zuckerberg got his first tricycle) Facebook was one of the services that made such networking so effortless, so fun and so multifaceted. For example, once someone signs up for your 'fan' or business page on Facebook, they immediately begin getting info about your fastener firm in their News Feed, can instantly share your offers to others in their social network, can effortlessly engage in discussions on your Facebook page, can give their opinion about your products or services and can shop on your Facebook page – all without even thinking about how to do these things.

Small wonder Facebook now has 1/2 billion registered users and is still growing.

Get Creative With Facebook's Newly Unshackled Web Design Features

For years, Web designers have bemoaned the fact that they were forced to use Facebook's proprietary programming for much of the designing they did on the Facebook site. No more. With the roll-out of Facebook's



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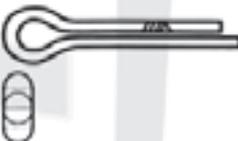
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DISTRIBUTOR NEWS

Beacon Fasteners and Components, Inc., has added 1500 SKU's of Machine Screws to their stock offering. 75% of the line has arrived with the balance due in by July 1, 2011. All of the products that Beacon carries, including the new machine screws, are 100% RoHS compliant and have no carton quantity minimums.

* * *

Beacon Fasteners and Components, Inc's, Quality Manager, Jerry Stoczanskyj, has been acknowledged as a new member of the ASME (the American Society of Mechanical Engineers). Jerry will be serving on 3 committees; Slotted and Recessed Head Screws, Externally Driven Fasteners and Nuts, for terms effective June 2011, expiring June 2016.

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WHY SHOULD METRIC FASTENER SUPPLIERS AND END USERS SPECIFY THE ISO STANDARDS?

by Joe Greenslade *Director of Engineering Technology, IFI*

The adoption of ISO Fastener Standards by suppliers and end users will end 40 years of fastener industry confusion. The adoption of ISO standards is good engineering practice, it simplifies inventory, it enhances assembly uniformity, and it makes export products more attractive to consumers outside the USA.

The “Big Three” stimulated the adoption of the metric system in the US.

The United States started moving into the use of metric fasteners in a significant way in the early 1970s when the “Big Three” (FORD, GM, and Chrysler) made a commitment to use the metric system for all new vehicle designs. Since the automotive industry then, and still today, use more threaded fasteners than any other industry, the major fastener suppliers in the USA started getting involved in the production of metric fasteners. This auto industry commitment to metric design was adopted so that one car design could be produced all over the world instead of having one design for North America and another design for all markets outside North America. Huge international equipment manufacturers like Caterpillar and John Deere soon followed.

Until that time relatively low volumes of metric fasteners were used in the United States. They were mostly used in maintenance applications for the maintenance of imported manufacturing equipment from Europe, with the majority coming from Germany. The German standards system is referred to as the DIN (Deutsches Institut für Normung e. V.) system and most of the imported fasteners used to support the import equipment were made in Europe to the DIN standards.

The Big Three decision to adopt the metric system of measurement in design impacted all industrialized countries in the world. The car manufacturers wanted to be able to source products anywhere in the world and have the components be compatible regardless of where the parts were made, purchased, or assembled. This decision drove the creation and use of common world standards for all components including fasteners.

The ISO Fastener Committee was formed to commonize metric fastener systems.

At that time several European and Asian countries had their own designs of metric fasteners as defined by their country standards. To commonize these designs the ISO TC2 Fastener Committee was formed. The

predominant metric fastener standard at the time was DIN so it became the foundational metric fastener standard system from which the eventual ISO fastener standards evolved.

The US joined the ISO efforts, but at the same time tried to mold a unique metric standard called the Optimum Metric Fastener System (OMFS). This work began in the Industrial Fasteners (IFI) Technical Committees and was later transitioned into the fastener committees in the American Society of Mechanical Engineers (ASME) B18 Committee and the American Society for Testing, Materials (ASTM) F16 Committee and the SAE Fastener Committee.

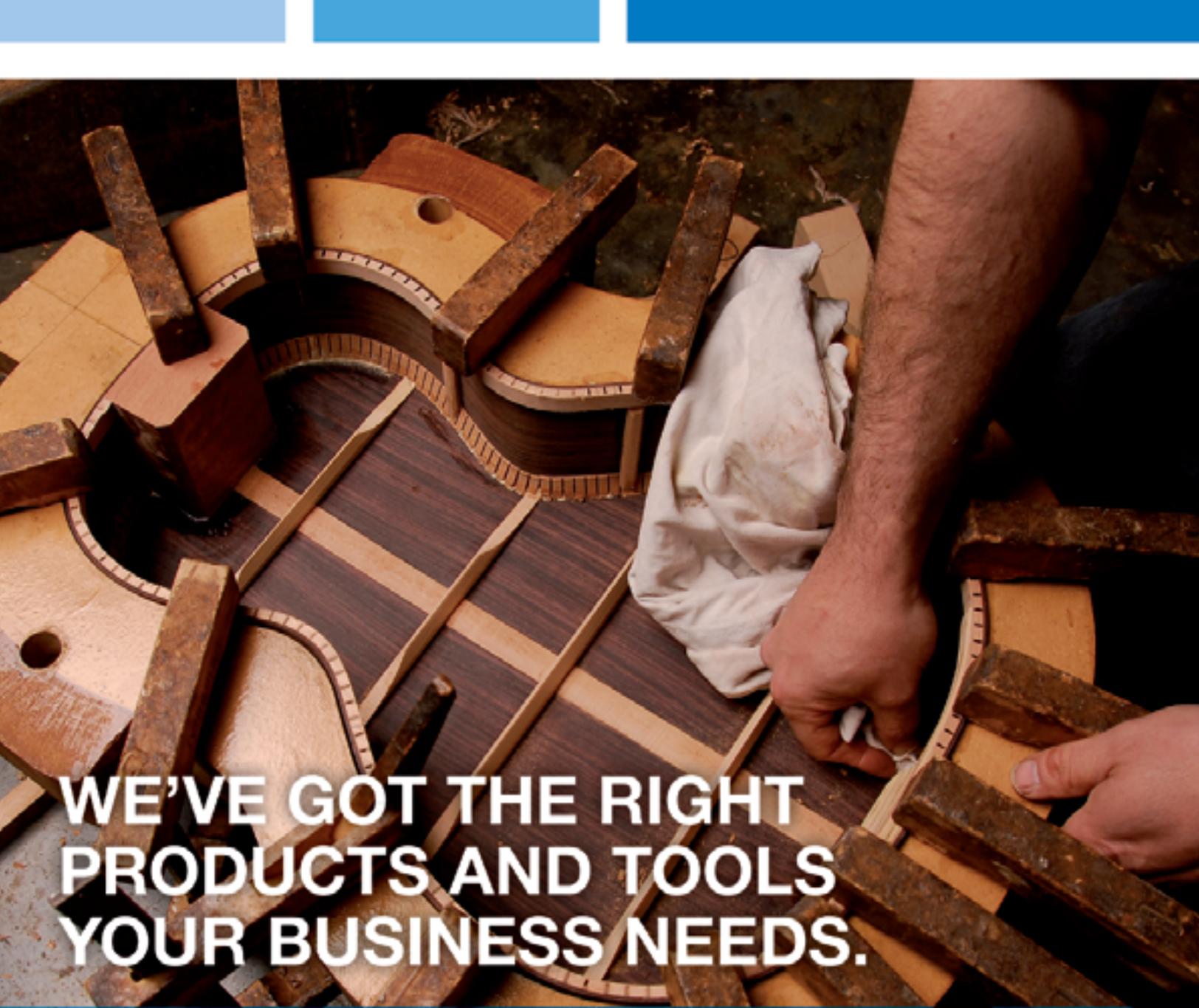
The concept behind the OMFS was to narrow the choices that were available in the other metric fastener systems in ways such as limiting the thread series to only coarse threads. OMFS included efforts to introduce an external spline-head design to replace hex heads on bolts and a new gaging system for threads in an effort to improve thread quality.

The work on the OMFS concept within the ASME, ASTM, and SAE committees resulted in an entire series of USA created metric fastener standards. Eventually most of the unique ideas in the OMFS program faded away and the resultant standards were interchangeable with, but not exactly like, the evolved ISO fastener standards. In retrospect, the USA effort just added another metric fastener standard option to metric fastener technology, increasing the complexity instead of achieving its goal of simplifying it. The OMFS concept was noble but its objectives never materialized.

In the meantime more and more countries joined the ISO fastener standards efforts and a true worldwide fastener standards system was created. The growing adoption of ISO fastener standards has resulted in most industrialized countries withdrawing their country-specific standards and formally adopting the ISO standards as their metric fastener system.

Germany withdraws DIN standards in 2001 to adopt ISO fastener standards.

The biggest endorsement of the ISO fastener standards was Germany's official withdrawal of their DIN fastener standards in 2001 which is documented in DIN 918, Supplement 3. A table showing the withdrawn DIN standards and the ISO standards that should now be used instead is included in this article.



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Exhibit space sales for the National Industrial Fastener & Mill Supply Expo, October 19-21, Sands Expo & Convention Center, Las Vegas, Nevada, USA are running considerably ahead of the 2010 event, reports Susan A. Hurley, CEM, General Manager.

"We have sold 641 booths to 479 companies from throughout the USA and many other nations worldwide. These numbers are appreciably ahead of exhibit space sales at this same time last year, and we are still receiving new contracts and inquiries on a daily basis. There is an exciting "buzz" about the Expo. We are anticipating over 700 booths and thousands of Expo visitors", says Ms Hurley.

The all day conference program begins on Wednesday, October 19th and the two day Expo runs Thursday and Friday, October 20-21. "This year's program includes more education, training and current industry information than ever before. We encourage everyone to get to Vegas on Tuesday night or early Wednesday morning to take advantage of the great programs we have scheduled", say Jim Bannister and Mike McGuire, General Partners.

The always popular and well attended Welcome Reception will be held Wednesday evening, October 19. Complimentary beer, wine and soft drinks will be served along with a tasty array of hors d'oeuvres. Admission is free to all registered Expo exhibitors and visitors wearing their badge. "There is no better place to



network with fastener industry friends and meet new people", says Expo Manager Hurley.

"North America's Largest Fastener Expo" is open from 9:00 AM – 4:00 PM Thursday, October 20 and from 9:00 AM – 1:00 PM Friday, October 21. The two day exhibition features fasteners for every application, fastener machinery & tooling, inspection & testing equipment, packaging machinery, computer software & systems, and mill supply items including abrasives, cutting tools, drills, hand tools, plant & safety equipment . . . and more.

The Fastener Industry Open Golf Tournament is scheduled for Saturday a.m., October 22 at the Royal Links Golf Club in Las Vegas. Individual and team entries are welcome for this fun-filled scramble.

Official Expo hotels include the Venetian/Palazzo, Caesars Palace and Harrah's. "We have a price point for every budget this year and all three of our partnering hotels are located in the epicenter of the exciting Las Vegas Strip", says Registration Supervisor, Erin Thomas.

Complete conference program information, Expo hours, an alphabetical listing of exhibiting companies, links to participating hotels and convenient online registration is available at www.fastenershow.com.

For additional information contact Susan Hurley at (614)-895-1279, or email NIFMSE at: info@fastenershow.com. You can also visit the Expo web site at www.fastenershow.com 

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DISTRIBUTOR NEWS

Sara Vasicek, with **Aztech Locknut Company** since 1993, has now been promoted to Vice President of Sales.



During her career with Aztech, Vasicek has held various positions. She started as a receptionist, was promoted to account manager and then served as inside sales manager for many years. Her experience and dedication to her customers are unmatched in the industry.

"Promoting Sara was an easy decision to make," said Mark Kaindl, Aztech's president and owner. "With our continued growth, we needed someone who understood our products and our customers. Besides Sara's commitment and long-time company knowledge, She also took full advantage of the Aztech employee tuition reimbursement program. So while working full time to advance her career she simultaneously obtained a BA, in Business Administration. Sara has proven fully qualified and effective in all aspects of the sales process."

In her Vice President role, Vasicek looks forward to her new challenges and helping the company continue to grow. Vasicek will manage both the inside and outside sales teams, oversee budgeting, and be involved in inventory planning and product pricing.

Although the Aztech sales team is on the front lines with customers, Vasicek will work closely with the national account teams and is always available to any customers who require her input or assistance. She can be reached at sara@aztechlocknut.com or (630) 865-1870.

"I am proud to have worked for so many years for a company that is fair, ethical, and forward-thinking, with high standards for quality in every area," Vasicek said. "Many of Aztech's loyal customers and I have sort of grown up in the industry together and I value those relationships greatly."

For more info contact Aztech at 2675 White Oak Circle, Aurora, IL 60502, Tel: 1-800-321-5625 website at www.aztechlocknut.com.

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BUDGET STRUGGLES TURN SERIOUS *continued from page 10*

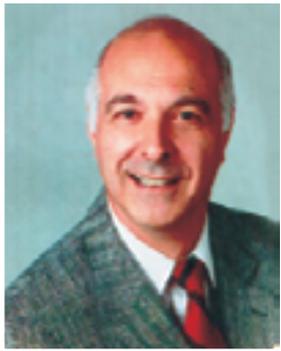
Small businesses are struggling with sluggish economic growth to which excessive government regulation, tax burdens and the looming threat of inflation contribute. If we are to solve our debt problems it must be with an economic resurgence which will provide employment, a greater tax base, and a more competitive position in the new global economy. This means the debt problem must be solved without more crippling taxes but, instead, the same fiscal discipline which businesses and individuals must use if they intend to survive.

The President's budget plan raises taxes on small business owners without first forcing significant tax cuts. The National Federation of Independent Businesses has pointed out that the spending blueprint currently being presented would pay for the deficit with tax increases that would raise

unemployment taxes, estate taxes and individual tax rates. In fact, the President has said he proposes to increase taxes on couples earning above \$250,000 and the administration has plans to help states pay for rising unemployment cost with a \$58.5 billion increase in payroll taxes.

The problem is that some of the proposals for meeting the shortfall,rely more on tax increase proposals than on deep spending cuts.

It's time to get real. Raising taxes on businesses and individuals just as the economy is attempting a comeback from the Great Recession will be self-defeating. We must address our debt but it must be addressed on the spending side. Meaningful cuts need to be put in place starting with a reduction in wasteful and duplicative federal agency programs. This must be coupled with the difficult but necessary act of reducing entitlements. We will all feel the pain. But this will be nothing compared to the pain we would feel the day the financial markets say no to continuing to fund the operation of our government. ◻



Bart Basi

Dr. Bart A. Basi is an expert on closely-held enterprises. He is an attorney, a Certified Public Accountant, and President of The Center for Financial, Legal & Tax Planning, Inc. He is a member of the American Bar Association's Tax Committee on Closely-Held Businesses.

THE LLC AND ITS OFFSPRING - THE SERIES LLC

Background

We all know of the Limited Liability Company or LLC for short. The LLC is a newer form of business as opposed to S Corporations, C Corporations, Sole Proprietorships, and Partnerships which have all been around for a while. A Limited Liability Company (LLC) is a business structure created and allowed for by state statute. Though states vary, most states also permit "single member" LLCs, those having only one owner. The name of an LLC MUST include LLC, L.L.C., or Limited Liability Company AND CANNOT HAVE Inc, Corp, Corporation, or Incorporated following name.

Formation

To form an LLC, the founder files the Articles of Organization with the respective state. The Articles of Organization are similar to Articles of Incorporation, which a corporation, being an S or C status would file. The fees in Illinois are \$600 for a standard LLC and \$850 for the Series LLC. Compare this to the fees for an S Corporation of \$150

The election to be taxed as the new entity will be in effect on the date the LLC enters on line 8 of Form 8832 with the Internal Revenue Service. However, if the LLC does not enter a date, the election will be in effect as of the form's filing date. The election cannot take place more than 75 days prior to the date that the LLC files Form 8832 and the LLC cannot make the election effective for a date that is more than 12 months after it files Form 8832. However, if the election is the "initial classification election," and not a request to change the entity classification, there is relief available for a late election (more than 75 days before the filing of the Form 8832).

Members

Owners of an LLC are called members and they own units as opposed to shares as in a corporation. Members enjoy limited personal liability for the debts and actions of the LLC. Since most states do not restrict ownership in terms of number and type, members may include individuals, corporations, other LLCs and foreign entities. There is no maximum number of members. This

is one of the passive benefits of the LLC.

Management

Like a partnership, an LLC provides management flexibility allowing any member to legally participate. This is in contrast to Limited Partnerships that have a rigid form of management limited to general partners.



Taxation

LLCs have the benefit of pass-through taxation, meaning income is not taxed at the company level, instead the income "flows through" to the shareholder's personal tax return. An LLC that is not automatically classified as a corporation can file IRS Form 8832 to elect their business entity classification. A business with at least 2 members can choose to be classified as an association taxable as a corporation or a partnership, and a business entity with a single member can choose to be classified as either an association taxable as a corporation (C or S Corporation) or disregarded as an entity separate from its owner, and use a schedule C on the owner's personal income tax return. Form 8832 is also filed to change the LLC's classification.

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Jeff Thredgold, CSP

Jeff Thredgold is President of Thredgold Economic Associates, a professional speaking and economic consulting company based near Salt Lake City, Utah. Jeff is the only economist in the world to have ever received the international designation of CSP, or Certified Speaking Professional, the highest earned designation in professional speaking.

He has served the past 14 years as economic consultant to \$52 billion Zions Bancorporation. His career also includes 23 years with \$100 billion banking giant KeyCorp, where he served as Senior Vice President and Chief Economist.

He is a member of four national forecast panels, including Blue Chip Financial Forecasts and those of USA TODAY and the Associated Press. Jeff has appeared dozens of times on CNBC-TV as well as CNN.

Jeff has been writing a weekly economic and financial newsletter, now entitled the Tea Leaf, for 36 years. His latest book, *econAmerica*, was released by major publisher Wiley & Sons. Other books include *A Parent's Letter to My Children in School*; *Economy by Thredgold*; and *On The One Hand...The Economist's Joke Book*.

He served as an adjunct professor of finance at the University of Utah for 16 years. He is a former member of both the Economic Advisory Committee of the American Bankers Association and the Economic Policy Committee of the U.S. Chamber of Commerce.

U.S. ECONOMIC OUTLOOK - SUMMER 2011

The U.S. Economy

Believe it or not! The current U.S. economic expansion is now completing its second year! Break out the champagne...or perhaps not

Forecasts of American economic growth in coming quarters have been trimmed in recent weeks, falling victim to the "anxiety list." This is a combination of factors that simply make it easier for American businesses to largely sit on their collective hands as far as expanding employment, with a similar performance (or lack thereof) from the consumer in regard to spending.

Domestic Angst

How will the current battle of wills in Washington DC play out?

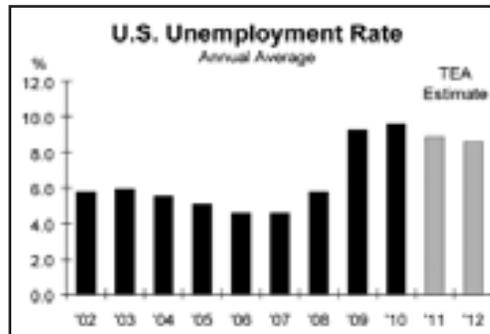
Will we get an agreement between the Democrats and the Republicans to increase the debt ceiling before August 2? Will the U.S. temporarily default on its trillions of debt? Will Republicans get the kind of future spending restraint they are demanding, in exchange for their votes to increase the debt ceiling?

Once the debt ceiling is finally boosted, will Democrats and Republicans make necessary inroads to long-term deficit reduction? How will the three major entitlement programs be addressed? Will they "kick the can down the road" even further, letting voters decide in November 2012 which party's ideas are best to address financial sanity in this country? Will tough decisions then actually be made?



Above: US annual change rate for US REAL GDP.

Below: US annual average for US UNEMPLOYMENT RATE



Will home prices continue to decline? Will the stock market suffer a major setback? Will the massive and top-heavy health care bill place event greater burdens and mandates on American businesses and households? Will the never-ending growth of new government rules & regulations ever slow?

Global Angst

How will sovereign (national) debt issues in Europe be resolved? Will Greece default on its enormous national debt in coming weeks? How will the Greek situation impact Ireland and Portugal, two other nations that have required enormous financial bailouts? Will Spain be next?

How will political and military battles across Northern Africa and the Middle East ultimately play out? How will these issues ultimately impact oil prices?

Will the global economy continue to slow somewhat? How will this impact energy and commodity prices? How will it impact U.S. exports to the world?

The "anxiety list" above is the primary contributor to lesser expectations for U.S. economic growth. The consensus view of 4-6 weeks ago that the economy would grow at a 3.0%-3.8% real (after inflation) annual rate over the next 12 months is now closer to a 2.0%-3.0% growth pace. Some forecasts are more dismal, with possible double-dip recession again on the lips of the "doom & gloomers."

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SOUTHWESTERN FASTENER ASSOCIATION

SFA REPLACES FALL CONFERENCE WITH DINNER MEETINGS IN HOUSTON & DALLAS/FORT WORTH

Dinner Meetings

The Southwestern Fastener Association has scheduled dinner meetings in the fall of 2011 in place of the traditional fall conference. The first dinner meeting will be held in Houston, Texas on September 8 at the I-10 and Voss Saltgrass Steak House. The Dallas/Fort Worth dinner meeting is also at a Saltgrass Steak House in Arlington, Texas on September 22. A social hour will be held prior to dinner and an industry speaker is planned for each meeting. Because of the current constantly changing environment in the fastener industry, the plan is to wait as long as possible to select a timely topic and speaker.



Marriott WestChase Hotel, Houston TX, location for the SWFA 2012 Spring Conference and Table Top Exposition



John Longyear, MMSC & SFA Treasurer; Dwayne Carnes, All-Spec Sales, Inc. & Roger Parishner, Hodel-Natco Ind.

Spring Conference & Expo

SFA's Spring Conference and Table Top Exposition will be held March 22 to 25, 2012. The Table Top EXPO will be held from 1:00 to 5:00 P.M. on Saturday, March 24, 2012. Houston Marriott Westchase Hotel, site of the 2008 Spring Conference and Exposition will again be the Houston location. SFA has secured an excellent room rate of \$79 per night for the conference. The last two EXPO's that were held in Houston were hosted by the Marriott Westchase. The hotel features free parking and is close to many of the finest restaurants in Houston. The hotel is also conveniently located off of Beltway 8 and Westheimer and is an equal distance from Houston



Dick Slusser, Brighton-Best; Mary Chambers, Assembly Products & John Grabner, Jr., Cardinal Fastener Co.



Don Haggerty, Stelfast, Inc.; Bob Porteous, Porteous Fastener Co. & Mary Jane Carr, Stelfast, Inc.

George Bush Intercontinental Airport and Hobby Airport. Exhibit agreements will be mailed July 1, 2011 to prospective exhibitors. Planning for the conference is well under way. Full Conference registrants will hear from Bruce Darling, Vice President, Materials Management, Porteous Fastener Company, on the latest developments from fastener providers from China and other Asian manufacturers on Friday morning, March 23. Also, on Friday morning, an industry panel is in the process of being assembled to discuss the latest developments in domestic fastener manufacturing.

Golf Tournament

Friday afternoon will feature the Spring golf tournament. Golf Chairman, Bobby Salome, El Paso Bolt & Screw is working on a new and unique format for the tournament. The new format that will keep everyone in the game so a true winner can be determined at the end of the tournament. Stay tuned for details on the format and the location of the tournament.

For information on SFA Conferences and/or membership in the Southwestern Fastener Association, simply contact John Elsner, Executive Director at 292 Sugarberry Circle, Houston, Texas 77024. Alternatively, Phone: 713.952.5472, Fax: 713.952.7488 and/or email at swfa@swbell.net. 

Photos on page 145

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Douglas R. Rammer (left)

Douglas R. Rammer is currently a Research General Engineer at the USDA Forest Products Laboratory. He obtained his M.S. degree in Civil Engineering from the University of Wisconsin – Madison in 1991, and holds a B.S. degree from the same university. Douglas works in all areas of design criteria, with current research centering on the mechanical and durable behavior of connections, condition assessment of wood structures in service, and the performance of wood structures subjected to natural hazards such as earthquakes and hurricanes. Douglas is a member of the American Society of Civil Engineers amongst others and is an author on 63 journal publications.

Samuel L. Zelinka (right)

Dr. Samuel L. Zelinka is currently a Materials Research Engineer at the USDA Forest Products Laboratory. Dr. Zelinka obtained his PhD from the Materials Science Program at the University of Wisconsin, Madison in 2009 and holds B.S. and M.S. degrees from the same university. After obtaining his PhD, he conducted post-doctoral research at Empa – the Swiss Federal Laboratory for Science and Technology in Dübendorf, Switzerland (outside of Zürich). His current research interests are corrosion of metals in wood, the electrical properties of wood, and the interaction of water with wood. Since 2005, Dr. Zelinka has published 18 first-authored refereed journal publications (27 total publications) and given over 25 scientific presentations (6 invited).

MEASURING THE SURFACE AREA OF FASTENERS

Introduction

Accurate identification of the surface area of threaded fasteners is essential for understanding the behavior of fasteners in numerous applications. For example, the surface area of a threaded fastener is needed to properly calculate its corrosion rate. Following the voluntary withdrawal of CCA (chromated copper arsenate) from residential use, alkaline wood preservatives, such as ACQ (alkaline copper quarternary) and CuAz (alkaline copper azole), are being increasingly used. These new alkaline based preservatives are more corrosive than CCA, but little is known about their corrosion rates on threaded fasteners in contact with the treated wood. This is in part due to the fact that, up until now, no general analytical expression of the surface area of threaded fasteners existed so previous corrosion rate calculations were imprecise. With increasing environmental regulations, it is likely wood preservatives will be modified on a more frequent basis, requiring a reevaluation of the corrosion potential of all fasteners in these new treatments. Currently, the corrosion of fasteners in preservative treated wood requires a time consuming evaluation process that only results in relative comparison of metals and metallic coatings. For fastener manufacturers that are developing new coating systems this can be costly and time consuming. Electrochemical techniques offer a screening method that has the advantage that it is both rapid and quantitative. Recent work at the US Forest Service Forest Products Laboratory has shown that these techniques can be extended to polymer coated fasteners.



(Left to right): polymer coated fastener after exposure to wood extracts, electroplated fastener after exposure in solid wood.

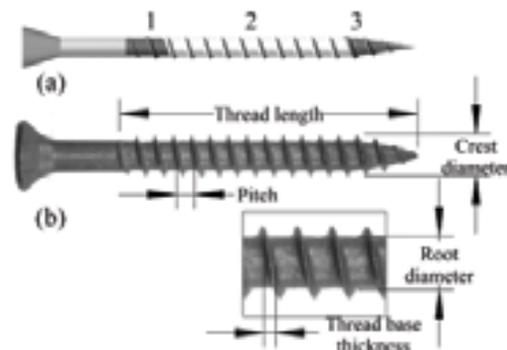


Electrochemical test cell.

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High Contrast Image with key fastener characteristic identified.



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FOCUS ON ONE STOP PACKAGING

One Stop Fastening & Packaging Inc. has been serving the fastener industry since 1998 as being a major distributor of all types of fasteners and a packaging service. In May 2011 One Stop Fastening & Packaging, Inc. changed its name to One Stop Packaging, LCC and moved to a facility that better fit its needs. The change in name coincides with a sharpened focus on packaging services. Now under new management, One Stop Packaging, LLC will be a premier provider of parts packaging service in the North East. Long time industry expert Jason Werba has been promoted to Operations Manager.



One Stop Packaging, LLC works with customers throughout the kitting process packaging customer supplied components or utilizing One Stop Packaging, LLC's extensive component sourcing network. In addition, One Stop Packaging, LLC is now offering free pickup at major Northern NJ hardware wholesalers. Jason Werba had this to say, "By eliminating inbound freight costs from our customers to us, we help to lower costs and return customer's product faster. Lowered costs and rapid delivery will help our customers in a competitive market place. By doing this, we can offer Same Day Delivery for both single and multi-item kitting."

One Stop Packaging, LLC offers Poly-Bagging and Boxing Services along with Bar-coding and Labeling for all hardware items. The packaging process starts with high speed computerized Automated Packaging counters and baggers. These are coupled with thermal transfer printers for labeling of part numbers, content description, barcodes, logos, etc. Finally the packaged

goods are weighed individually for 100% accuracy with inline Mettler-Toledo and All Fill check weighers. The end result is high quality packaging, prompt service and competitive pricing.



To further reduce costs, One Stop Packaging, LLC also offers drop ship service. In addition to shipping with a customer supplied packing slip, "ship from" information is changed within UPS Worldship to display our customer as the shipper. With free pick up at major Northern NJ hardware wholesalers and high level drop ship service, our customers are assured of the lowest cost packaging in the industry. ◻

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DISTRIBUTOR NEWS

ND Industries recently completed a major expansion of ND Taiwan, one of its fastener adhesive and sealant processing facilities, increasing the working footprint by over 50%. This has made room for the installation of additional processing machines, all custom built by ND. The new equipment, the fastest in the industry, is being utilized for applying a variety of materials, including Teflon, microspheres, plastisol, nylon patch, various nuts, bolts and other small parts.

"We have increased our product range and capabilities," states Ricky Hsang, General Manager of ND's Asia Operations. "This, combined with our quick throughput and commitment to quality, continues to give our customers a high-value product."

Mr. Hsang notes that the expansion is seeing an increase in work orders already. "Our business is growing and we are prepared to meet rising customer demand well into the future."

Tim Marzano, ND President of International Operations, describes the reason behind ND's growth. "Our expansion is a direct result of the combination of ND's long term financial commitment to the region and the dedication of Mr. Hsang and his team."

For more information, contact ND Industries on the internet at www.ndindustries.com or visit ND Taiwan's site directly at www.ndindustries.tw.

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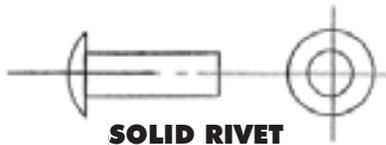


Anthony Di Maio

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: tdimai@verizon.net.

BLIND FASTENERS

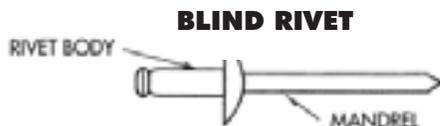
The term "Blind" is given to fasteners that are installed in work pieces using only one side of the work piece. Fasteners such as Solid Rivets, Tubular and Semi-Tubular Rivets need access to both sides of the work piece in order to set these rivets.



Blind Rivets

On one side these rivets are held against the work piece, while on the back side pressure is applied to the shank of the rivet, expanding the body of the rivet to clamp the work pieces together. When using these types of rivets, both sides of the work pieces must be accessible because pressure must be applied to both sides of the work pieces in order to set the rivet. Therefore the work pieces must be taken to the rivet setting machine to set these rivets. Solid, Tubular and Semi-Tubular rivets cannot be called "Blind Rivets" because these rivets cannot be set using only one side of the work pieces.

Blind Rivets can be called "Blind" Fasteners, because you can rivet components together using only one side of the work piece.

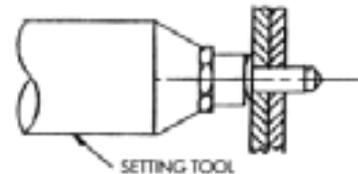


The Blind Rivet is a two component fastener, one component is the rivet body and the other is the mandrel. The blind rivet body has the appearance of a solid rivet with the exception that there is a hole completely through the center.

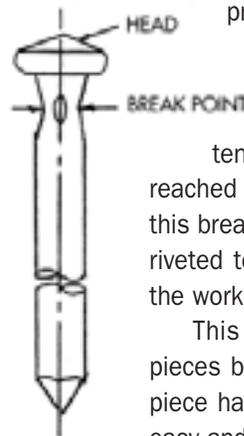
The mandrel has a head and a break point on the shank of the mandrel just below the head.

The break point is the weakest point on the shank of the mandrel and it here that the mandrel will break when the blind rivet is set.

A TOOL SETTING A BLIND RIVET



The mandrel will continue to be pulled until the expanding rivet body contacts the work piece. The mandrel head will now apply pressure (clamp load) to the work piece being riveted. The blind rivet setting tool will continue to pull the mandrel until the tensile strength of the break point is reached and then the mandrel will break at this break point. Now, the work pieces are riveted together by using only one side of the work piece.



This ability to rivet together work pieces by only using one side of the work piece has given the fabrication of parts an easy and less expensive operation.

For example, Blind riveting a component to either a long section of round or square sheet metal (air ducts), where you cannot reach the area you are riveting inside the air duct. This area is the blind side of the assembly. The Blind rivet can work very well in this type of application because the blind rivet can be set from one side of the assembly. The blind rivet setting tool can be taken to the riveting station, rather than moving the work piece to a solid rivet setting machine. The ability to use a blind rivet setting tool at the production area has decreased the cost of riveting components together.

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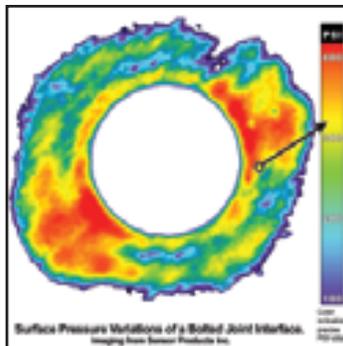
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Dave Kahle has trained tens of thousands of distributor and B2B sales people and sales managers to be more effective in the 21st Century economy. He's authored eight books, and presented in 47 states and seven countries. Sign up for his weekly Ezine, or visit his blog.

For more information, or to contact the author, contact: The DaCo Corporation, 835 West River Center Drive, PO Box 523, Comstock Park, MI 49321. Email: cheryl@davekahle.com <http://www.davekahle.com>, Phone: 800.331.1287 or 616.451.9377 Fax: 616.451.9412

THE THREE BIGGEST MISTAKES IN SALES PRESENTATIONS

The sales presentation is the ultimate purpose of every sales process, of every sales call, and of every sales system. The job of the sales person revolves around the point in time when he offers the customer something to buy.

The sales presentation can take a variety of forms. If you demonstrate a product, for example, that is a sales presentation. If you use a hard-copy brochure or a CD Rom presentation on your lap-top, that is a sales presentation. If you deliver and detail a sample, that is a sales presentation. If you respond to the customer's request, and provide a price, deliver a proposal, or submit a bid, each of these are sales presentations.

Without the sales presentation, there can be no sale. It is, then, the foundational step in the sales process. Everything that happens before is in preparation for the presentation, and everything that happens afterward is a result of the presentation.

You would think, then, that every sales person is extremely well-trained in the science of making an effective sales presentation.

Alas, that is not the case. Left to learn on their own, many sales people make the same mistakes over and over again. Here are the three most commonly made sales presentation mistakes.

1. Lack of Preparation

In my very first sales position, I had to endure six weeks of sales training. In those six weeks, the entire training class had to memorize two four-page sales presentations, and give them to the training class. We were videoed and critiqued, over and over, for the six weeks. At the end of that time we were thoroughly

prepared to give that sales presentation.

Now that may have been a bit of an overkill, but the point remains: Preparation is the first step towards an effective sales presentation.

That doesn't necessarily mean that you memorize the presentation. But it does mean that you organize it, that you secure and check your collateral (the sample, brochures, price quotes, etc that form the basis of what you are selling), and that you practice the presentation several times until you are comfortable with it and confident in your ability to deliver it.



Unfortunately, preparation is a discipline that seems to be fading from the routines of many sales people. The world is full of sales people who either have little respect for their customer's time, no particular interest in doing their jobs well, or an over-inflated view of their own ad-libbing abilities. Any of these produces the sense that they don't need to prepare,

that on the spur of the moment, they will come up with the most persuasive things to say, in the most effective manner.

That's too bad. Preparation is the first step toward a better sales presentation, and lack of preparation is endemic in the world of sales.

2. Information Purgings

This occurs when a sales person thinks his/her job is to relate everything he/she knows about the product, service or proposal.

I was deeply into a training program wherein we work with six sales people every day for a week. Sales people role-played various situations, we videoed them, critiqued them, and had them role play again, only better.

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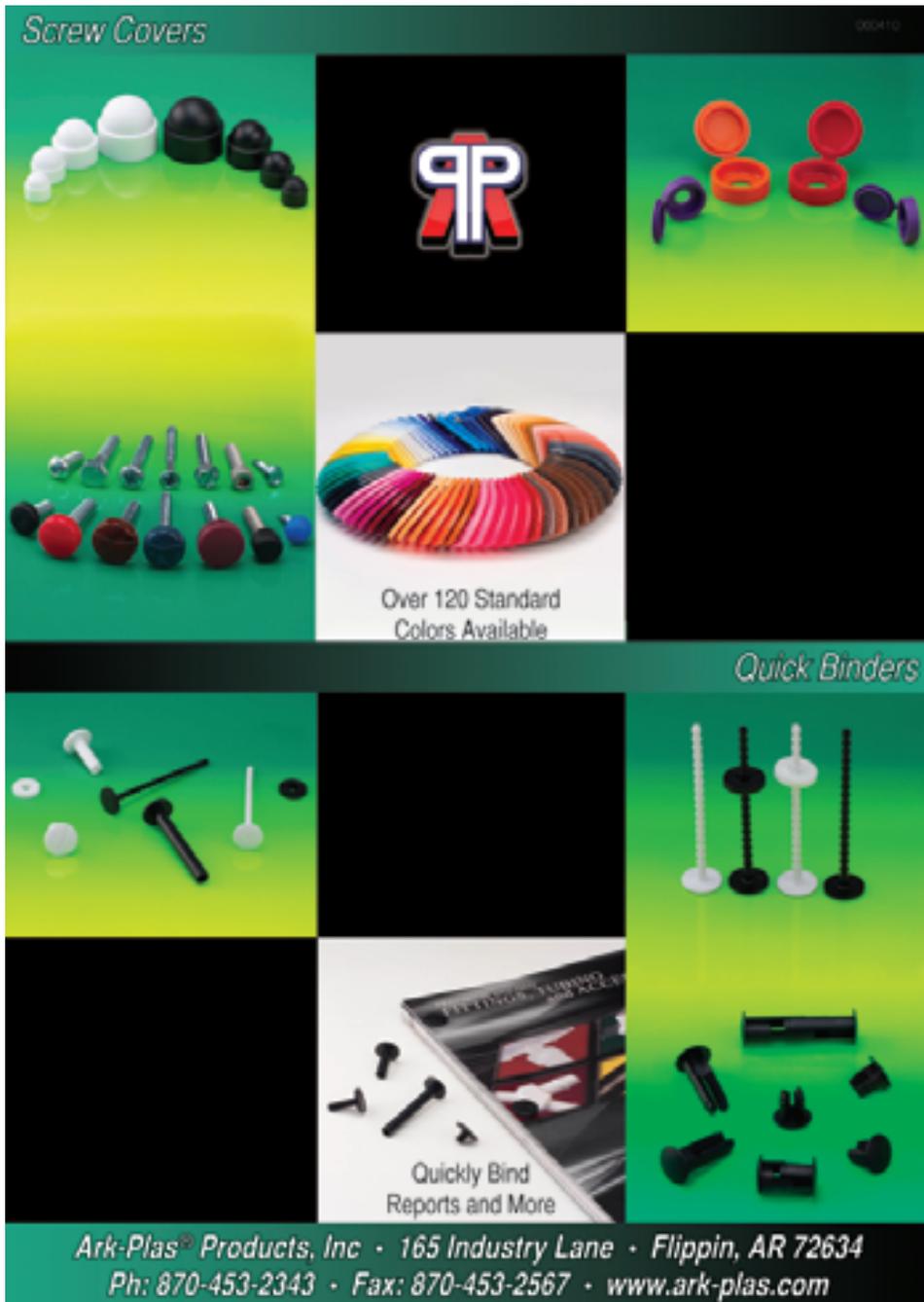


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DISTRIBUTOR NEWS

Bob Linebarger, a master salesman and a fixture in the fastener industry, has announced his retirement. Linebarger has worked 57 years in the field, and will retire from his position at **Advance Components** where he has served for the past 15 years.

“Bob is truly a master salesman and he has generously shared his knowledge of specialty fasteners with colleagues and customers throughout the United States,” said Suzy Cravens, co-owner of Advance Components. “Bob is not only one of the industry’s finest salesmen, he’s a terrific person and we wish him all the best.”

“The products may have changed throughout the years, but the way I treat people has been the same since the day I started in this business,” said Linebarger. “Never forget to take care of your customers and the people who work with you.”

Advance managers and staff joined in a send-off and celebration, wishing Bob “a happy retirement and a fish on every line.” Linebarger’s last day on the job was May 20th.

Advance Components is a master stocking distributor of specialty fasteners in Carrollton, Texas. To learn more, call 800-275-7772 or visit www.advancecomponents.com.

DISTRIBUTOR NEWS

BoltSize-It is now offering the old Check-A-Thread style gauges like Rockford use to offer, along with the old Stainless Steel pocket screw gauges that were always a crowd favorite over the years. BoltSize-It continues to add more useful and handy tools to our offering and our latest addition is the metric and inch Tri Gauge Combo Tool. Each tool is made of Stainless Steel and has a set of

thread pitch gauges and a tab that has a hole for sizing bolt diameters. On that tab it has the bolt size and the corresponding wrench size to use for that particular bolt diameter. This is a very handy tool for those in the field.

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The second annual All American Fastener Show was held May 12th and 13th, 2011, at the Hilton Branson Convention Center in popular vacation destination Branson, Missouri. Fastener industry professionals from across the country attended the show to introduce new products from their manufacturing lines and network with industry professionals.

According to All American Fastener Show organizer, Heidi Volltrauer-Skiver, the show gives the fastener industry the opportunity to meet in a centralized location, reduce the amount of travel time and expenses involved, and provide a family-friendly atmosphere.

"Overall, we were very pleased with the success of the second annual All American Fastener Show. The massive flooding in Branson and the surrounding region affected attendance this year. However, those who came enjoyed the golf tournament, Fastener Bash with dinner buffet and open bar, as well as the exhibits from the manufacturers. Next year, we are planning the event one week later to help avoid the spring rain issues," stated Heidi Volltrauer-Skiver.

Sponsors of the 2011 event included:

- Volt Industrial Plastics
- Cable Tie Express
- Amco Plastic Materials, Inc.
- Brooks-Jeffrey Marketing, Inc.

Plans are now underway for the 2012 All American Fastener Show. Next year's event will be held on May 17th and 18th, 2012, again at the Hilton Branson Convention Center Hotel. Exhibitors and attendees can register for the 2012 show online at www.AllAmericanFastenerShow.com. The All American Fastener Show website has been updated for exhibitors and attendees with the latest information regarding the 2012 show, as well as a photo gallery from the 2011 event. The website also features additional details on transportation and entertainment in the Branson area.

Exhibitors are encouraged to register before February 1, 2012 to take advantage of a \$100 early-registration discount on booth rates. Registration deadline is April 1, 2012. Exhibitors and attendees may also register by phone: (toll free) 877-865-8237. Sponsorship opportunities for the 2012 show are also available. For more information on event sponsorship opportunities, visit the website or contact Heidi Volltrauer-Skiver toll free at 877-865-8237 for details.

Information and online registration for the 2012 All American Fastener Show, can be found at www.AllAmericanFastenerShow.com or by calling toll-free 1-877-865-8237. 



Event exhibitors included:

- Act Fastening Solutions
- Advance Components
- Aeroparts Plus Inc.
- Afi Industries, Inc.
- All America Threaded Products, Inc.
- All American Washer Werks
- American Fasteners & Components, Inc.
- Andre Corporation
- Androck Hardware Corporation
- Archer Screw
- Az Lifting Hardware
- Big Red Fasteners Inc.
- Bradley Adhesive Applications
- Brooks-Jeffrey Marketing, Inc.
- Cable Tie Express
- Cambridge Resources
- Chrislynn Threaded Inserts
- Computer Insights, Inc.
- Delta Secondary, Inc.
- Distributor's Link, Inc.
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- Fastener Technology International
- Forest Products Laboratory
- Greenslade & Company, Inc.
- Hanger Bolt & Stud
- Hill Fastener Corp
- International Fasteners Inc.
- Interstate Threaded Products
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DISTRIBUTOR NEWS

PennEngineering® has expanded its network of authorized distributors for the Company's PEM® brand fastener products in the Western USA states. AeroSpace Southwest, Inc., which has been franchised in the states of Arizona and New Mexico and the country of Mexico, will now also be an Authorized Distributor for PEM® brand products in California, Nevada, Oregon, Washington and Idaho. Aerospace Southwest, Inc. (www.aerospacesw.com) is headquartered in Phoenix, AZ.

This expansion now provides customers in the Western states with two full-service distributors for PEM products. The other, D.B. Roberts Company (www.dbroberts.com), has been serving the western region since 2006, as well as other parts of North America.

PennEngineering is headquartered in Danboro, PA, develops and manufactures PEM® brand fasteners and operates manufacturing facilities and key sales offices in North America, Europe, and Asia. The Company is supported by a worldwide network of authorized engineering representatives and stocking distributors.

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INDUSTRIAL FASTENERS INSTITUTE

IFI ELECTS NEW CHAIRPERSON, VICE CHAIRMAN AND BOARD OF DIRECTORS MEMBERS

The Industrial Fasteners Institute (IFI) has named Jennifer Johns Friel, Mid West Fabricating Co., as Chairperson of the Institute's Board of Directors and David Monti, Fall River Manufacturing Co., Inc. as Vice Chairman of the Board for 2011-12.

Mrs. Friel is President of Mid West Fabricating Co. Jennifer has been an IFI Board member for three years and has given many years of service as IFI's Publications & Information Chairperson. She has a degree in business from the University of Denver, and spent much of her time growing up working at Mid West Fabricating. She is the third generation of the Johns' family to run the company (started by her grandparents) which has three plants located in Ohio and Southern California. Mrs. Friel is the first woman to Chair the IFI in the 80 year history of the Institute. Jennifer's father served as IFI Chairman in 1993-94 and her husband Mike Friel, President of Haydon Bolts, Inc., was the IFI Chairman in 2005-06.



Mr. Monti is Vice President and General Manager of Fall River Manufacturing Co., Inc. Dave has been long active in the industry and was recently Associate Chairman of the NFDA.

Elections were held at the Institute's Annual Meeting in Dana Point, CA. A new Board member serving a three-year term that expires in 2014 was named as follows:

- Preston Boyd, President, Hill Fastener Corporation representing Division I, Industrial Products.

Also serving on the 2011-12 Board are the following:

- Larry Valeriano, California Screw Products Corporation, Immediate Past Chairman
- John W. Grabner, Cardinal Fastener & Specialty Co., Inc. representing IFI Division I
- Steve Paddock, Bollhöff, Inc. representing IFI Division I
- Karl G. Hutter, Click Bond, Inc. representing IFI Division II
- H. Ross Wambolt, Monogram Aerospace Fasteners representing IFI Division II
- Mark Quebbeman, Semblex Corporation, representing IFI Division III
- Bruce Smith, Carpenter Technology Corporation, representing IFI Associate Suppliers' Division

Elected as officers of the various Divisions were:

- Nilo Urbani, Nylok LLC – Chairman of Division I
- David Jendre, Quality Bolt & Screw Co. Vice Chairman of Division I
- David Hebert, SFS intech, Inc. Chairman of Division III
- Jason Surber, ATF, Inc. Vice Chairman of Division III

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DISTRIBUTOR NEWS

Historic Columbus Fastener Show to Cease Operation: Focus on Las Vegas Event

"Show Management is very disappointed with the low exhibitor participation and lack of distributor attendance at the 2011 **National Industrial Fastener & Mill Supply Expo** held in May in Columbus, Ohio. We employed our best efforts to heavily promote the event to many thousands of fastener manufacturers, importers, distributors, sales reps and others throughout the world using direct mail, trade journal and web site advertising, multiple electronic bulletins, social media and every other means at our command. We are baffled by the poor turnout.

Conversations with several of our most loyal exhibitors indicate that the fastener industry needs and wants to reduce the number of trade shows held. They say that the National Industrial Fastener Expo in Las Vegas is the one big event everyone points to and that all of the smaller state, regional and national shows are also suffering a decline in exhibitor participation and distributor attendance. There simply are not enough marketing dollars and travel funds to support all of the shows.

We have listened! We have made a painful decision to end the historic Columbus Show and focus 100% of our energy, talent, time and resources on making the National Industrial Fastener Expo in Las Vegas even bigger and better than ever before. We want the 'Vegas Show' to be the center of the fastener industry universe.

In making this huge sacrifice, we are taking the lead in reducing the number of fastener industry trade shows. We trust that the entire industry will appreciate our initiative and follow our lead.

We also thank all those exhibiting companies and attendees which have supported our Columbus Show for over three decades. We are grateful for the past and look forward to a bright future for everyone in Las Vegas", say Jim Bannister and Mike McGuire, General Partners.

The National Industrial Fastener & Mill Supply Expo will be held October 19-21, 2011 at the Sands Expo & Convention Center in Las Vegas, Nevada USA. Contact Susan A. Hurley, CEM, at (614) 895-1279, email info@fastenershow.com or visit www.fastenershow.com.

DISTRIBUTOR NEWS



Anthony Manno & Company Inc is proud to announce naming Russ Fragala as Senior Vice President. Fragala will be responsible for expanding growth of the company, creating new relationships with distributors and

partnering with many of the industry leaders in the military market place.

Fragala comes with many years experience growing companies to be the largest in their region. "We're proud to have Russ on our team" says Anthony Manno. "I have known Russ for 25 years and have always admired his achievements and finally got him to come on board at Anthony Manno & Company Inc. It's going to be a great partnership."

For more information, contact Anthony Manno & Co. Inc at 82B Wyandanch Ave, Wyandanch, New York 11798. Tel: 1-800-915-7703 or visit the website at www.anthonymanno.com.

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THE THREE BIGGEST MISTAKES IN SALES PRESENTATIONS
continued from page 50

We were methodically working through the sales process, and it was time to make the sales presentation. The class was taught to organize the presentation on the basis of what they learned about the customer in the previous “find out what they want” role play.

One particular sales person never got that message. He thought a sales presentation was like an oral exam in school. It was his opportunity to spill everything he knew about the product. What should have been a 20 minute presentation dragged on and on for 45 minutes. Even though it was a role play in front of the class, even though it was being video recorded, the person playing the customer began to fall asleep. The hapless sales person continued on, purging himself of every bit and morsel of related information. I had to finally step in and put an end to the tedium.

While that may have been a dramatic example of this

mistake, it occurs in smaller ways thousands of times a day. It occurs when sales people feel the need to tell the customer everything they know about the product or service they are presenting, whether the customer cares or is interested in that feature or not. The problem is greater than just “too much information.” Sales people who do this disrespect the customer, as they don’t take the customer’s interests and requirements into account in the presentation.

As a result, customers are turned off and tuned out, and sales people leave shaking their heads, unable to fathom why the customer didn’t buy all the incredible features of his sales presentation.

3. Failure to Include the Customer in the Presentation

This occurs when the sales person thinks that the presentation is all about his product, service or proposal. The truth is that effective sales presentations are always about two things: the offer, and how it can impact the customer.

When sales people simply talk about their offer, and ignore the second half of the equation, they make one of the most common mistakes.

Customers are far more interested in how the thing being presented impacts them, than they are in the details of the offer.

The sales person may be impressed with all the neat details and features, but that reflects his/her values, not necessarily those of the customer.

The best sales presentations describe the salient features of the offer, and then relate them to how they impact the customer. Remember “features and benefits”?

This third most common mistake occurs when sales people emphasize the features, and forget the benefits.

If you are guilty of any of these mistakes, or, as a manager, if your sales force is guilty of them, their sales presentations are not as effective as they could be. You are leaving money on the table. Fix these mistakes, and watch your sales rise. 

Left to learn on their own, many sales people make the same mistakes over and over again.

Anthony Manno



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**DISTRIBUTOR NEWS**

Steven Gillmor, VP of Sales, celebrated his fifth anniversary with **Lee S. Johnson Associates Inc.**, this year. "Steve has developed a very loyal customer base in his short time with us. His style and approach to selling is unique to mine but it works very well based upon his sales results. It's been a real pleasure to work with him these past 5 years and watch his development. I have also learned a

lot from him as well which proves you can teach an old dog new tricks. Steve has become a very important asset to our agency in a short time and we look forward to growing the agency with Steve's leadership in the future." According to Lee S. Johnson, Jr - company President.

For more information about Lee S. Johnson Associates services, they can be contacted at 1-877-634-7377 or on the web at www.lsjassoc.com.

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CUSTOMER SATISFACTION PROGRAM AT ATLANTIC *25-year-old service guarantee program yields few payouts*

Industrial companies and their money-back service guarantees rarely appear in the same sentence. Fears of devious customers, profit erosion due to mistakes and even bankruptcy are key reasons companies avoid them. For Atlantic Fasteners, however, a well-managed service guarantee program has been a key tool for

attracting and keeping customers for 25 years. And while the company prides itself on outstanding service, the guarantees continue to enhance their service further.

In 1986, Atlantic Fasteners launched a bold, next-day delivery guarantee throughout New England, backed by the promise of a \$50 credit. It was an instant success, driving new business and differentiating the company by demonstrating its efficient processing of in-stock orders the same day received.

Today the company offers six guarantees that represent diverse aspects of their operation. The most recent, and aggressive, is a guarantee of 100% satisfaction. The promise was also increased to a \$100 credit – in writing, without conditional fine print.

Guarantees Enhance Performance

President Tony Peterson attributes Atlantic Fasteners' stellar 99.96% accuracy and reliability rating to several key components inherent to the program:

- Customer complaints and employee-discovered errors lead to real-time operational audits
- Immediate root cause analysis provides opportunity to



Atlantic Fasteners founder Patrick O'Toole with the company's first \$50 credit in 1986.

quickly fine-tune processes

- Credits encourage co-workers to perform flawlessly since the firm is 100% employee-owned

Compared to the hundreds of thousands of transactions the company has processed, the slightly more than 1,100 credits issued in 25 years represents a tiny fraction of the total

orders shipped, Peterson said.

"Acknowledging a mistake, fixing it and making good on a promise not only builds loyal customer relationships, it forces us to look at every step," said Peterson. "Enhanced automation and employee training is a result of discovered flaws. Guarantees keep us on our toes, which has been key to our continuous improvement efforts."

A Year for Anniversaries

Atlantic Fasteners, whose guarantee program hit the 25-year mark in February, also celebrated the company's 30th anniversary in January. The 100% employee-owned hardware supplier serves commercial and aerospace/military markets, and holds AS9120 and ISO 9001:2008 certifications. They've been pre-qualified to serve industry leaders such as Raytheon Missile Systems, General Dynamics, Northrop Grumman and Lockheed Martin. Atlantic maintains a higher-than-average DLA score for CAGE Code 1QYC9. For example, its mid-May 97.5% score compared to the average vendor score of 91.9%. 

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DISTRIBUTOR NEWS

The Durham Manufacturing Company continues to grow its steel pigeon hole bin line by adding six new configurations to their standard line. 8 and 10 compartment bin units are now complimenting their 12 inch deep units. Additionally, added to the 9 inch deep line of "space saving" steel pigeon hole bins are an 8 bin and 20 bin unit . These bins with their extra wide openings are designed for storing larger parts. As with all Durham pigeon hole bin units, the new bins are modular and can be stacked with similar depth product.



For customers needing to store a multitude of small and large parts in one unit, two combination pigeon hole bins have been added to the 12 inch deep line. Both models are 33.75" X 12" X 42".

The first is a 48 bin unit which features 40 pigeon holes that are 4" X 4.5" X 12" and 8 pigeon holes that are 8" X 7.75" X 12".

A second configuration, the 44 bin unit, has 40 pigeon holes that are 4" X 4.5" X 12" and 4 pigeon holes that are 16.25" X 7" X 12".

Both combination bin units have the smaller bins situated at the top of the unit while the larger bins are set at the bottom. These bins are perfect solutions for Lean and 5S applications.

All of Durham's bins are fully welded, and feature durable gray powder coat finish. The 12" deep bins come with a sloped shelf to aid in ease of parts removal.

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By John Wolz
editor@globalfastenernews.com

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PANEL REVIEW - WISHNEW, MALLO & VODICKA: *How To Buy Fasteners*

Product knowledge and knowing the end use of a fastener are keys to successful purchasing, "How to Buy Fasteners" panelists advised buyers for distributors.

"First, know what you are buying," XL Screw Corporation vice president Wayne Wishnew advised.

"Know how your customer is going to use it," Rotor Clip Company vice president Sara Mallo counseled.

"Ask questions," AllStar Fasteners Inc. sales manager Bill Vodicka urged.

The three veteran fastener sales people with a combined total of 79 years of fastener experience offered tips to fastener buyers during a workshop sponsored by GlobalFastenerNews.com during Fastener Tech 2011.

Even in an age of online ordering, "never be afraid to pick up the phone and ask questions," importer Wishnew advised.

Don't just ask questions of your vendors – also talk to your customers, manufacturer Vodicka added. One buyer discovered an order of one-inch screws were penetrating out the back of the actual application. By finding that out before the next order, AllStar then produced 15/16s-inch screws. "Problem solved," Vodicka declared.

"What is your customer going to do with the product?" manufacturer Mallo asked. "It is essential that you know how they are using the product since even packaging and finishes are crucial."

Getting the order right the first time eliminates the cost to all sides of handling returns.

Communicating with your suppliers can reduce costs. For example, instead of just placing an immediate order, by talking with a vendor about future needs, costs can be lowered and supply steadier, Wishnew finds.

If your vendor knows your anticipated annual needs, a stock & release program can be created. The

anticipated demand for the coming year can be front-loaded to avoid usage spike problems, lock in prices and allow you to pull from inventory anytime, Wishnew explained.

A stock & release program can provide savings, lower freight costs and reduce inventory turn costs. A "drop ship to end user" program can be set up.

- Letting vendors know anticipated usage is especially important now as all stages in the supply chain have lower inventories. "Everyone is out of stock," Vodicka said of the entire supply chain from steel to packaging.

- Make certain both your requests for quotes and orders are accurate. "Verify plating, salt spray

requirements, RoHS, steel grade, specialty materials and certifications," Mallo advised.

For example, "Make sure if it is plain or plated," Wishnew pointed out. "Rejections are expensive."

- Learn what quantities can reduce costs. Reaching certain box or package quantities result in the best price and availability, Mallo pointed out. "Developing a good working relationship by understanding our products, how it is handled, packaged and shipped are points of discussion," Mallo explained.

- Mallo said fastener buyers should provide prints for non-standard parts.

Wishnew added that prints must be "detailed and legible."

When your sales person calls asking details it is because "we want to get it right," Wishnew said. "You should welcome a vendor calling back."

- In choosing an importer, ask what the company's U.S. Customs rating is, Wishnew advised. Importers with high ratings avoid audit delays. Shipments can be delayed 10 days if an importer has made a mistake in classifying a screw for a bolt" as duties on screws are higher than bolts.



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NATIONAL FASTENERS DISTRIBUTORS ASSOCIATION

NFDA ANNUAL SPRING MEETING HELD PALM BEACH GARDENS, FLORIDA

by Tracey Lumia, Distributor's Link Magazine

The National Fasteners Distributors Association (NFDA) completed a very successful Spring Meeting April 6-8 at the PGA National Resort & Spa in beautiful Palm Beach Gardens, Florida. The beautiful warm weather was a welcome change for all members after going through one of the worst winters on record.

Successful Presentations and Roundtable Discussions

The NFDA presented a number of very informative sessions during the 3 day spring meeting. Opening keynote speaker Alan Beaulieu an Economist with Institute for Trend Research presented Year's of Opportunity. Alan provided an insider's view on what's happening with the economy and where we are headed. Sara Cook, International Specialist, U.S. Commercial Service provided an overview of the U.S. Department of Commerce's International Trade Administration and how it utilizes its global network of trade professionals to connect U.S. companies with international buyers worldwide. Mark Holloway, Co-Director of Compliance Services provided technical advice related to health reform and the impact on fastener companies. Several roundtable discussions took place covering HR Tools, Lean Manufacturing, and Logistics.

NFDA General Meeting and Association Activities

Matt Ulrich, Assembled Products, Inc. has been elected as the new president of the National Fastener Distributors Association and Jay Queenin, Specialty Bolt & Screw Inc., vice president. The new distributor board members are: Kevin Reidl, Hodell-Natco Industries and Jeff Diller, Great Lakes Fasteners and Supply. Bob Porteous, Porteous Fastener Co. is the associate chair and Sara Mallo, Rotor Clip Company, Inc. is the new associate board member.



Tom Buddenhorn, NFDA Membership Chair presented new member plaques to six new companies: Metric Fasteners, Columbus, OH; Beacon Fasteners and Components, Wheeling, IL; Gexpro Services, Irving, TX; DDI System, Sandy Hook, CT; Component Packaging, Joplin, MO; and Dokka Fasteners, Auburn Hills, MI.

NFDA annual spring meeting golf tournament took place on April 6th at the prestigious PGA National, home of the Honda Classic. First place award went to the team of Matt Ulrich, Assembled Products; Ed McIlhon, Assembled Products; Bob Porteous, Porteous Fastener Company and Jeff Hepner, Telefast Industries.

Several NFDA members volunteered for a special group activity. Volunteers became part of a "painting army" and completed a 6 pieces canvas that will be donated to a hospital in Tampa, FL and hung on their pediatric floor.



Ed McIlhon, Assembled Products (left) and new NFDA president Matt Ulrich, Assembled Products

Established in 1968, NFDA has been a leader in the fastener industry providing a strong voice for programs that benefit its members and the industry as a whole. Contact the NFDA for more information on their Fall Forum which is scheduled in conjunction with the National Industrial Fastener & Mill Supply Expo in Las Vegas October 18-19, 2011 and the 2012 Annual Spring Meeting which will be held at Chateau Elan Inn, Braselton, GA (just outside Atlanta) on May 2-4, 2012. www.nfda-fastener.org 



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DISTRIBUTOR NEWS

InterCorp., an importer of high quality construction fasteners under the Strong-Point brand, is pleased to announce the release of their new product catalog and redesigned website. Featuring more than 500 items, the catalog and website are complete resource guides for construction fasteners.



“We redesigned our catalog and website from the ground up to help our customers find the products, as well as technical information, that they are looking for with ease,” said National Sales Manager Law Winchester. “They both contain in-depth product information, manufacturing standards and testing specifications that our fasteners conform to. This will make it much easier for our customers to find what they are looking for in a very efficient manner.”

To download the new catalog and browse the new website visit www.strong-point.net. For more information on InterCorp and their Strong-Point® brand of fasteners, contact them at 800-762-2004.

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Fascomp a leading Global Manufacturer of electronic hardware, has strengthened its sales efforts by appointing Bruce Scoggins and his staff at Electro-Rep Associates as Sales Representatives for the Carolinas and Virginia.

“We are so fortunate to have Bruce and his team at Electro-Rep join us. His many years of experience will help to fuel our growth. I am thrilled to have him on board.” – Jason Bertone, Vice President.

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NATIONAL FASTENERS DISTRIBUTORS ASSOCIATION SPRING MEETING - APRIL 6-8, 2011



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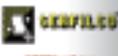
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|  | <p style="text-align: center;">WELCOME TO</p> <p style="text-align: center;">FASTENER TECH™ '11 & SUR/FIN 2011</p> |  |
|     | <p>June 13-15, 2011 celebrated the 3rd Biennial All-Fastener National Industry Event, organized by Mid-West Fastener Association and Fastener Technology International Magazine.</p> <p>This year's event was joined by the National Association for Surface Finishing who co-located their SUR/FIN 2011 show in conjunction with Fastener Tech '11.</p> <p>This event is also supported by several organizations: Chicago Metal Finishers Institute, Fastener Training Institute, GlobalFastenerNews.com, Heat Treating Society, Fully Threaded Radio, Industrial Fasteners Institute, Distributor's Link Magazine, Pacific-West Fastener Association, National Fastener Distributors Association, Women in the Fastener Industry, and China Fastener.</p> | <p>A SPECIAL THANK YOU TO OUR PARTNERS</p>     |

This is the 30th show the Mid-West Fastener has hosted. Special recognition was given to the following 30 year exhibitors: Abbott-Interfast Corp., Brighton-Best Int'l, Continental-Aero, FIN/GlobalFastenerNews.com, Metric & Multistandard Components, Nylok-Chicago, Vertex Distribution (formerly Bell Fasteners) and XL Screw Corp. The MWFA has enjoyed featuring a fastener show for 30 years alternating between Table Top Shows and Booth shows at the Donald E. Stehpens Convention Center. The evolution of the show has taken it from a 50 table show to over 115 booths with 3 days of events. To kick off the show, exhibitors are invited to an Exhibitor Luncheon.

Following the first day of the show an All Industry Reception was sponsored by Mid-West Fastener Association, Fastener Technology International, KCH Engineered Systems, EPI/Electrochemical Products, American Fasteners & Components, KDS Imports, Metric & Multistandard, National Fastener Distributors Association, Sems and Specials, XL Screw Corp., Brighton-Best Int'l and YRC. This two hour event, allowing exhibitors and attendees from both shows to network, featured an open bar, appetizers and a pasta bar. There was immense excitement at this event with over 900 attending.

Fastener Tech '11 featured several seminars:

Fastener Technology Workshop

Presented by: the Fastener Training Institute®

Effectively Expand Your Domestic Fastener Supply Base & Find Technical Data in Seconds
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Trends in Social Networking for Fastener Professionals
Presented by: Fully Threaded Radio (FTR)
and Fasteners Clearing House (FCH)

Fastener Distributor Strategies to Boost Sales & Efficiencies
Presented by: DDI System

Simulation Roundtable
Presented by: Fastener Technology International (FTI)

Women in the Fastener Industry Meeting
Presented by: WIF (Women in the Fastener Industry)

Dozens of Fastener Buying Tips
Presented by: Global Fastener News (GFN)

This event, in the heart of the fastener industry, offered something for everyone, manufacturers, distributors, users, industry suppliers, and service providers to the fastener industry. The positive reaction to the synergy of the two shows was obvious throughout the two show days by the show floor activity. Positive feedback was immediate through show exhibitors/attendees comments, Traveling Salesman's Fastener Talk Blog, and Fully Threaded Radio. Fastener Tech '13 plans underway, watch for details at fastenertech.com and mwfa.net. 

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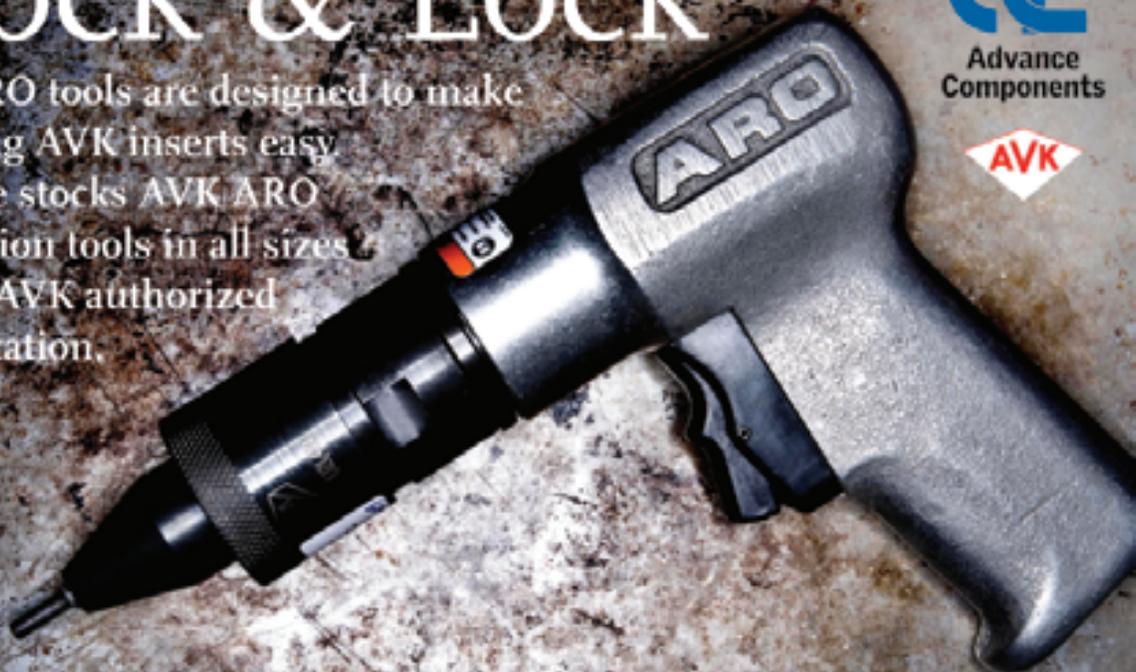


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DISTRIBUTOR NEWS

Porteous Fastener Company closed May 17, 2011, on the purchase of certain assets of Heads and Threads International (HTI). Assets purchased consisted of all remaining inventory, fixed assets, and intellectual property. Barry Porteous, PFC's President said, "This was the longest, most difficult negotiation of which I've ever been a part, but well worth it in the end. I think it is the best possible outcome for the vendors who have not been paid since mid-December." PFC's inventory control department headed by Bruce Darling extensively analyzed the 25 million pounds of inventory. "A lot of really good stuff", said Bruce, "but also several million pounds are headed to the scrap yard."

As a result of the acquisition, PFC will be adding several thousand new items, including a major expansion in socket screws. Bob Porteous, Executive Vice President said, "I'm excited about the addition of all the new items, and especially sockets. We hired George Mraz, to oversee the expanded socket program, which will include not only many new sizes, but also plated and patched items. We also had the opportunity to hire many of HTI's top inside sales and warehouse employees."

For more information about PFC, please visit www.porteousfastener.com or send us an email to info@porteousfastener.com.

* * *

During March 2011, the **Industrial Fasteners Institute** released its 1147 page 8th Edition of the Inch Fastener Standards Book.

Over 50% of the content is updated since the 7th Edition, plus several new standards are included. For the first time the book is available in hard cover and as a digital file.



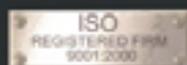
All fastener manufacturers, re-sellers and end-users need this new book to assure they are using the latest technical information in specifying and inspecting their mechanical fasteners.

The book can be ordered online at www.indfast.org. For additional information send questions to techinfo@indfast.org.



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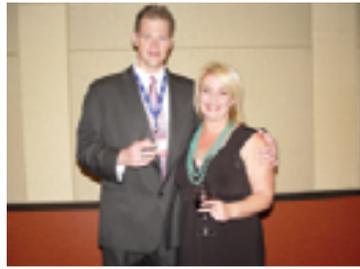
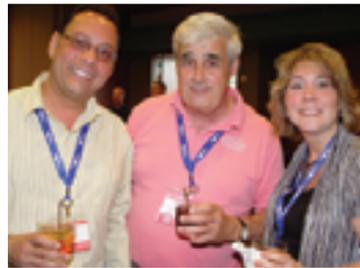
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THE ART OF MOTIVATING SALESPEOPLE

When the tide comes in, all the boats in the harbor go up! The long-term benefit of an incentive program is to coax your sales force out of their production comfort zone. Once a salesperson stretches to a new level of personal production, their self-confidence and expectations skyrocket. Traditionally, sales managers have relied primarily on commission to motivate their sales force. Unfortunately, a compensation structure based solely on commission does not address separate motivational factors and therefore, commission alone will not motivate your sales force to peak performance.

The challenge of designing an effective sales incentive contest is that it should not only appeal to your top producers, but it must also excite average to below average salespeople as well. A successful incentive program is a mixture of awards, recognition, and peer pressure. To encourage salespeople to reach their full potential, successful managers personalize incentives.

The secret to motivating a salesperson lies in discovering their "hot buttons" and designing an incentive program that showcases them. You can identify your salespeople's hot buttons by getting to know their interests, hobbies, and recreational activities. While money is certainly an important ingredient in any incentive program, it should by no means be the only tool in a manager's motivational toolbox. If money by itself were a sufficient motivation, salespeople would simply sell more without additional enticement.

Once you have identified meaningful hot button incentives, you are now ready to develop a written program that is understandable, measurable, and achievable. Any program that does not take these three

critical components into consideration during the design phase will be confusing and more than likely counter-productive. In order for your program to be financially self-sustaining, you must reward productivity, not activity. In other words, don't pay on attempt, pay on measurable results. One of the biggest mistakes a manager can make is to water down the incentives by under funding the program. A well-structured incentive program pays for itself from increased revenue.

In my opinion, the most effective incentive programs are those that create the environment for multiple award winners so that everyone believes they have an opportunity to win something. For example, in a golf tournament, in addition to the lowest score, there are often awards for best putt, longest drive, and closest to the

hole. In addition to highest total sales production, potential categories you might wish to consider would include, most improved production and market share growth.

To maintain interest it is recommended that the contest be of a relatively short duration, such as a ninety-day period. Once the groundwork has been laid, it is now time to promote and launch the contest. Consider a business luncheon to generate excitement and kick-off your contest with style. Display the actual prizes whenever possible. Keep the enthusiasm building by publishing individual and team standings frequently. It is an excellent idea to acknowledge achievement during the course of the contest. There is tremendous power behind a timely word of praise or a handwritten note acknowledging achievement. Always remember that people are your greatest asset! 





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MID-WEST FASTENER ASSOCIATION

MWFA GOLF OUTING HELD ON JUNE 6, 2011

Thank you to all those who supported the 59th Annual MWFA Golf Outing. It was a huge success! The weather was awesome; the Venue, Cress Creek Country Club in Naperville, IL was phenomenal; the contests were plentiful, the opportunities to win cash were plentiful; the scholarship fund raisers were successful; the excitement of all the participants was infectious. Yes, you got the idea-it was a great day!!

Congrats to the top two winning teams!



First Place Team (left to right): Brian Christianson, South Holland Metal Finishing; Brad Jackson, Elite Delivery; Bob Baer and Fred Vosecky, Abbott Interfast.



Second Place Team (left to right): Rich Cavoto, Metric & Multistandard; Mike Stamm, Chicago Hardware; Gary Austin, McMaster Carr; Jim Sullivan, Chicago Hardware.

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Würth Service Supply recently invited current and potential customers from its Indiana territories to a conference displaying new service offerings, patented storage systems and inventory management software. Customers then attended an Indianapolis Indians baseball game for some one-on-one interaction with Würth Service Supply's sales and Management Team.

The focus of the conference was to promote and educate customers on Würth's latest service offerings, CPS® C-Parts Solutions, a one of a kind inventory management system. Würth CPS® programs simplify inventory management and save time, space and costs for customers. CPS® programs strive for innovation through constant communication and improvement reviews.

Würth Service Supply plans to hold similar events in the future. The company looks to organize one each quarter in its various territories across the United States.

For more information on Würth Service Supply and its parent company, please visit the website www.wurthservice.com.

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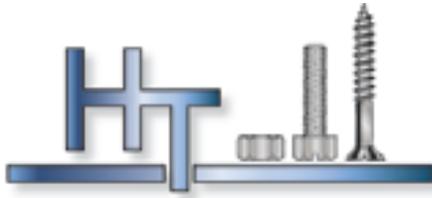


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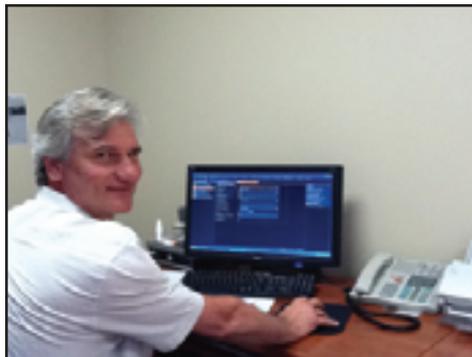
Hold-Tite Fasteners Ltd has their headquarters in Concord, Ontario Canada. Formed in 1966, they are an importer and distributor of fasteners and industrial supplies. The company is privately owned and has been run by the founding family through three generations. All three generations are still active in the company. Their long term staff includes a number of people with over 25 years of service. All together they offer more than 500 years of accumulated experience.

Reputation is Superb

Hold-Tite has an established reputation for supplying its customers with the highest quality products at competitive prices. As a matter of policy Hold-Tite ensures their customer satisfaction. They do this by meeting customer needs and exceeding their expectations. They have in place a process of continuously and consistently improving the quality level of their products and services. Products and services are subject to continuous verification that they satisfy all specified requirements, procedures and instructions.



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The BUSINESS EDGE 2.0

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and it seemed like the right time to contemplate a complete change, including their 'old style' of thinking about business processes.

please turn to page 166

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SOUTHEASTERN FASTENER ASSOCIATION

SCHOLARSHIP AWARDED IN PRESIDENT'S MEMORY

Em Datwyler-Webb passed away this past fall at age 84. Em Webb was the first woman President of the Southeastern Fastener Association and presided in 1991-1992. She was known for her work on building the SEFA Scholarship program, which began in 1989. Members have made contributions in Em's memory since her passing and the board of directors have since passed the motion to offer one scholarship per year in Em Webb's name.

The first annual Em Webb Memorial Scholarship was awarded this spring to Ashley Nichole Setser of King, North Carolina. Ashley is the child of Keith E. Setser, employee of Southern Fasteners and Supply in Winston-Salem, NC who sponsored her application. Ashley received \$1000 toward her college education.

If you would like to make a donation to the Em Datwyler-Webb Memorial Scholarship fund, please send your check in care of SEFA, P.O. Box 448, Elba, AL 36323. For more info, email sefa@thesefa.com.

The annual Gilchrist Foundation Scholarship was



also awarded this past spring to Andrew Vu of Lawrenceville, GA. Andrew is the child of Lam Vu, employee of Brighton Best International in Duluth, GA. Robbie and Gina Gilchrist have awarded \$1000 to a worthy scholarship applicant for the past six years. Many thanks to them!

The 2012 Scholarship application is online and available for download from the SEFA website. It can be found at www.thesefa.com and click on the scholarship link. It is never too early to start planning for scholarships. The deadline is February 1, 2012 but will be here before we know it. Scholarships are available to employees and employee's spouse or children of members of the Southeastern Fastener Association.

Please share this information with the rest of the employees at your company so that all can have the opportunity to apply for scholarship funds. 

A SYSTEMATIC APPROACH TO BOLTED/SCREWED JOINT DESIGN *continued from page 8*

The failure of not seriously basing our joint design on some real and reasonably well established load data is not uncommon. As a consultant, I often find that joint failures are consequences of hasty and shady guess work in this area.

2. Define the joint area(s)

If a part of a machine is to be attached to the main frame it may require a number of fasteners. The "bolting pattern" may be uniform like in a circular flange, or the fasteners may be located differently due to a non-uniform shape of the part. Each individual joint location must contribute some amount of clamping force to keep the whole part fixed in place.

The pressure areas under heads and nuts must be low enough to prevent embedment. If the relative pressure is too high, the head and/or nut will produce a coining of the substrate which will also result in a loss of preload. If gaskets are used, the pressure must be well controlled to prevent crushing of the gasket

and subsequent leaks.

3. Define the joint volume

The amount of compressed material in a joint will determine the spring rate/ elasticity of the joint. Typically, the more joint material being compressed by

the preload force of the tightened fastener, the higher stiffness is the result (use Hooke's Law). If the joint is stiff and the fastener springy by comparison, we will have a joint able to take a lot of abuse.

Our joint calculations should, once we have a handle on the external loads, always begin with giving consideration to the geometry

of the joint. In fact, I would simply state that a successful joint is based on the three most important items – Geometry, geometry and geometry! If we can find a good balance between the "tension spring" (the fastener) and the "compressive spring" (the joint parts) we will end up with a good, reliable joint.

Due to the many variables associated with bolted/screwed joints the design work must be done right.

Memo to Purchasing

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editor@globalfastenernews.com



NEW & UPDATED STANDARDS LEAD TO PUBLICATION OF IFI'S LATEST "INCH FASTENER STANDARDS"

In 1,146 pages of the 8th edition of Inch Fastener Standards, what might readers be most interested in?

Joe Greenslade, director of engineering technology for the Industrial Fasteners Institute, cites the new standards of MIL-DTL-1222J for a commonly used bolt for military applications; ASTM C954, C1002 and C1513, covering screws used in drywall applications and IFI-301, the industry's first standard for calibration of thread gages. More than half of the 2011 content has been updated.

"During 2009 and 2010 many of the most important standards were updated for the first time in many years," Greenslade explained the timing of the new IFI Standards text. "The IFI felt it was critical to the fastener industry that these new editions of several SAE, ASME and ASTM standards get into the hands of the fastener industry."

Changes in standards are now the key to deciding when to publish an updated edition, Greenslade explained. "In the past the new edition development had a lot to do with on hand book inventory."

In the past it took a printing order of 10,000 copies to justify the costs of a new edition. Then it took up to a decade to deplete the inventory."

The 8th edition includes more than standards changes.

"In past editions the dimensional standards were grouped in one part of the book and all of the materials and performance standards were grouped in another part of the book," Greenslade noted. In the 8th edition standards are grouped by product. In each product section – bolts, nuts, screws, etc. – the dimensional standards are in the front of the section and related materials in the back of the section.

The layout of the thread section now has separate tables for internal and external threads. Greenslade said that reduces the chance of a user pulling the wrong information from the tables.

Sections are: Thread; Bolts, Studs & Threaded Rod; Sockets, Structural Fasteners; Nuts; Screws; Washers; Rivets; Pins; Finishes; Quality; and Reference.

The IFI has published Inch Fastener Standards since 1941 when it started with a couple hundred pages. Successive editions had more and more fastener technology information, leading to the 7th edition having about 300 pages in addition to standards. The 8th



edition returns to the original concept of only inch fastener standards. The fastener technology information was published as a separate book entitled, IFI Fastener Technology Handbook.

New technology allows the IFI to complete a new edition in less time, Greenslade noted. "In using this totally new approach to compilation and production it took 12 months from board approval to release," Greenslade said. "In contrast, the

7th edition took seven years for preparation and production."

Also new for the 2011 edition is a digital version. The fastener industry can "Using the book on one's computer instead of handling the hard cover book is a major shift in thinking," Greenslade said. That is why the IFI isn't anticipating fast adoption of the online version.

Nonetheless Greenslade likes how the digital works. "The use of the 'Find' function makes locating the desired information fast and easy," he pointed out.

"What most people do not realize is how much easier it is to locate what is wanted because of the table of contents bookmarks that take you directly to what you are looking for.

One limiting factor for the online version is the copyright. "Because of copyright restrictions we can only license the use of each digital book to one computer," Greenslade explained. "It cannot be placed on a computer server for multi-person access at this time."

Will there be a Kindle version of the IFI Inch Fastener Standards? "We have investigated a Kindle version, but the Kindle is not particularly good on graphics and there is no way to capture the information to share as can be done now using the 'Print Page' or 'snipping tool'," Greenslade said.

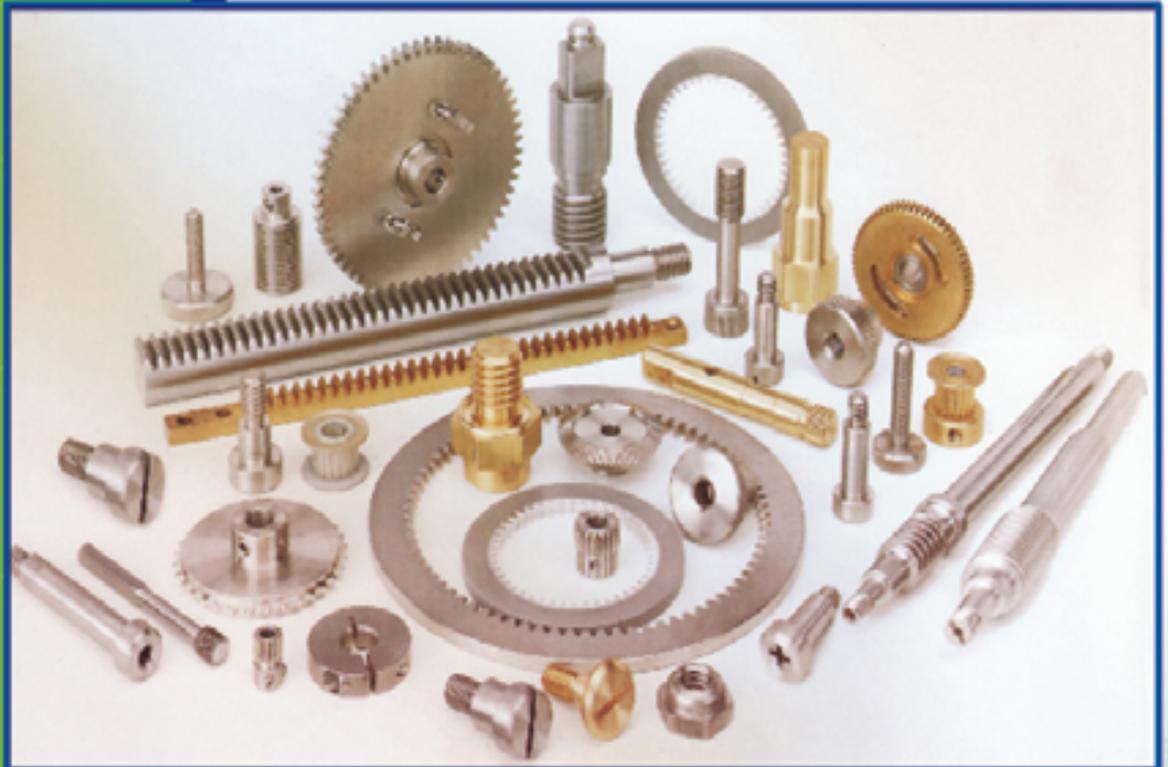
The 8th edition was created and compiled by Greenslade, with the assistance of Barbara Grachanin and Jennifer Vance in pulling materials together, proofreading and preparing for publication.

The 8th edition is priced at \$345 for either the print or online versions. A combination of Inch Fastener Standards and the IFI Fastener Technology Handbook is available for \$399. The Metric Fastener Standards/3rd Edition is available at \$249. Ordering information is available online at www.indfast.org.

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DISTRIBUTOR NEWS

Dependable Acme Threaded Products Inc., manufacturer of Acme Threaded screws and nuts, offer a brief description of the Acme thread.

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DISTRIBUTOR NEWS

Activant Solutions, Inc., a leading technology provider of Enterprise Resource Planning (ERP) software for distributors and specialty retailers, announces that David Getty is the new Vice President of Product Development for its Wholesale Distribution Division.

Since 2007, Getty has been Activant's Senior Director of Product Engineering and Development. He joined Activant in 1992 following

graduation from college and was an original member of the development team for Activant's industry-leading Prophet 21 ERP Platform.

Getty received his Bachelor's Degree in Computer Science from Penn State University and resides in Jenkintown, PA.

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PANEL REVIEW - WISHNEW, MALLO & VODICKA: HOW TO BUY FASTENERS *continued from page 70*

Steamship lines periodically have cut the number of vessels. Importers with confirmed space on steamship lines are protected during those periods, Wishnew noted. This is especially important with the current longer lead times ranging from 90 to 150 days.

- Make use of Internet advantages. Beyond detailed product information, pricing, stock and ordering, websites can offer training such as Rotor Clip University, Mallo noted. Online ordering has a lower margin of error.

- While e-mails can be time savers, create "paper trails" and provide quick information exchanges, the downside is the loss of human contact, Mallo observed. E-mails can be used to create a "wall" to hide behind.

"Too many buyers won't make a call," Wishnew said. Instead they email insults or one-sided comments.

"Pick up the phone," Vodicka echoed. "E-mail swearing doesn't help solve problems. "We're all going home tonight."

"Treat me the way you want to be treated," Mallo said of e-mail complaints.

"I cannot overstate the importance of communication in making a business relationship work," Mallo observed. "Things go wrong in life and when they go wrong between the customer and vendor, the

smartest thing you can do is deal with the problem calmly and factually, in order to avoid ruining the relationship."

- Don't ask for the impossible. A four-hour heat treating process cannot be done in two hours because you need the fasteners now, Vodicka said.

- Buyers should have a contact person to work with on an ongoing basis, Mallo said. "This insures that if you run into any problems there is a central person you can turn to for assistance."

- Work with vendors to cut costs. For example, grouping of like items in one order can reduce manufacturing costs, Vodicka explained.

Even by ordering months in advance, your order could be combined with an order by another buyer to lower production costs.

- Ask for everything you need in advance. If the end user will require certs, make sure your supplier knows when the order is placed, Vodicka advised. "The actual cost of a cert at time of ordering may be \$3. Going back to create a cert may cost \$40," he explained. PPAPs ordered late can cost \$250.

- Even if a website doesn't list a part, ask about availability. "We are always looking to extend our product line" when customers show interest, Wishnew said.

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DISTRIBUTOR NEWS

Rotor Clip Company, Inc., the leading global manufacturer of retaining rings and wave springs, announces three personnel changes in its sales and marketing organization.

Sara Mallo has been appointed VP of Sales. In her new position she will be responsible for Rotor Clip's sales organization in the U.S., including customer service, field sales and technical sales. She will also assist with improving communications and sales reporting systems in Rotor Clip's overseas facilities (Sheffield, UK and Idstein, Germany).



Joe Cappello has been appointed Director of Global Marketing. He will focus on establishing a global brand identity for Rotor Clip as the quality experts in retaining rings and the leaders in service and technical support.

Jürgen Wenzel has been appointed Manager, Marketing Communications. He will manage the day-to-day activities of the Marketing department and also assist with the global marketing efforts in Germany and Europe.

"I believe these personnel changes will help Rotor Clip meet the current and future expectations of our global customers," noted Craig Slass, Rotor Clip Co-President. "Join me in wishing Sara, Joe and Jürgen luck and success in their new positions."

* * *

Rotor Clip Company, Inc., introduces its newest line of spiral retaining rings specifically designed to withstand the rigors and functional stresses of the wind power industry.

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- 1. Screw fasteners
- 5. Type of bolt used on a machine table
- 10. Surface defects
- 14. ___ the Riveter
- 15. Doze lightly
- 17. Having an even score
- 20. Type of bolt that creates a smooth surface
- 23. ___ head screw; one with a low, chamfered disc
- 24. "This tastes awful!"
- 25. Attached like a shirt size label
- 26. Money expert
- 28. Title for a wife; abbr.
- 29. Sunbeam
- 31. Malice
- 34. French friend
- 35. House members; abbr.
- 36. ___ culpa
- 39. Bit of soot
- 40. MIT or Caltech
- 41. Most common threaded fasteners
- 48. Sins
- 49. Ready to bat next
- 50. Short jackets
- 54. Brief note
- 55. TV collie
- 58. Donkey
- 60. Lunch spots
- 61. Mexican Mrs.
- 62. Small salamander
- 63. 1850
- 65. Beveled edge
- 67. Refrain words
- 70. Public toilet
- 72. Bubble gum brand
- 75. "Or ___"; words of a threat
- 77. Damp
- 78. Surface defect
- 81. Modern way to communicate
- 82. Half a dance?
- 84. Colorful parrots
- 86. Foundation
- 87. Bird of prey
- 88. Whole
- 90. Wash oneself
- 91. Round, toothed nut-and-bolt securer
- 97. Headless threaded fastener

- 100. Bullfight cheer
- 101. California's Marina del ___
- 102. Jack of old TV
- 103. Wine
- 104. Nut accompaniments
- 106. "___ was saying..."
- 107. Bird that cannot fly
- 110. Tiny remaining amount
- 112. Gold bars
- 117. Greek letter
- 119. Bell and Barker
- 120. Piece of equipment that makes wood screws
- 125. Get-up-and-go
- 126. Tush
- 127. Willy-___; haphazardly
- 128. East, to a Spaniard
- 129. Chimney deposits
- 130. June 6, 1944

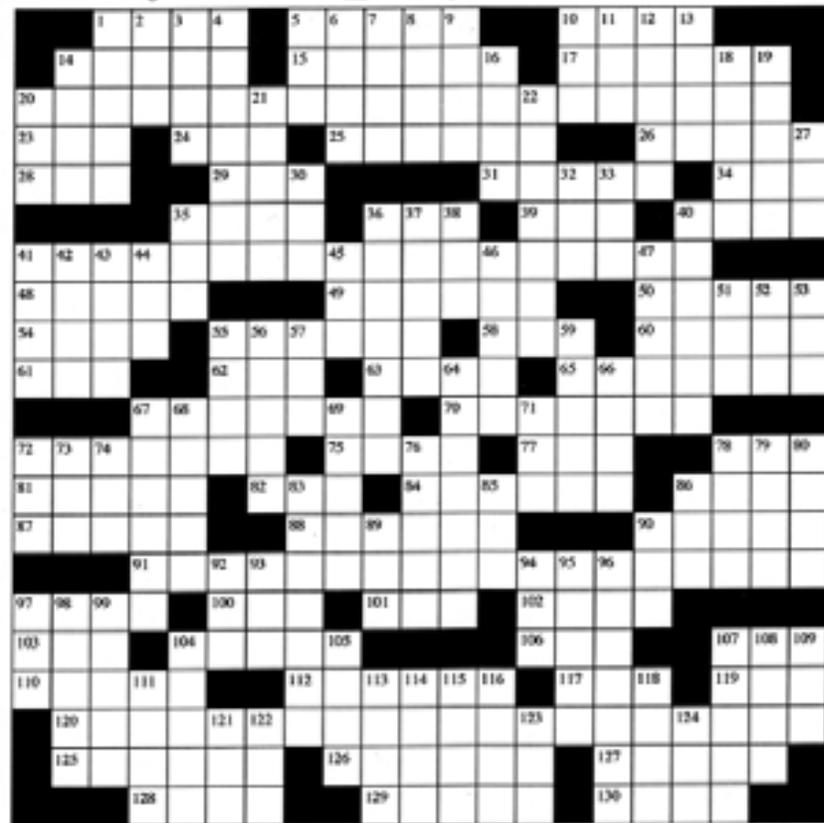
DOWN

- 1. Persons, places & things
- 2. Military branch; abbr.
- 3. Neat
- 4. Safer; more protected
- 5. Fort Worth school, for short
- 6. ___ Christian Andersen
- 7. Suffix for Paul or Jean
- 8. Once again
- 9. Word of disgust

- 10. Word with clevis or cotter
- 11. Pen contents
- 12. Nevada/California border lake
- 13. Ending for gang or young
- 14. Lion's cry
- 16. Fraternity letters
- 18. "___ illusion"; song for rock star Rob Thomas
- 19. Cheeses from Holland
- 20. Record speed letters
- 21. Giraffe's smaller cousin
- 22. Empties one's suitcase
- 27. Word with pick or wit
- 30. Designer Yves' monogram
- 32. Neighbor of Syria; abbr.
- 33. Definite article
- 35. Yellow Brick and Rocky; abbr.
- 36. Least; slightest
- 37. Concluded
- 38. Grow old
- 40. Can be handled easily, as an animal
- 41. Screw-and-washer assemblies, for short
- 42. "...lived happily ___ after."
- 43. Peru's capital
- 44. Role on TV's "Alice"
- 45. ___ Angeles
- 46. La ___; Italian opera house

- 47. "___ Work It Out"; Beatles hit
- 51. Inaccurate
- 52. Originally named
- 53. Former div. of the Soviet Union
- 55. Ooze out
- 56. Insurance company whose spokesman is a duck
- 57. Train depot; abbr.
- 59. Word with thumb or tapping
- 64. Obviously
- 66. Punches
- 67. Worked hard
- 68. Pricey watch
- 69. Singer Rimes
- 71. Defunct airline
- 72. Buzzing insect
- 73. Drs.' org.
- 74. Zig's partner
- 76. Grin
- 78. Thin strip of wood
- 79. Arthur of tennis
- 80. Look long and hard
- 83. One who spreads false doctrines
- 85. Corp. head
- 86. ___-relief
- 89. Street paver's goo

- 90. Saloon
- 92. Also
- 93. Building wing
- 94. Pricey auditor; abbr.
- 95. Radio personality Casey ___
- 96. Take a ___-see attitude; put off making a decision
- 97. Fast plane; abbr.
- 98. Rich cake
- 99. Provo resident
- 104. Frothy drinks
- 105. Give the cold shoulder to
- 107. Post or Procter
- 108. More than a few
- 109. Do drugs
- 111. Actress Summer
- 113. Classic Pontiacs
- 114. ___ Preminger
- 115. Late Yugoslav leader
- 116. Haughty little brat
- 118. Heartburn causer
- 121. Insurance co. rep.
- 122. Recolor
- 123. Chevys & Buicks, for short
- 124. Monogram for baseball's Aaron



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Solution on Page 183

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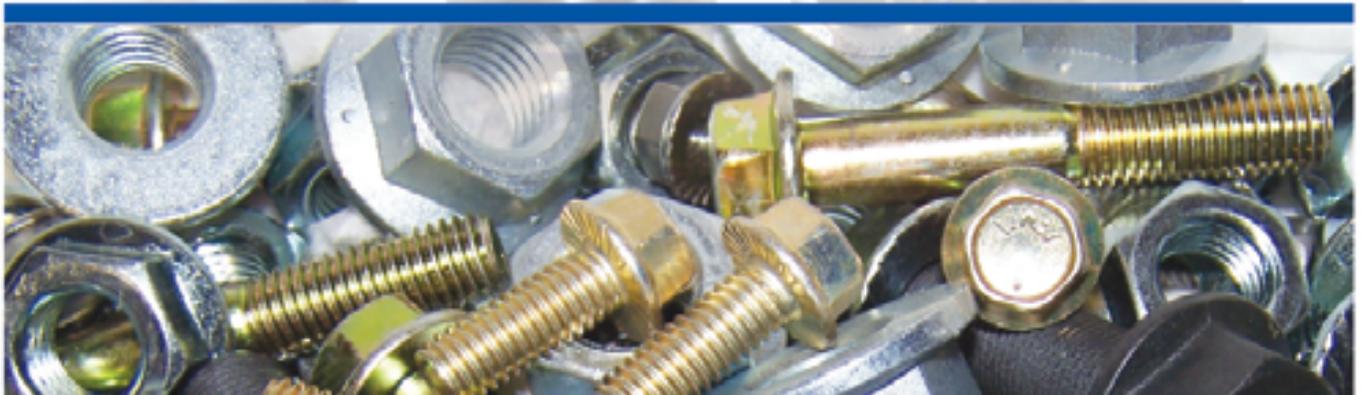
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Batching Systems, Inc's

President & CEO, Donald Wooldridge, has named John Staruch as Vice President, Business Development.

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A SYSTEMATIC APPROACH TO BOLTED/SCREWED JOINT DESIGN *continued from page 96*

4. Temperatures

If the working temperatures for the joint is between -40°C (-40°F) and $+120^{\circ}\text{C}$ (250°F) we don't need to give consideration to sophisticated fastener materials. Also, for practical reasons, our calculations can be based on Young's modulus at room temperature. However, if we are using steel or stainless steel fasteners on joints of aluminium (Al), temperature increases will add to the loads even at relatively moderate temperature increases. This is due to the fact that aluminium has twice the thermal expansion rate than steel or stainless. If sustained joint temperatures are above $+120^{\circ}\text{C}$ I suggest that we calculate the joint based on Young's modulus at the elevated working temperature level. Going above $+300^{\circ}\text{C}$ (570°F) in joint temperature it is not a good idea to use standard steel fasteners. Due to warm creep we should use alloys specifically designed for high temperature usage (Inconel, Hastelloy C, Waspalloy or even stainless steel) in those cases.

5. Fastener selection

We should have a good handle on the previous areas before selection fasteners. Don't use higher strength levels (property classes/grades) than the joint requires. Keep in mind that fasteners with hardness levels below

HRC 30 are "immune" to bad things like stress corrosion cracking and hydrogen assisted cracking (embrittlement). As a general rule, using more but smaller size fastener will improve the spring rate relationship in the joint and will also lower the probability of fatigue failures.

For load bearing fasteners I strongly suggest using normal coarse threads both for inch and metric (UNC or M) both for performance and availability.

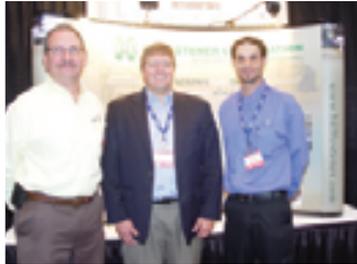
For head types I recommend those where driving geometries are vertically walled (Hex Heads, Hex Sockets, Torx, 12-points, 12-splines and similar). These don't require the assembler to push down on the driving tool (like some cross recesses) which is ergonomically a positive thing.

6. Tightening

The best thing a designer can do about factoring in tightening (please avoid the term torquing) in the joint design is to actually talk to the guys doing the assembly. There are many good (usually somewhat expensive) and some bad (always cheap and noisy stuff) tightening tools on the market. Once the designer knows what kind will be used, the resulting tension scatter can be factored in as a variable. But remember that we may have good tools on the assembly stations, but in the field they may

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A SYSTEMATIC APPROACH TO BOLTED/SCREWED JOINT DESIGN *continued from page 107*

use tools with less precision – larger tension scatter. Therefore, a designer should also be taking this into account so as to avoid broken fasteners or too low preloads at the field service level.

7. Putting things in order

Once we have advanced to a point where we have collected enough information, and given appropriate thoughts to these six areas, it is time to do some mathematics. One of the absolute best ways to proceed from here is to get hold of a graph paper, the calculator and start developing a Joint Diagram. A faster way may be to use a computer software (like SR1 which is based on the VDI 2230 guide line), but you will be able to do just fine (but slower) also with the graph paper and your calculator. In my FTB class (Fastening Technology and Bolted/Screwed Joint Design) the method for developing a joint diagram is covered. From the diagram we are able to find, for example, how much of the external force is absorbed in the compressed joint parts and how much

Guess-work is dangerous and we can no longer have the approach –“let’s drill some holes and put some bolts there”

(or little, if we do things right) is added to the fastener in addition to the preload force. If the external force is cyclic/alternating, it is also from the diagram data we can determine if we will likely have fatigue failures or not. A very useful tool, indeed!

Conclusion

Well designed bolted/screwed joints should have a high level of safety to avoid failures that can cause personal injuries or property damages. Not too long ago it was OK to do some “over-design” to add to safety factors, but in today’s competitive environment we are forced to cut things closer. Guess-work is dangerous and we can no longer have the approach –“let’s drill some holes and put some bolts there”. The better we understand how highly stressed joints should be designed, assembled and serviced, the more successful we will be in our designs. Unfortunately, the newly graduated mechanical engineer from a typical engineering college is not well equipped in this area and need some solid continuing education in fastening technology. 

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PACIFIC-WEST FASTENER ASSOCIATION

PAC-WEST HOSTS SECOND MEL KIRSNER MEMORIAL GOLF OUTING

At the second Mel Kirsner Memorial Golf Outing, Bob Reynolds (INxSQL Software) partnered with Bob Truckey, Joe Truckey and Joe Truckey Jr (Cal-Fasteners) to win first-place honors at the event held Friday, May 6, 2011 at Westridge Golf Club in La Habra, California.

Special thanks go to ND Industries for sponsoring a hole-in-one contest for a new car, in memory of Hugh Martin (All-Spec Fasteners). Unfortunately there wasn't a winner!

Metric & Multistandard Components also sponsored a special contest. Early registrants were entered into a drawing for an iPad - won by Jim Riley (Stork Materials Testing & Inspection).

Because of our generous sponsors there were many contest holes at the outing.

Straight Drive on Hole 1

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Longest Putt on Hole 10

sponsored by Computer Insights

Closest to the Pin on Hole 11

sponsored by Pacific Fasteners

Closest to the Pin on Hole 15

sponsored by Fully Threaded Radio

Straight Drive on Hole 16

sponsored by Bossard Metrics

Long Drive on Hole 17

sponsored by Ultra Fasteners

Longest Putt on Hole 18

sponsored by WCL Company

At the post-game reception, which was emceed by Pac-West board member John Gaudette (Metric & Multistandard Components), some great raffle prizes were handed out. Proceeds from the sale of raffle tickets also benefited the Mel Kirsner Memorial Scholarship Fund; more than \$3,000 was raised at this event.

We are grateful for our golf outing sponsors support:

ND Industries

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Special gratitude goes to the Golf Committee for organizing the event: John Gaudette (Metric & Multistandard Components), Kevin Chavis (Porteous Fastener Company) and Tracy Lehman (Pacific Warehouse Sales).

As an integral part of the fastener community during his life, Mel Kirsner earned the respect and admiration of everyone involved with fasteners. Mel started in the industry in 1958 and was also a founding member of the Western Association of Fastener Distributors.

Mel valued not only traditional education but also the shared knowledge and experience of those around him. Upon his death Mel performed an act of generosity for the fastener industry by leaving money in his will to what is now the Pacific-West Fastener Association scholarship program. In 2010 the first Mel Kirsner Memorial Golf Outing was held to help add to the fund that Mel started. 



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BARCODING FOR DUMMIES...OR THE REALLY BRIGHT *continued from page 12*

using Quick Books the education will help formulate parameters and requirements for any programs to work with your existing systems. There is a good chance that your WMS or overall IT system has a bar code read based add on available. Most software vendors will not tell you about this because they would rather sell you a real time, online radio frequency (RF) system for a lot more money. From their perspective why sell cubic zirconium jewelry when you can sell the customer a diamond?

Need more data and information in a compacted format? Consider "Quick Response" (QR) symbology using a reader or smart phone: http://en.wikipedia.org/wiki/QR_code. Free applications are available for any phone with the right camera software and creating your own system is fairly easy. The hardest part is designing uniform numbering that either corresponds to information in a "look up file" on the main system or can be translated into something a person can use to perform a task. For example any code number that begins with an "L" denotes a location; "P" indicates a specific product; "C" for customer number; "S" is a product serial number or production code; and "A" covers an assembly of parts or an assigned task.

Perhaps you are not quite ready to use this in the warehouse. Try it in a more controlled environment. If drivers or outside sales personnel already have smart phones a QR application will enhance data capture in the field. For example, printing a QR code on both a package label and the shipping manifest provides a simple way for a driver to compare the printed page with a specific package. Affixing a QR label on the truck and changing it daily could better control loading and the information might even be turned into a feedback mechanism so that the loaders have some idea of how the drivers actually go through the load as the materials are delivered. Time stamping the data provides standards for both vehicle utilization and loading.

Given the amount of data that can be compressed into a QR code outside sales personnel who are writing orders on the customer's premises can use the shelf tags or inventory product labels for random sampling, inventory analysis and reordering. Using these techniques will save time that is far better invested in customer services, education and care. In addition the advertising value of having highly visible portable technology enhances your image in front of the most

valuable audience.

If you are unsure about this and want a minimal cost introduction, search on "smart phone, bar code reader, application." For more information: <http://www.techyforums.com/index.php?showtopic=211>

And, while you are at it investigate how GPS can be used to track the drivers and others either in real time or graphically over an extended period. Use this for a short period to establish a base line, and then redesign their routing to include mostly right turns, not left turns across traffic. The time savings can be enormous in an urban environment. Similarly plotting their progress on a time line might also provide information on how to avoid shift changes, trains and other disruptions.

Plan for the Future

At the opposite end of the spectrum, you really need to be working towards voice directed operations: <http://lucasware.com/> an independent company or <http://www.vocollect.com/> whose "business partners" have more specific offerings.

Take a look at some of their videos to learn how everyone in the operation can interface comfortably with an on line system. Implementing this will completely eliminate any thoughts about conveyors or complex materials handling systems. Voice directed operations speed up every aspect of the business without compromising floor space. Even

better, they provide continuous quality and productivity enhancements when coupled with programs that alert management to situations outside of normal limits. If product is miss-stocked the error can be found by an order picker, immediately corrected and then traced back to the individual who made the mistake. This can signal the need for more training or termination depending on the situation. Similarly an order picker who exceeds the normal productivity standard can be immediately commended or slowed down depending on their accuracy level.

A major advantage of a Voice Directed process is the flexibility that is inherent in the system. Every aspect of the operation can be controlled, even preventative maintenance of the equipment and building. Then when anything changes a simple modification of the system responses can be implemented quickly. Training and languages are easily accommodated at the choice of the user working in cooperation with the system. This creates a comfortable situation for everyone and adds to the synergy of the man/machine interface.

Given the relative simplicity of a data management compiler you might even have the talent in house to put together a rudimentary system.

PAC-WEST FASTENER ASSOCIATION MEL KIRSNER MEMORIAL GOLF OUTING - MAY 6, 2011





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Glen Ceiley is the Chairman & CEO, Don Wagner is the President, and Robert Rist is the VP of Marketing & Sales.

Samantha Sheubrook is the new Sales Manager, Nicholas Zech is the Area Manager and Chad Basten is the Eastern Regional Manager for the new facility.

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DISTRIBUTOR NEWS

Quickscrews® International Corp now carries 12 different types of pocket hole screws. The extensive range of products is required to cover the widest range of pocket hole machines and wood types in the industry. The most recent addition to the line is the extra



deep cut type 17 coarse thread to prevent splitting in the hardest woods like Hickory and Hard Maple. They also have a full line of Zinc Pocket Hole Screws to help improve the finished product.

The full range of products can be purchased in the online store at www.quickscrews.com. For more information, visit Quickscrews on the web, or Tel: 800-743-6916, Fax: 800-689-7975.

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BARCODING FOR DUMMIES...OR THE REALLY BRIGHT *continued from page 112*

The major benefit is that it is a hands free system. Anyone who has used a "brick on a stick" reader or smart phone camera knows that having both hands available for performing a task is always best. This is why Bluetooth earpieces are so popular. It is far easier to perform any task without having to consult a document or screen and the two way communication makes this simple and natural.

The Next Step: Creating Sales

Taken to the highest level, voice directed operations can be exported to customers. For example a customer Field Tech anywhere in the world can tap into your systems and have a computer program talk them through a checklist (or any fraction of one) as they work on equipment. Then when a suitable solution is found the system can automatically order any parts that the Tech literally asks for. This is a real enhancement for the industry and potentially a major change in how orders are generated. The Distributor who provides the program automatically controls the orders for parts and tools.

It is also a huge money machine for the company. Vendor product support, advertising opportunities, training aids and much more could potentially change the way the entire industry operates. Do this right and the spin off company might very well eclipse the parent

when your system is sold to HVAC, machine tool, medical equipment, copier service companies and a host of others that maintain complex equipment.

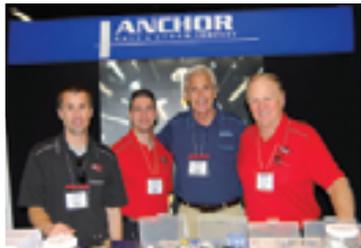
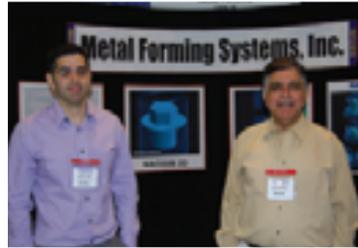
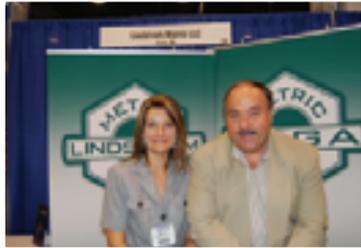
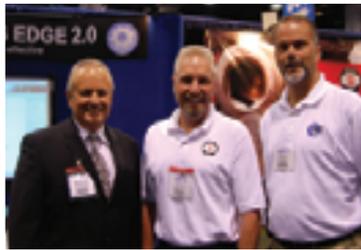
Couple this with QR applications already in place and an industry wide solution is created. If a customer codes their plant floor or assembly line with your labels, in a proprietary format, their Internet, data line or in house Voice Directed system simplifies problem resolution, reorder confirmations and trouble shooting seamlessly. If it is your system in place you get the order. This takes managing OEM inventory to a new level and it reduces or eliminates theft or any inclination to work around normal procedures.

If this seems beyond your capabilities an independent consultant can make suggestions to improve of what you have or help design the system parameters/RFP for an upgraded program. The best ones work as part of your IT Team, in your context, with solutions that can be implemented both in house and with the customers.

This get you started? Higher technology programs have never been simpler or easier to implement. Given the potential benefits and minimal costs involved implementation of bar code and QR based system are easy, low cost methods for improving quality, enhancing productivity and making your life easier. 

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SOCKET HEAD SCREW PRODUCTS *continued from page 14*

Uses and Failures

In many industrial applications, socket head products are mainly used in shear applications. However, there are times they are under heavy cyclic loads or are carrying heavy weights. These are the times when proper hole tolerances, maintenance and assembly procedures are important.

Some manufactures provide torque values required to induce yield, while some published values have a 25% safety factor already calculated. Be sure to check what is being represented. The problem with many socket products is they fail from metal fatigue because they can never be tightened properly. The second problem is the identification of metric products. The inch thread series of SHCS are all the same strength, but metric SHCS are available in Property Class 8.8, 10.9 and 12.9. Be sure to look on the head for the grade number so it may be replaced with the same Property Class.

Metal fatigue stems from using the socket keys provided to tighten the socket head products. Simply put: the keys are not long enough to provide the physical leverage needed to tighten the socket screws, and they are not thick enough to provide a comfortable level of grip onto the handle.

Take, for example a simple 3/8" socket head cap screw. The recommended torque is 705 lb-in. Many socket head products are listed with pound-inch torques, but dividing by 12 produces the torque in pound-feet, which is 59 lb-ft. This does not seem like much, but to many people it will be physically impossible to tighten the socket head cap screw to the required torque using the provided hex key. This promotes an underloaded connection which can loosen. Use hex socket wrench adapters, which slip onto any 3/8" or 1/2" drive wrench and will provide the extra leverage needed to comfortably and accurately tighten the socket head cap screw.

Even though it is not accurate to use the Turn-of-the-Nut technique on the head of the fastener, the turn angle can be used as a reference. Auto mechanics use it all the time for head bolts. One fastener must be used with a torque wrench. Use a pre-torque to set the joint materials by removing the compression. Mark a reference point on the joint surface in alignment with the wrench. Turn the wrench in at least two increments until the proper torque has been reached, then mark and record the turn angle for repeated use. As long as the wrench is turned forward, there is no loss as with a nut. Besides, the walls of a tapped hole are much stronger than a nut.

Turning the head of any fastener will require more rotation than with a nut, due to the torsional moment of

the fastener's length between the head and the last engaged thread. Therefore, length is a variable as well as the hardness of the joint material.

As previously discussed in an earlier article, a nut only needs to be the same diameter as the fastener, providing they have similar hardness and the proof load of the internal threads is equal to the tensile strength of the externally threaded fastener. If the internally threaded part is a little softer, not as strong or hard, there must be more threads available to absorb the load of the fastener. In a tapped hole, there are always enough threads; it's like water which seeks its own level, the fastener will use the amount of threads needed to support its load. If there are not enough, the threads will either strip or cause failure in other ways.

In observing socket screw failures, or for that matter any fastener tightened into a tapped hole, one can tell the relative strength of the joint material to the strength of the fastener by the placement of the fracture. All fasteners in the same connection will break at the same distance from the end of the fastener. However, introduce a different joint material and the fracture distance will have changed, indicating the need that more threads were required to support the load of the fastener.

Socket head products are mainly supplied with a black oxide surface coating; they are hardly ever plated, due to their thread tolerances and high hardnesses which make them very susceptible to hydrogen embrittlement. They may also have light oil on their surface to temporarily prevent rust. Even coupled with the light tapping fluids that may still be present in the tapped hole, the lubricants are not enough to affect the torque values, unless there is too much.

If there is not much clearance from the bottom of the hole to the end of the cap screw, the fastener could be tightening against the oil, causing a hydraulic effect, and not producing any clamping load from stretching. Make sure there is not too much oil present.

Also, watch for burrs as they can affect the installation torque. If a fastener has broken in a tapped hole, remove it and run a tap through it again to chase any thread damage the fracture stress may have caused. Re-tapping the threads will clean them and reshape them if any damage had occurred from the fractured cap screw.

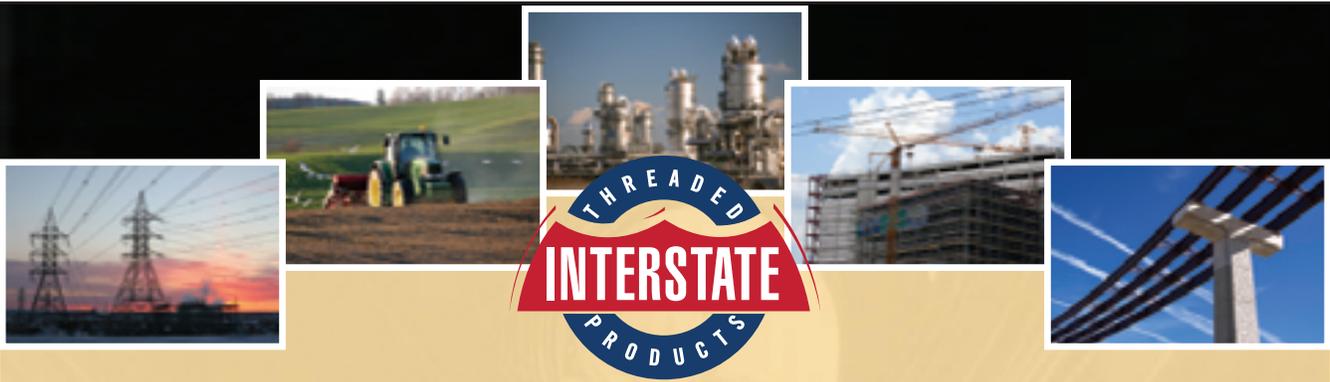
Using criss-cross patterns and incremental applications of torque will help prevent cracking of the joint and produce an evenly loaded connection that will perform for a long time. 



ABOVE: ASTM A574, knurl pattern identifies manufacturer

BELOW: Side marking of an 8.8 metric SHCS





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History

Interstate Fittings was founded in 1973 in Dallas, TX by Charles Burley-Father and Rick Burley-Son. In the beginning, the focus was on distributing threaded rod and pipe hangers to the fire sprinkler industry, but within just a few years, responding to changes in the market and customer needs, the focus and vision for the company changed.

By the early 1980's, in addition to an established distribution business, it was decided, in order to meet the growing demands of the industries and customers they support, building a world-class manufacturing operation with an emphasis on custom-designed products, would compliment this business well. With this change, came opportunities. Interstate Fittings evolved to become Interstate Threaded Products (ITP) and the progress has continued ever since. Rick Burley has since taken ownership of this business.

Expansion

In 2001, ITP implemented a plan to grow it's business 10% yearly, and as a result, their combined warehouse and manufacturing facilities now occupy over 100,000 square feet, and they stock over 1600 unique parts. Their manufacturing plant is set up to fabricate special orders to customers' exact specifications in any quantity required, and in many materials, including low carbon steel, stainless steel and alloys. The addition of many fully automated machines has allowed them to manufacture more products in a wider variety of sizes. They can also provide plating, galvanizing and heat-treating applications, as well as many other secondary processes, through their partnership with select vendors.

Today, ITP provides products to a wide variety of industries, including the petrochemical, power generation, road and building construction, agriculture, manufacturing, and microwave tower industries. Products distributed and manufactured by ITP include but aren't limited to anchor bolts, u-bolts, eye bolts, all thread rod, full thread, single end, and double end studs, and many other threaded and non-threaded and bent formed products. Recently ITP completed improvements to its manufacturing facilities, allowing for more efficient and lean operations.

Striving for Excellence

ITP is consistently investing in it's business to improve it's efficiency, productivity, and exposure within the market place. Projects currently in the works include upgrading current software system to improve efficiency and productivity, implementing improved website for technical, quoting, and purchasing purposes, and expanding product and service capabilities to better support the demands of industries and customers they service. In addition to these improvements ITP, as of February 2011, has received it's ISO 9001:2008 certification. Their experienced, knowledgeable and highly trained staff strive to ensure that customers' parts are manufactured to their exact specifications and delivered on time, all the time.

ITP is a leader in the industry. Look for them this year at the National Industrial Fastener And Mill Supply Show in Las Vegas, NV on October 19 To 21. Director of Sales and Marketing-Scott Chaikin was enthusiastic when saying, "it's an exciting time to be at ITP. We've got strong leadership within our company and with our emphasis on continuous improvement and customer service our customers express to us they like doing business with us because we go above and beyond. We're steadily growing our business, and with the team that we've assembled, we expect continued positive growth. As our motto says, ITP is truly where manufacturing and customer service unite." 

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THE LLC AND ITS OFFSPRING - THE SERIES LLC *continued from page 36*

It's Offspring, The Series LLC

The series LLC protects assets in what are known as "series". In order to set up a series LLC, first the individual companies must have been enacted into existence by a state legislature. The Series LLC was first called the "Delaware Series LLC" because it was first approved in Delaware. In April 2005, Iowa and Oklahoma had passed similar acts. Illinois enacted their legislation in August of 2005. Then Tennessee and Utah passed similar legislation effective in 2006. Wisconsin enacted a weakened version of the series LLC. Series LLC legislation was enacted in Texas in 2009. The advantage of the series LLC is that a company can set up multiple series to protect assets. The assets of one series can generally not be invaded due to the torts or contractual matters in other series.

There is the issue that states not possessing series

LLC legislation may not recognize series LLCs and their intended purposes of limiting liability. If you conduct interstate commerce try the following to extend your liability and make full advantage of your series LLC:

1. Keep separate books and accounts.

This lends legitimacy to the organization of your series LLC. Operating and keeping separate records and books for each series is tantamount in any court case and makes good legal sense.

2. Each series should have its own name.

3. All contracts should be properly signed.

Follow these guidelines on how it should be done:

- Definitely never **Bart A. Basi!!!** (Blank signature)
- And not, **Bart A. Basi, President ABC LLC**
- proper, **Bart A. Basi, President ABC LLC, series XYZ**
- proper, **Bart A. Basi, President ABC LLC, series DEF**

Fortunately, the series LLC is gaining momentum in legal circles. For instance, the IRS generally recognizes the series LLC. Also, in California, each individual series must file and pay its own tax, if it operates and/or is located in California. While this may seem to be detrimental, the fact that the IRS and California has recognized series LLC existence, is good news.

**...the series LLC
is an even better choice
for those in business
because it further
limits liability of
the business.**

Conclusion

The genesis of the LLC has been positive for business. With its limited liability and free transferability of ownership it is the preferred entity of business people. Its offspring, the series LLC is an even better choice for those in business because it further limits liability of the business. The Center routinely advises people on entity selection, formation, and transformation through mergers and acquisitions. If you are considering setting up a business, merging, acquiring, selling, or setting up a business succession plan for your business, including series LLCs, contact the professionals at The Center today for assistance. 



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Our UNIQUE TO LOCKNUT guidance includes:

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- Proof and clamp load
- Hardness and micro-hardness considerations
- Assembly vibration analysis

Mating Part & Assembly Evaluation:

- Hardness compatibility
- Contributing male thread characteristics
- Run down length and assembly speed
- Removal and re-install frequency

Plating Effects and Options:

- Environmental considerations
- Plating options and their effect on prevailing torque
- Post-plating lubrications

Cost - Benefit Analysis:

- Standard Locknut product options
- Product standard vs. application specific special
- Defect rate tolerance
- U.S.-made content
- Comparison testing between products and/or suppliers

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EMPLOYEE AWARENESS TO QUALITY OBJECTIVES IN A MANAGEMENT SYSTEM *continued from page 24*

Some organizations interpret the requirement to mean that every employee must have a quality objective associated to their job responsibilities. While it is difficult to see how an employee could have a job that is not directly related to the organization's quality objectives, this scenario could happen.

Many organizations struggle with the relationship of the benefits to an employee understanding how they support the quality objectives. In addition, some organizations have goals but struggle with the aspect of communicating these goals to employees and thereby also minimize the level of employee awareness. In short, the benefits of employees having an awareness of relevant objectives are pretty straight forward.

If an employee understands how they contribute to the success of the organization and their role in the achievement of that objective, it can be an additional incentive to the employee and thereby improving performing in the organization.

Assuming that the right goals are established, there are several ways to ensure employees are aware of relevant objectives.

All Employee Meetings

Many organizations review quality objectives during all employee meetings that are held on some pre-determined frequency such as monthly, quarterly, or annually. The frequency of the meeting or the size of the organization may have an influence on what other awareness activities are needed for an organization. The frequency of the meeting may also relate to the significance of the objective. If an organization has an objective that is tied to a customer's monetary incentive, then the frequency for providing a status on performance to employees contributing to the objective might be increased.

Bulletin Board/Intranet

Some organizations post their objectives in strategic locations in the organization. This might be in each

department or work cell, the break room, or the entrances to the facility. It could even be on an organization's intranet site where objectives are updated in real time or on a daily basis. It is important when these methods of communicating objectives is used that the awareness of the employees is confirmed. An organization cannot assume that because the information is posted on a bulletin board or intranet site that it is being reviewed or that employees are aware.

Objectives Listed on Employee Performance Review

While not every organization has performance reviews nor are they a requirement of the ISO 9001 standard, it is a great method for those organizations that do have reviews to link the employee's goals to the goals (objectives) for the organization. This method also provides great awareness to employees and shows that the employee is being evaluated on the same goals that are important to the organization.

When linking organization objectives to an employee's performance review goals, it is possible that an individual employee may have some goals that are more personal or developmental in nature. These goals should be in addition to any goals that relate to the employee's job responsibilities and/or organizational objectives.

Additionally, some organizations track employee goals through the human resources information system such as a learning management system or an organization's performance review system.

Emphasizing or increasing the awareness of employees to their contributions to the quality objectives can usually be done without significant cost to the organization simply by using some of the techniques discussed. It is an opportunity to add value to the organization and improve performance at the same time. 

It is important for an employee to know how they contribute to the achievement of quality objectives in the organization.

Emphasizing or increasing the awareness of employees is an opportunity to add value and improve performance.



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NORTH COAST FASTENER ASSOCIATION

NCFA's "DISTRIBUTOR SOCIAL" *Our Best One Yet!*

With another NCA Distributor Social here and gone, we can confirm this was our best one yet! This year's NCFA Distributor Social was held May 19th at the Crowne Plaza Hotel in Independence, OH.

The NCFA Distributor Social creates an opportunity for suppliers and distributors to meet, socialize and network with each other. A special thank you to BRIGHTON BEST INTERNATIONAL, ERIEVIEW METAL TREATING, and KERR LAKESIDE INC., for hosting "in-house" tours earlier in the day at their facilities. Also, a special "thank you" to all of the SUPPLIER COMPANIES, who sponsored this event. Without your support, this event would not be possible!

The NCFA was recently reviewed in a Fastener Talk blog. Below is a excerpt summarizing the NCFA Distributor Social experience from an attendees perspective:

The North Coast Fastener Association has really come up with a successful formula for throwing a trade show/networking event. The association held its 3rd Annual Distributor Social with an attendance of approximately 250 people! What sets this event apart from some other regional shows, is that there are not booths and the event is not spread out over multiple rows or rooms. The Distributor Social gathers all the attendees into one big room (with an attached, outside patio) and it really makes the room lively. There are some tables and a few places where people can have some semi-private conversations, but for the most part, industry members wander through the room networking with customers, suppliers, competitors, etc. There was plenty of opportunity to share a brief business conversation and plenty of people were setting up future meetings. You heard a lot of "I'll call you next week" conversations. Without question, this event is the closest thing to the atmosphere of the 2nd floor bar at the Hyatt, back when the Columbus Show was the ONLY show. There were attendees from Cincinnati, Pittsburgh, Detroit, Columbus, Springfield and many places in between. Supplier sponsors included some of the biggest names in our industry and there was also a very large number of distributor attendees. During the day, the NCFA offered tours of three companies: Kerr Lakeside, Brighton Best and Erieview Plating. All three companies were excellent hosts and a tour bus was available for those who wanted to ride along for all three tours. The tours ended at 5:00 p.m. which is when the Distributor Social began. There's no doubt there will be a 4th annual Distributor Social. If you do any business in Ohio or surrounding states, I'd mark this event on your calendar - especially with the Columbus Show no longer taking place.



NCFA's NIGHT AT THE RACES

George Hunt, NCFA Trustee (Brighton-Best International)

The NCFA had their annual Night at the Races at Northfield Park on April 8, 2011. This year's event was magical. Along with our usual racing festivities, the NCFA inducted a new member into their illustrious Hall of Fame, Mr. Ken Graham of National Threaded Fasteners.



Above:
Ken Graham, NCFA 2011
Hall of Fame Inductee

Left:
Charlie Kerr, NCFA
Hall of Fame 2008

Association Patriarch and fellow Hall of Fame member, Mr. Charlie Kerr, inducted Mr. Graham into the NCFA Hall of Fame. The night was filled with friends, social networking and FUN! Close to 150 members of the North Coast Fastener Association were in attendance, including some of the past NCFA Hall of Fame Inductees.

Once again the NCFA would like to extend a warm welcome to Mr. Ken Graham into the NCFA Hall of Fame.

For more information on the North Coast Fastener Association, please visit our website at www.ncfaonline.com or contact our office at 440-975-9503 or email: lgraham@ncfaonline.com. 

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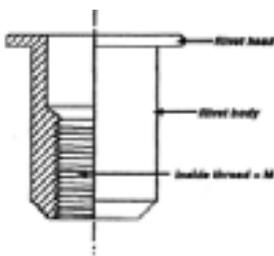
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BLIND FASTENERS *continued from page 46*

The Threaded Insert

The Threaded Insert is also a blind fastener because it can also be set using one side of the work piece.

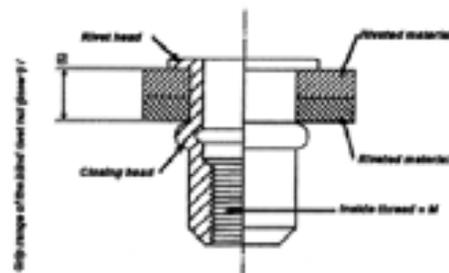
THREADED INSERT



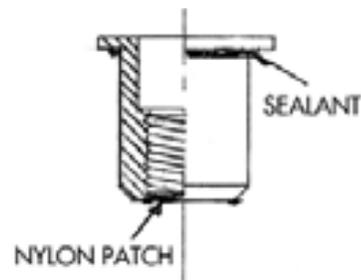
The Threaded Insert is applied to one or more thin material components. Then set in a work piece, it gives the user a female thread and is set tight enough to not rotate when a bolt is assembled to the set threaded insert.

The Threaded Insert eliminates the need to pierce and dimple thin material and then thread tap the dimple to produce a threaded hole. Using a threaded insert you need only to punch or drill the recommended hole diameter, thread the threaded insert to a setting tool, insert the threaded insert into the punched or drilled hole and set the insert. Then, unscrew the setting tool from the set threaded insert and you now have a secure threaded hole to fabricate components to.

Threaded inserts come in many different designs, round shanks, hex shanks, round ribbed shanks, flat



head and thin heads. They are produced in steel, aluminum and stainless steel in a wide range of work thickness and thread sizes.



I apply Sealant to the shank side of the head that makes the threaded insert water tight. I also apply a one thread Nylon patch to the lead thread of the insert that prevents the bolt from loosening during vibration. 

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NATIONAL FASTENERS DISTRIBUTORS ASSOCIATION

NFDA ANNOUNCES FALL FORUM AND NEW SPRING 2012 MEETING FORMAT

NFDA Fall Forum At NIFS West

NFDA will have a bigger presence at this year's NIFS West event in Las Vegas, NV. NFDA will hold a networking reception the evening of October 18th and then a full day of educational sessions on October 19th. The educational event will be focused on sharpening your Negotiation Skills and will be applicable for both distributors and manufacturers in the Fastener Industry. The negotiation sessions will be facilitated by John Hamilton a nationally recognized leader in negotiation techniques and education. NFDA will also be holding an executive track in the afternoon that will focus on supply chain visibility and market conditions. Registration for these sessions will be through the NIFS West registration forms. So when you're signing up for that show, don't forget to register for the NFDA Educational Sessions!

NFDA Announces Spring 2012 Annual Meeting and Table-top Show

NFDA will be holding its Spring 2012 Annual Meeting

and Table-Top show just outside Atlanta, GA at the beautiful Chateau Elan on May 2nd, 3rd and 4th of 2012. This event will combine the casual resort atmosphere of our traditional Spring Meeting with the focused business events and easy access our Fall Meeting and ESPS sessions are known for. As the business and family demands of our members have increased the NFDA adapted its meeting strategy to better serve the members and the industry. Locating our Spring Conference at a venue that is approximately 35 minutes from the Atlanta airport and adding private meeting space and table-top exhibits will provide a more efficient use of time at a reduced cost for our business focused members. At the same time, we are holding our meeting at a beautiful resort location providing all of the amenities, activities and ambiance that members who are looking for a relaxing destination will enjoy. More information will be available soon regarding registration for table-top space and sponsorship of the event. If you are interested in learning more you can contact NFDA Headquarters at 312-527-6671. 

FASTENER TECH™ '11 Rosemont (Chicago), IL – June 13-15, 2011



for more photos turn to page 135



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TRAINING CAMP 2011 AT ADVANCE COMPONENTS

The training never stops at Advance Components, a master-stocking distributor of specialty fasteners, which recently held a three-day product and application training session at its Carrollton headquarters.

The Advance sales team, territory reps, management and distribution crew were offered presentations and hands-on workshops given by representatives from some of the premier lines that Advance stocks.

Among Advance's territory reps making the trip to the Dallas area for the training session were Rob Steers of Steers Associates, Ken Schneeloch of McCormick & Associates, John T. Fisher of Siena Fastener Inc. and Mark Wilson of Clevenger & Associates.



"It was incredibly informative," said Schneeloch, Advance's sales rep for New York and New Jersey. "It will only benefit our customers with the knowledge that I take away from this training session."

On the day that the reps flew into Dallas, training began with a presentation by Richco's Pete Marsden, who introduced his company's latest engineered components.

Day 2 started with Brian Boncher and Mike Massengill of TRW talking about engineering and product capabilities. Heyco Products' Kyle Adams introduced a new line of cable ties and other superior fasteners, while Jeff Cohen of Johnson & Hoffman spread the word on hole plugs and all their applications. Finishing up the day were Tammy Work and Bob Taylor of A Raymond Tinnerman. They showed the Advance team the latest in



Left to Right: John T. Fisher, Siena Fastener, Inc.; Ken Schneeloch, McCormick & Associates; Rob Steers, Steers Associates; and Mark Wilson, Clevenger & Associates.

solar panel clips along with their new web design to help customers find the correct fasteners for the job.

Day 3 featured Jamie Lawrence, Jeff Hahn, Sam Underwood and Mick Giltzer of AVK. New products, applications and installation tools were presented, while the distribution crew got a hands-on demonstration and lessons on AVK/ARO tool repair.

All those in attendance were treated to some of Advance's famous Texas hospitality for lunch and dinner during the three-day session. Everyone left the event with lots of new product know-how and fond memories of tasty Texas barbecue.

The training program served as a reminder of all that Advance has to offer its customers.

"We've got the stock, and we've got the knowledge to push that stock to the right customer for the right application," said Dave Audia, Advance's vice president of sales and business development. 



DISTRIBUTOR NEWS

Directors of the **NAW Institute for Distribution Excellence**, during its Spring Meeting in Washington, DC, in April, elected Joseph Nettemeyer as 2011 Chairman of the Board. Mr. Nettemeyer is President and CEO of Valin Corporation, headquartered in Sunnyvale, CA.

Mr. Nettemeyer succeeds Byron Potter, President and CEO of Dallas Wholesale Builders Supply Inc., headquartered in DeSoto, TX.

Says Mr. Nettemeyer of his new post, "Our management team at Valin Corporation has read many of the NAW Institute's research studies over the years. We've applied the practical guidance to our business and we've definitely seen improvements and gotten valuable results. I believe the NAW Institute continues to do groundbreaking research and I look forward to working with the NAW Institute as Chairman and contributing to its ongoing research work for our industry."

In addition to Mr. Nettemeyer's election, the following wholesale distribution industry leaders were elected as Directors of the NAW Institute Board for four-year terms:

- Art Kostaras, President,
Womack Machine Supply Co., Dallas, TX
- George Pattee, Chairman and CEO,
Parksite Inc., Batavia, IL

Re-elected to the NAW Institute Board were:

- Deborah Hamlin, Executive Director,
Irrigation Association, Falls Church, VA
- William Parsley, President,
Carswell Distributing Company,
Winston-Salem, NC

National Association of Wholesaler-Distributors (NAW) comprises individual wholesale distribution firms and a federation of national, regional, state, and local associations and their members, which collectively total more than 40,000 companies. NAW represents the \$4.2 trillion merchant wholesale distribution industry, which moves to market virtually every kind of product in the U.S. economy and employs 5.5 million people.

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continued from page 22

Post and Pin

Post and Pin fasteners provide an highly economical way for binding applications such as scrap-booking, displays, and creating swatch fabric books. The Pin is molded in white Polycarbonate material and the different length posts are molded in white polyethylene. The combination fasteners are intended for a one-time assembly. Additionally their post and pins have the added benefit of being available separately, as well as one size pin fitting all lengths of posts.

Split Loom

The Split Loom has recently been redesigned thanks to their recent plant expansion and new state-of-the-art manufacturing equipment. This combination has also resulted in lower, more competitive pricing due to reduced line costs.

The Split Loom has a multitude of applications - it can be used around the home and on computers and entertainment systems to prevent safety hazards by organizing cords and wires while making them look neat and attractive. Additionally, this product is used in industry manufacturing processes such as the automotive, HVAC and appliance industries.

The flexible corrugated tubing allows for easy routing solutions to direct wiring away from heated and moving parts, while the intricate surface design increases the structural integrity and enhances appearance with a uniform finish. With an opening seam down the side it allows for easy and quick wire insertion and removal. The Split Loom is made out of durable black UL94V2 polypropylene which is resistant to temperature and corrosion conditions.



Posts and Screws

The Posts and Screws allow for a low cost, transparent fastener option, for use in a number of applications requiring quality product and a low cost. Ranging in length from 1/4" up to 1". The individual parts are molded in a clear polycarbonate material that provides greater strength and durability for industrial applications. These Posts and Screws provide a simple, effective, fast binding solution for a variety of applications; for example, architectural drawings, acrylic and poly-carbonate displays and leather products. The Post and Screw combination is comprised of an 832 slotted-head machine screw and a matching internally threaded bushing with an un-slotted binder head post.

continued on page 134

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FASTENER WORDSEARCH

Can you find and circle in the grid above, the terms listed below?

- | | |
|------------------|--------------|
| Beveled washer | Studs |
| Button head | Tap bolt |
| Castle nut | Teks |
| Clevis pin | Thread gauge |
| Countersink | Torx |
| Coupling nut | T-nut |
| Dowel rod | T-wrench |
| Eye bolt | U-bolt |
| Fillet | Wing nut |
| Fitting-up bolt | Wood screw |
| Globe head | |
| Helix | |
| Hex flange screw | |
| Hole saw | |
| Plow bolt | |
| Rivet | |
| Sems | |
| Studs | |

Solution on Page 183



continued from page 132

Customers are the real key to success and nobody is prouder than Micro Plastics, Inc. to say that they have invested in customer service. Due to the recession many companies feel the need to sacrifice in this area to bring down costs. Micro Plastics, Inc. believe this is where they can shine and make that lasting difference.



Focusing on the simple things that are so often neglected, they have live people that answer the phone and their web site offers 24-hour price and stock status in addition to real-time order entry on all of their standard products. They also offer a part file service, so that registered customers can download prints, technical drawings and 3D models. To qualifying customers, their IT department can assist the digital experience by helping the customer harvest information, such as price, stock status and product details. With the ability to offer EDI (electronic data interchange), they have the capability for online meetings where their engineers can design parts and do 3D rendering live. In-house 3D printing services utilize state-of-the-art machinery and techniques to quickly generate samples from customer designed parts. This produces a real size physical sample in ABS plastic in a matter of days.

Finally and just as important, the in-house packaging department has a wide variety of options to custom package any component. Custom packaging and labeling is available on all of their products, from specific count packages to retail-ready blister cards, header cards and much more.

"We've got a fantastic group of people here, the core of which have worked here for many years. We try to utilize their talents to the fullest level possible, and they have been very creative in their ability to adapt to changes."

- TOM HILL, PRESIDENT & CEO

continued on page 136

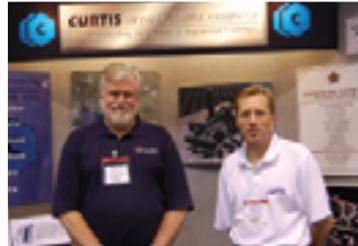


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FASTENER TECH™ '11

Rosemont (Chicago), IL – June 13-15, 2011



continued from page 134

Today, Tom Hill, President, CEO and son of the founder, Roy Hill, is guiding the company into the future.

Tom's knowledge of technology, as well as working for the company in all departments since the age of 16, has helped propel Micro Plastics, Inc. into the global community, with central focal points in the UK and Europe, Mexico, Australia, China and Russia. With ISO certification displaying a desire to serve the international business market, Micro Plastics, Inc. has become what Roy had envisioned in the sixties: the largest manufacturer of threaded nylon fasteners in the world.

In addition to sharing their past, Micro Plastics, Inc. have a strong vision for the future. Their goal is to become the best in world at what they do and to truly achieve excellence in products and service to their customers. Sustained and continual growth both domestically and globally is their goal, fortifying a strong presence in the marketplace. As part of this, they want every employee to be given the tools and have the opportunity to fully reach their own potential. A strong belief that through respecting employees and customers, creating products with ingenuity and quality assurance and believing that a dream can become reality, are the elements for a strong foundation and a bright future.

Ever the innovators in an forever evolving industry, Micro Plastics, Inc. has and will remain the manufacturer to watch as they continue to carve their path into the future for the world of plastic components.

"I am proud to continue the legacy of my family and take Micro Plastics onward into the next 50 years. We will continue to push our limits and strive for perfection whilst consolidating our position as the world's largest manufacturer of threaded nylon products."

- TOM HILL, PRESIDENT & CEO



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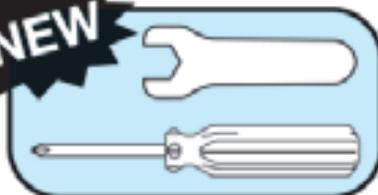
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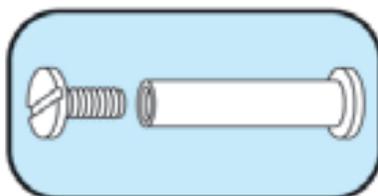
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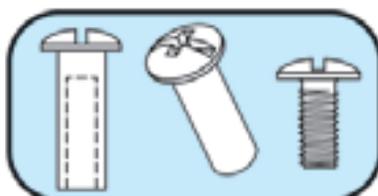
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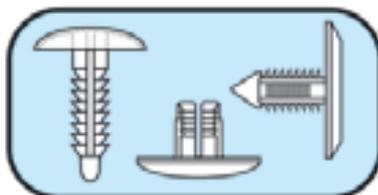
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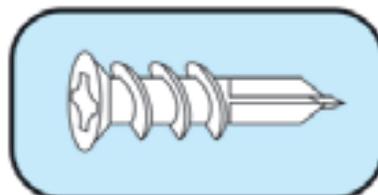
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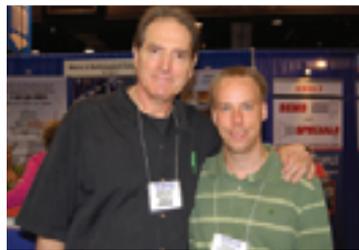
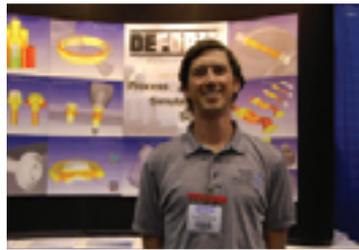


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FACEBOOK: NEXT GENERATION BEST PRACTICES FOR FASTENERS *continued from page 26*

latest make-over March 1, the service is now offering Web designers complete creative design freedom within specified framed areas of your pages on Facebook.

"I for one am thrilled with this long-awaited news," says Janet Driscoll Miller, CEO of SearchMojo, a Web marketing firm. Essentially, any content that appears within these specially designed frames iFrames is no longer subject to the limitations of Facebook's design language. Instead, the content can be easily designed with more robust Web design programs like DreamWeaver or Microsoft Expression. "This is a huge timesaver when you're trying to program pages to match your corporate brand," Miller adds.

Take Advantage of Facebook's New Integration with Google Analytics

"Not long ago, Facebook removed some features that allowed you to track your page views in Facebook via Google Analytics," Miller says. That's no longer a problem, she adds, now that Google allows company Web content to be displayed within the new iFrames model. Essentially, any content showcased within the frame can be completely tracked, sliced and diced with Google Analytics (<http://www.google.com/analytics/>), a free program that has a great reputation for analyzing user behavior on Web sites.

Easily Track Sales and Other Conversions Sought on Your Facebook Presence

"Seriously, this one deserves about 15 exclamation points," Miller says. "iFrames makes tracking conversions from Facebook – and keeping ad respondents within the Facebook application – much easier."

Post a 'Like Button'

A recent Facebook innovation, the ability to 'Like' a business confers an instant recommendation of your business to everyone within a Facebook user's circle – be it 12 people, or 1,200 people. You can easily add a 'Like' button to your Facebook page by visiting: (<http://developers.facebook.com/docs/plugins/>).

Consider Other Business-Friendly Social Plugin

These plugins include 'Recommendations,' which gives users personalized suggestions for pages on your

site that they might like and 'Comments,' which allows visitors to comment on content on your Facebook site.

Meanwhile, the 'Like Box,' enables users to 'like' your Facebook page and view its stream directly from your Web site; 'Facepile' shows profile pictures of a user's friends who have already signed up for your site and 'Live Stream' allows users to exchange comments and engage in other shared activity in real-time as they interact during a live event on your Facebook page.



Mark Zuckerberg, co-founder of Facebook, has grown the social network/Web marketing gem to 600 million+ registered users.



There are a number of free Facebook social plugins for business.

Post Freely Under Your Business Name to Other Pages on Facebook

With the spring make-over, Facebook has made it very easy for a fastener business to make a post to the walls of other pages. Previously, business messages had been restricted to appearing on the Facebook News Feeds of people who liked you, friends of those people, and of course, on you're the wall of your own business Facebook page. Used judiciously, this new freedom to post to the walls of other Facebook pages could make promotion on Facebook a whole lot easier.

Post Often, Interestingly and With Plenty of Graphics

The only way to continually attract attention to your Facebook page is via constant updates to your page. Fortunately, you can post to Facebook a few times a week, or in some cases, every day, and other Facebook users won't consider you annoying. After all, those who 'friend' you are clearly saying they are interested in what you have to say. Just be sure it's interesting, and it includes images or video often. Graphics are the lifeblood of Facebook.

Engage, Don't Broadcast

If you've had a business page on Facebook for any amount of time, no doubt you've already heard this. But it bears repeating. Businesses that use traditional methods to broadcast their brands on Facebook are generally received with a collective yawn, – and sometimes even negative retribution – from Facebook users protective of the social network's culture. Quite simply, Facebook users expect a conversation from the businesses they befriend. And they expect it to be authentic. 



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T A P N G S C R E

F A N G N U

E L V A O R B L T

Now rearrange the letters you filled in to spell the name of

A Screw Head Style:

□ □ □ □ □ - □ □ □ □ □

WORD SCRAMBLE

Can you form 5 terms by unscrambling these 5 groups of letters and placing a letter in each square? All 5 terms relate to fasteners.

H A R E W S
□ □ □ □ □

L C P I I S V N E
□ □ □ □ □ □ □ □

R A B C E M
□ □ □ □ □

M A H E R M
□ □ □ □ □

V I R T E
□ □ □ □ □

Place the circled letters here:

Now rearrange the circled letters to spell A Type of Fastener:

□ □ □ □ □ □ □ □

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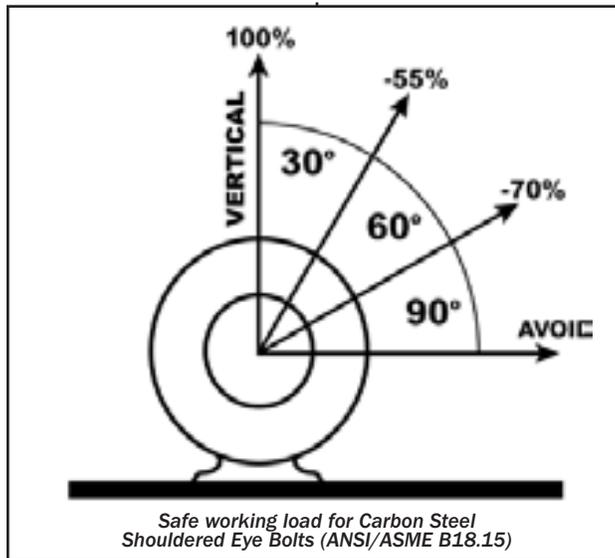
AZ Lifting Hardware, a wholesale importer of industrial lifting and suspension hardware, goes out of their way to help distributors get the job done. Their motto has long been "If we don't have it, we'll help you find it." After a couple calls you'll get the feeling that they mean what they say. Since opening their doors in 2006 AZLH has expanded its line of eye bolts, turnbuckles, shackles and supporting

products every year to insure they bring greater value to their customers. Their goal has been simple: Less referring and more "We have what you need in stock."

Aside from general price and availability we asked Chuck Smith, president, what questions they most often hear. Here's what he said:

"Why use a Swivel Hoist Ring?"

Having the right product for the job is important. Too many end users take short cuts they should not take and put themselves at risk; Lifting is not something to mess around with. By referencing ASME Table 10-1 one can see it does not take much of an angle in a lift to lose the capability of a standard eye bolt. Too much tension and the eye bolt could bend losing your connection, or worse, break. In a multiple connection lift when one bolt breaks you have big trouble as the other bolts are taking all the weight and the angle becomes even more severe. When an angular lift is unavoidable using a swivel hoist ring solves this problem and insures the job is done safely. There is no question that swivel hoist rings are expensive. They are engineered using alloy steel and



with a 360 degree swivel and pivoting capability which allows for lifting at most any angle. Every swivel hoist ring is "Proof Loaded" (tested at two times the rated capacity or working load limit [WLL]) to insure the quality and dependability of each hoist ring, much different from batch testing. The hoist ring is then certified and serial numbered making it fully traceable. So when you are lifting at angles you

can be assured you are doing the job right by starting with the right lifting device. The second question...

"Why do they make Plain Pattern and Shoulder Pattern Eye Bolts; don't they do the same thing?"

The answer is yes they do. Referencing again ASME Table 10-1 in a straight vertical lift either eye bolt will perform the same. In a bolt application a washer or a washer faced (flanged) bolt will create a larger bearing surface at the connection point, this adds holding power (PSI). With an eye bolt this makes no difference as in use the pull or force is going away from the bearing surface. So the shoulder only comes into play if you have slight angles, swinging or minor side tension in your pull or lift. Using a shoulder eye bolt creates greater resistance to bending. But, remember if the angle is too severe use the swivel hoist ring.

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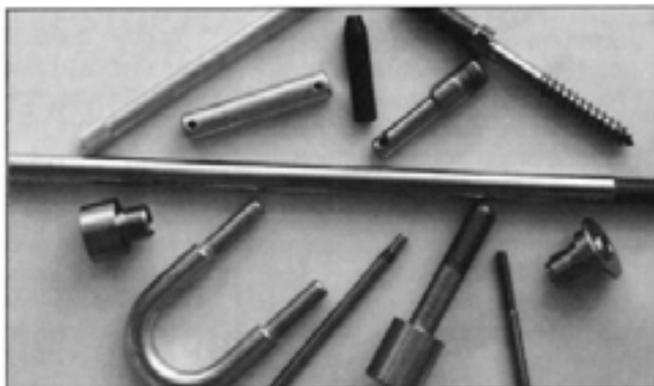
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WHY SHOULD METRIC FASTENER SUPPLIERS AND END USERS SPECIFY THE ISO STANDARDS? *continued from page 30*

International trade is increasing every day. USA exports are critical for controlling the USA balance of trade and reducing unemployment. USA firms should be adopting ISO standards to assure what is produced in the USA is acceptable to international purchasers.

The good news is that with very few exceptions, fasteners made to the ISO standards, the withdrawn DIN standards, and the USA metric standards are interchangeable. The most significant differences are in the AF (across the flats) sizes on M10, M12, and M14 bolts and nuts. The DIN standards specify a one millimeter larger hex size than do the ISO and ASME standards. Fortunately, all designs have the same strength requirements and capabilities. The only practical difference is that installers will have to use different driver socket sizes depending on which metric standard the bolts or nuts are used in manufacturing.

A concerted effort is being made in the ASME B18 and ASTM F16 fastener committees to start systematically withdrawing their metric fastener standards. Users will be directed to the comparable ISO metric standard.

US metric fastener suppliers and end users should transition into the use of ISO standards.

It is understood today that a lot of the stocked imported metric fasteners are made to the DIN standards. The good news is that many of the product requirements are identical in the DIN and the ISO standards. Few of the differences adversely affect fit or function. Importers should start working with their suppliers to transition from following the DIN standards

to following the ISO requirements. For many years Bossard has shown the references in their catalog for the comparable DIN, ISO, and ASME standards. All stocking metric fastener suppliers are encouraged to consider doing the same if they are not already doing so.

It is also understood that many end users are still referring to DIN fastener standards because they are unaware of DIN withdrawing their standards in preference for the ISO standards. Suppliers are encouraged to suggest to end users to adopt ISO fastener standards for all new designs and to transition into ISO standards away from the DIN standards where possible for current usage.

There is no law or rule that states that users cannot continue to use a withdrawn standard forever if they wish to do so. They should, however realize that of the DIN, ASME, and ISO metric fastener standards, only the ISO will be technically maintained and updated in the future.

ISO is the worldwide-accepted standard.

It is not good engineering practice to have more than one standard for any given product. Multiple metric fastener standards cause unnecessary confusion and adversely affect product uniformity. US industry has been in a state of confusion since the 1970s with its use of metric fasteners, because users have been given three standards to choose from for essentially the same products. It is time for all companies in the supply chain of metric fasteners to start an orderly transition towards the uniform adoption of fasteners made to the ISO fastener standards. To effectively compete in worldwide commerce, US product manufacturers need to utilize the worldwide-accepted ISO fastener standards. 

DIN 918, Supplement 3. Withdrawn DIN standards and their equivalent ISO standards

| Withdrawn DIN Standard | ISO Standard Replacement | Standards Title |
|------------------------|--------------------------|--|
| DIN 7 | ISO 2338 | Parallel pins, of unhardened steel and austenitic stainless steel (ISO 2338:1997) |
| DIN 78 | ISO 4753 | Fasteners - Ends of parts with external ISO metric screw thread (ISO 4753: 1999) |
| DIN 84 | ISO 1207 | Slotted cheese head screws - Product grade A (ISO 1207:1992) |
| DIN 85 | ISO 1580 | Slotted pan head screws - Product grade A (ISO 1580:1994) |
| DIN 94 | ISO 1234 | Split pins (ISO 1234:1997) |
| DIN 125-1 | ISO 7089 | Plain washers - Normal series - Product grade A (ISO 7089:2000) |
| DIN 125-1 | ISO 7090 | Plain washers, chamfered - Normal series - Product grade A (ISO 7090: 2000) |
| DIN 125-2 | ISO 7089 | Plain washers - Normal series - Product grade A (ISO 7089:2000) |
| DIN 125-2 | ISO 7090 | Plain washers, chamfered - Normal series - Product grade A (ISO 7090: 2000) |
| DIN 126 | ISO 7091 | Plain washers - Normal series - Product grade C (ISO 7091:2000) |
| DIN 267-2 | ISO 4759-1 | Tolerances for fasteners - Part 1: Bolts, screws, studs and nuts - Product grades A, B and C (ISO 4759-1:2000) |
| DIN 267-3 | ISO 898-1 | Mechanical properties of fasteners made of carbon steel and alloy steel - Part 1: Bolts, screws and studs (ISO 898-1 : 1999) |
| DIN 267-5 | ISO 3269 | Fasteners - Acceptance inspection (ISO 3269:2000) |
| DIN 267-7 | ISO 898-1 | Mechanical properties of fasteners made of carbon steel and alloy steel - Part 1: Bolts, screws and studs (ISO 898-1 : 1999) |
| DIN 267-9 | ISO 4042 | Fasteners - Electroplated coatings (ISO 4042:1999) |
| DIN 267-10 | ISO 10684 | Fasteners - Hot dip galvanized coatings (ISO 10684:2004) |
| DIN 267-12 | ISO 2702 | Heat-treated steel tapping screws - Mechanical properties (ISO 2702: 1992) |
| DIN 267-15 | ISO 2320 | Prevailing torque type steel hexagon nuts - Mechanical and performance properties (ISO 2320: 1997) |
| DIN 267-15 | ISO 3506-1 | Mechanical properties of corrosion-resistant stainless steel fasteners - Part 1: Bolts, |

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NORTH COAST FASTENER ASSOCIATION

NCFA's MARCH MADMEN BASKETBALL TOURNAMENT

Scott Faidiga, NCFA Trustee (K-J Fasteners)

The NCFA went "old school" this spring and brought back an event that evoked memories of great heroics, bumps and bruises, and more than a few laughs. It was the 2011 edition of the NCFA March Madmen Basketball Tournament and it was like turning back the clock. Though the names and faces have changed from days gone by, the competition was still fierce and the games hotly contested. Yet, still plenty of laughs to be had by these weekend warriors and the friends and family who came out to cheer them on!

A full slate of teams vied for bragging rights and some outstanding trophies donated by Brighton Best. When all was said and done, there were two teams



Above: Tournament Winners - Fastener Tool & Supply

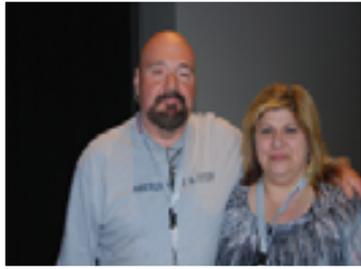
Below: Team American Ring & Tool



left to battle for the championship. The undefeated Fastener Tool squad and the one loss team from American Ring faced-off in the finals. The first game between these two was an epic double-overtime nail biter won by American Ring forcing a 20 minute single period showdown. It was back and forth most of the way in the finale, but Fastener Tool took charge in the closing minutes to secure the victory and the 2011 champions' trophy.

In the end a good time was had by all and the paramedics were used sparingly. Please mark this on your calendar if your company would be interested in participating next March as the spots are limited and do fill up quickly. 

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U.S. ECONOMIC OUTLOOK - SUMMER 2011 *continued from page 38***U.S. Employment**

May's dismal jobs report was the weakest of the past eight months, adding to a multitude of softer-than-expected economic data points in recent weeks. The gain of only 54,000 net new jobs was one-third of expectations and one-fourth that of the prior three-month average. Adding insult to injury, job gains of the two prior months were revised down by 39,000 jobs.

Private businesses added only 83,000 jobs during May, the smallest gain in 11 months. Government employment fell by 29,000 jobs, with job cuts at the local level the focus. Additional job eliminations in state & local government are widely expected during the next 6-12 months.

Goods producing employment rose by an anemic 3,000 jobs in May, with a small loss in manufacturing jobs largely offsetting small gains in construction and mining & logging. Private sector service providing jobs rose by 80,000 jobs in May, led by gains in professional & business services and education & health services.

The nation's unemployment rate rose to 9.1% in May

from April's 9.0% rate. We have long suggested that the unemployment rate could move higher at times during 2011 as more people return to the labor force. This was certainly the case in May, with a labor force increase of an estimated 272,000 people.

U.S. Inflation

The Consumer Price Index rose 3.2% during the last 12-month period, exceeding the 1.8% rise in average hourly earnings during the past year. Sharply higher prices for gasoline and basic food stuffs have strained household budgets, both in the U.S. and around the world.

The Federal Reserve

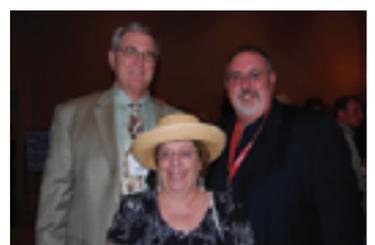
Tough choices are ahead for this nation's central bank. It seems clear that the 0.00%-0.25% target range for the federal fund rate, now in place for 30 months and the lowest level ever, will likely remain unchanged until the end of the year, if not longer.

However, issues involving additional massive monetary stimulus are up in the air. The Fed has indicated that the second round of "quantitative easing"...known as QE2, will run its \$600,000,000,000

Once the debt ceiling is finally boosted, will Democrats and Republicans make necessary inroads to long-term deficit reduction?

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PennEngineering® announces the release of the new ATLAS® AE938 pull-to-pressure tool for installing blind threaded inserts, promoting consistent performance and longer mandrel life in service.

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The auto-reverse mode after fastener installation increases production rates and the tool prevents over-installing or double installing to ensure integrity of fastener threads.

The tool is uniquely engineered for reliable installation of aluminum,

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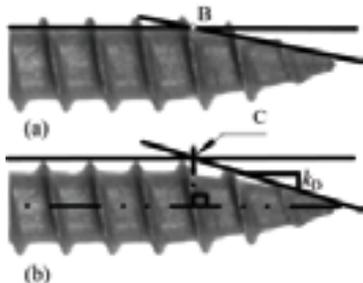
MEASURING THE SURFACE AREA OF FASTENERS *continued from page 42*

Generally, this optical method and apparatus works by acquiring a digital image of the fastener, separating the image of the fastener into regions, and then determining the corresponding surface area for each region using the analytical expression developed by the researchers. The surface area of the three regions are then summed in order to determine the surface area of the fastener. This method is versatile enough to also determine the surface area of non-threaded fasteners.



Fastener sub regions.

For threaded fasteners, the key characteristics that are needed to determine the surface area from the acquired images include the root diameter, the thread crest diameter, the thread length, the thread width at the root diameter, and the thread transitions (i.e., location between fastener tip and constant shank region).



Determination of key parameters using machine vision.

In short, the general approach is to acquire a high contrast image, break the complicated fastener geometry into smaller defined segments with known analytical solutions, calculate the surface area of each individual segment, and add the individual segments to determine the total surface area of the threaded fastener. This method has been successfully used to determine the surface area of threaded fasteners used in recent experiments to determine the corrosion rates of fasteners in different preservative environments.

In order to demonstrate the efficacy of the surface area algorithms, the surface area of a No. 10 (2.54 cm) wood screw was calculated. The parameters of the No.10 wood screw are specified by ASME,⁸ and these parameters were used to generate a geometric model to test the algorithm.

The mathematical and actual image seen in Figure 5 are remarkably similar and lend validation to the developed expression.



Mathematical image of Actual No. 10 Wood Screw.

Applications

This research development makes it possible to calculate the surface area of a threaded fastener, which has significant benefits for numerous applications and industries including the following:

Alternative Wood Preservative Treatments and Fastener Corrosion Rates

This product will allow for more accurate determination of corrosion rates for threaded fasteners that are in contact with treated wood. Corrosion of threaded fasteners can lead to rust and instability in the structures where alternative wood preservatives, like ACQ, are used. Thus, this product helps provide more accurate predictions for the replacement rate of fasteners currently in use.

Metal Plating of Fasteners

This product will help metal plating companies determine the surface area of a threaded fastener prior to plating. This will allow for a more accurate determination of the applied coating thickness.

General Fastener Manufacturing

The algorithm presented can also be easily incorporated into existing manufacturing equipment. This will give manufacturers and testing laboratories greater manufacture control by allowing products to be tested and changed so that problems could be solved prior to production. It will also help reduce costs and improve product quality.

Conclusion

This new product provides an easy way for companies to identify the surface area of threaded and nonthreaded fasteners. It provides a necessary and useful tool for manufacturers and testing laboratories, especially as changes in wood preservative treatments act to accelerate metal fastener corrosion in wood. 

Rammer & Zelinka, "Measuring the Surface Area of Fasteners," *Fastener Technology International*, Feb./Mar. 2011, Vol. XXXIV, No. 1, pp. 40-41

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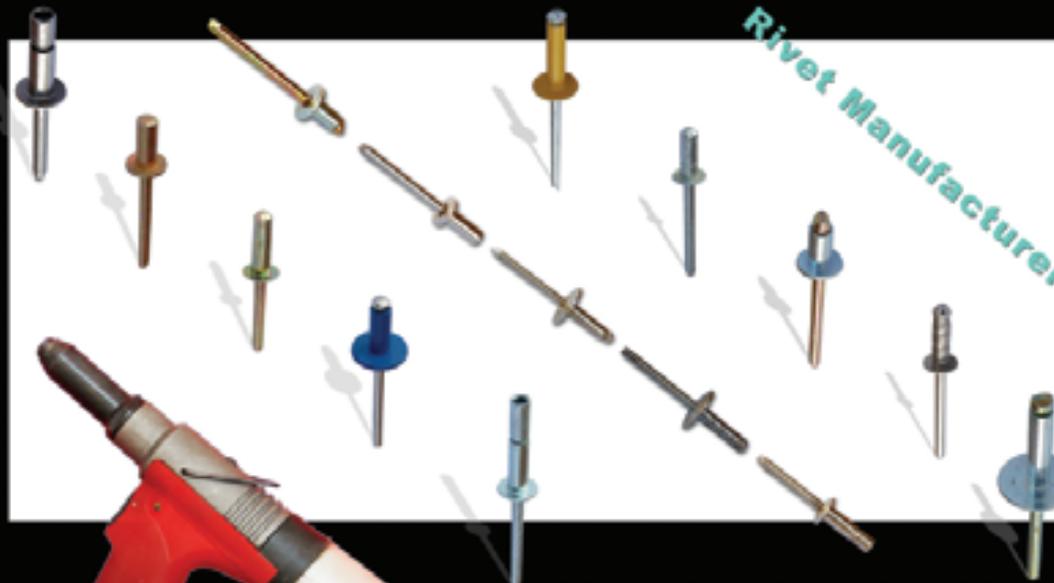
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 Jing Jiang Fast-Fix Rivet Manufacturing Co., Ltd.

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WHY SHOULD METRIC FASTENER SUPPLIERS AND END USERS SPECIFY THE ISO STANDARDS? *continued from page 156*

DIN 918, Supplement 3. Withdrawn DIN standards and their equivalent ISO standards

| | | |
|------------|------------|---|
| DIN 267-15 | ISO 3506-2 | Mechanical properties of corrosion-resistant stainless steel fasteners - Part 2: Nuts (ISO 3506-2:1997) |
| DIN 267-15 | ISO 3506-3 | Mechanical properties of corrosion-resistant stainless steel fasteners - Part 3: Set screws and similar fasteners not under tensile stress (ISO 3506-3:1997) |
| DIN 267-20 | ISO 6157-2 | Fasteners - Surface discontinuities - Part 2: Nuts (ISO 6157-2:1995) |
| DIN 267-21 | ISO 10484 | Widening test on nuts (ISO 10484:1997) |
| DIN 267-23 | ISO 898-6 | Mechanical properties of fasteners - Part 6: Nuts with fine pitch thread and specified proof load values (ISO 898-6:1994) |
| DIN 433-1 | ISO 7092 | Plain washers, small series - Product grade A (ISO 7092:2000) |
| DIN 433-2 | ISO 7092 | Plain washers, small series - Product grade A (ISO 7092:2000) |
| DIN 439-1 | ISO 4036 | Hexagon thin nuts (unchamfered) - Product grade B (ISO 4036:1999) |
| DIN 439-2 | ISO 4035 | Hexagon thin nuts (chamfered) - Product grades A and B (ISO 4035:1999) |
| DIN 439-2 | ISO 8675 | Hexagon thin nuts (chamfered) with metric fine pitch thread - Product grades A and B (ISO 8675:1999) |
| DIN 427 | ISO 2342 | Slotted headless screws with shank (ISO 2342:2003) |
| DIN 440 | ISO 7094 | Plain washers - Extra large series - Product grade C (ISO 7094:2000) |
| DIN 522 | ISO 4759-3 | Tolerances for fasteners - Part 3: Plain washers for bolts, screws and nuts - Product grades A and C (ISO 4759-3:2000) |
| DIN 555 | ISO 4034 | Hexagon nuts - Product grade C (ISO 4034:1999) |
| DIN 558 | ISO 4018 | Hexagon head screws - Product grade C (ISO 4018:1999) |
| DIN 601 | ISO 4016 | Hexagon head bolts - Product grade C (ISO 4016:1999) |
| DIN 912 | ISO 21269 | Hexagon socket head cap screws with metric fine pitch thread (ISO 21269:2004) |
| DIN 912 | ISO 4762 | Hexagon socket head cap screws (ISO 4762:2004) |
| DIN 913 | ISO 4026 | Hexagon socket set screws with flat point (ISO 4026:2003) |
| DIN 914 | ISO 4027 | Hexagon socket set screws with cone point (ISO 4027:2003) |
| DIN 915 | ISO 4028 | Hexagon socket set screws with dog point (ISO 4028:2003) |
| DIN 916 | ISO 4029 | Hexagon socket set screws with cup point (ISO 4029:2003) |
| DIN 931-1 | ISO 4014 | Hexagon head bolts - Product grades A and B (ISO 4014:1999) |
| DIN 933 | ISO 4017 | Hexagon head screws - Product grades A and B (ISO 4017:1999) |
| DIN 934 | ISO 4032 | Hexagon nuts, style 1 - Product grades A and B (ISO 4032:1999) |
| DIN 934 | ISO 8673 | Hexagon nuts, style 1, with metric fine pitch thread - Product grades A and B (ISO 8673:1999) |
| DIN 960 | ISO 8765 | Hexagon head bolts with metric fine pitch thread - Product grades A and B (ISO 8765:1999) |
| DIN 961 | ISO 8676 | Hexagon head screws with metric fine pitch thread - Product grades A and B (ISO 8676:1999) |
| DIN 963 | ISO 2009 | Slotted countersunk flat head screws (common head style) - Product grade A (ISO 2009:1994) |
| DIN 964 | ISO 2010 | Countersunk slotted raised head screws (common head style) - Product grade A (ISO 2010:1994) |
| DIN 965 | ISO 7046-1 | Countersunk flat head screws (common head style) with type H or type Z cross recess, product grade A - Part 1: Steel of property class 4.8 (ISO 7046-1:1994) |
| DIN 965 | ISO 7046-2 | Cross recessed countersunk flat head screws (common head style) (grade A) - Part 2: Steel of property class 8.8, stainless steel and non-ferrous metals (ISO 7046-2:1990) |
| DIN 966 | ISO 7047 | Countersunk raised head screws (common head style) with type H or type Z cross recess - Product grade A (ISO 7047:1994) |
| DIN 970 | ISO 4032 | Hexagon nuts, style 1 - Product grades A and B (ISO 4032:1999) |
| DIN 971-1 | ISO 8673 | Hexagon nuts, style 1, with metric fine pitch thread - Product grades A and B (ISO 8673:1999) |
| DIN 971-2 | ISO 8674 | Hexagon nuts, style 2, with metric fine pitch thread - Product grades A and B (ISO 8674:1999) |
| DIN 972 | ISO 4034 | Hexagon nuts - Product grade C (ISO 4034:1999) |
| DIN 977 | ISO 21670 | Hexagon weld nuts with flange (ISO 21670:2003) |
| DIN 980 | ISO 10513 | Prevailing torque type all-metal hexagon nuts, style 2, with metric fine pitch thread - Property classes 8, 10 and 12 (ISO 10513:1997) |
| DIN 980 | ISO 7042 | Prevailing torque type all-metal hexagon nuts, style 2 - Property classes 5, 8, 10 and 12 (ISO 7042:1997) |
| DIN 982 | ISO 7040 | Prevailing torque type hexagon nuts (with non-metallic insert), style 1 - Property classes 5, 8 and 10 (ISO 7040:1997) |
| DIN 982 | ISO 10512 | Prevailing torque type hexagon nuts (with non-metallic insert), style 1, with metric fine pitch thread - Property classes 6, 8 and 10 (ISO 10512:1997) |
| DIN 985 | ISO 10511 | Prevailing torque type hexagon thin nuts (with non-metallic insert) (ISO 10511:1997) |
| DIN 1470 | ISO 8739 | Grooved pins, full-length parallel grooved, with pilot (ISO 8739:1997) |
| DIN 1471 | ISO 8744 | Grooved pins, full-length taper grooved (ISO 8744:1997) |
| DIN 1472 | ISO 8745 | Grooved pins, half-length taper grooved (ISO 8745:1997) |
| DIN 1473 | ISO 8740 | Grooved pins, full-length parallel grooved, with chamfer (ISO 8740:1997) |
| DIN 1474 | ISO 8741 | Grooved pins, half-length reverse-taper grooved (ISO 8741:1997) |
| DIN 1475 | ISO 8742 | Grooved pins, one-third-length centre grooved (ISO 8742:1997) |
| DIN 1476 | ISO 8746 | Grooved pins with round head (ISO 8746:1997) |
| DIN 1477 | ISO 8747 | Grooved pins with countersunk head (ISO 8747:1997) |
| DIN 1481 | ISO 8752 | Spring-type straight pins - Slotted, heavy duty (ISO 8752:1997) |
| DIN 6325 | ISO 8734 | Parallel pins, of hardened steel or martensitic stainless steel (Dowel pins) (ISO 8734:1997) |
| DIN 6900 | ISO 10644 | Screw and washer assemblies with plain washers - Washer hardness classes 200 HV and 300 HV (ISO 10644:1998) |

NATIONAL INDUSTRIAL FASTENER & MILL SUPPLY EXPO EAST - COLUMBUS OH, APRIL 27, 2011



HOLD-TITE FASTENERS LIMITED - 500 YEARS OF EXPERIENCE! *continued from page 94*

They conducted a thorough analysis of the systems that are being offered today and they were pleasantly surprised to see that many of the systems had a number of the capabilities that they were seeking already built in to the software...

The standout system of them all was The BUSINESS EDGE 2.0. Dan Greer, Controller, said, "We were very impressed us with the system's focus on our industry. The BUSINESS EDGE 2.0 seemed to already have solutions for what we thought were situations unique to Hold-Tite. Each scenario we envisioned had already been addressed with other clients or was already in process. It was like the people at Computer Insights were looking over our shoulders. They just knew what we needed. Clearly, they have been down this path many times. They are to the fastener software business, what we are to our fastener customers – The people with the right experience and the right answer to every problem."

Quality Policy

Hold-Tite pursues a goal of 100% error free performance by incorporating the personal commitment and dedication of each employee with the best practices of the industry.

The management of Hold-Tite demonstrates their commitment to the implementation of this quality philosophy by providing adequate resources, processes, and facilities and by ensuring that each person within the company has the organizational freedom to identify any impairment they consider compromises the company's ability in fulfilling the objectives of the Hold-Tite quality policy.

The BUSINESS EDGE 2.0 has helped management live up to their commitment to provide these resources to each employee. Everyone has all the information at their fingertips so that they can make accurate promises and provide up to the minute information.

No Time for Manual Systems

Hold-Tite has always prided itself on superior service to their long-standing clients. Sandy Gunn, General Manager explained, "In the past we have managed this manually, but growth was limited by the amount we could do with the staff and facilities we had. We have already seen that we can do more with less using The BUSINESS EDGE 2.0. Inventory management tools will enable us to reduce the stock on hand. The BUSINESS EDGE 2.0 has helped us to learn new ways to process things very efficiently."

Internet Speeds Support

Sandy said, "Computer Insights technical support is virtually instant using modern communications. The software is easy to use and remarkably user friendly. As a small business everyone is doing two or three or more things at once, all the time. It's simple to have several jobs on the go at once in The BUSINESS EDGE 2.0. This was impossible with the old software we were using. The amazing thing is that the software is so easy to use, yet it is so comprehensive. The staff at Computer Insights installed it and trained all our people without ever having to visit us. It does everything we need and it doesn't bog us down with things we don't need."

Doing More with Less

Sandy continued, "We have always tried to run with an absolute minimum of expense, and The BUSINESS EDGE 2.0 enables us to continue on that course. It is such a relief to have our computer system fit our business like a glove and our software vendor truly understand our business. Software upgrades are even included in regular maintenance fees...previously it was necessary to re-purchase the software over and over."

A System to Grow Into

Dan said, "There are several things that we want to use soon: labels, bar codes and scanners, internal labels, automatic description function for part numbers (i.e. part number templates) and VMI integration. These features are already built into The BUSINESS EDGE 2.0. We can see that we are at the start of a new era of possibilities. We are aiming for steady, sustainable growth using new technologies as one of our competitive edges."

More Information

Hold-Tite Fasteners Limited can be reached at 100 Villarboit Crescent Concord, L4K 4K2, ON CANADA, Ms. Sandy Gunn, General Manager or Mr. Rick Bridgman, Vice President. Their telephone number is (905) 660-4430, E-mail sandy@hold-tite.com.

Computer Insights, Inc. can be reached at 108 Third Street, Bloomingdale, IL 60108. Their telephone number is 1.800.539.1233, E-mail sales@ci-inc.com and their website is www.ci-inc.com. 



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U.S. ECONOMIC OUTLOOK - SUMMER 2011 *continued from page 159*

course this month. Will the Fed enact QE3? Most forecasters would vote no, fearing the Fed could endanger its inflation-fighting credibility with even more unprecedented stimulus.

U.S. Housing

The pain continues. By one major measure (the S&P/Case-Shiller Home Price index), average home values have declined for eight straight months and are now back to where they were in 2002.

Average prices are down one-third from their 2006 peak. Another survey notes that lower-priced homes have fallen further than high-end homes. Forecasters see modest additional pain over the balance of the year, with price stability not likely until early 2012.

Mortgage Rates

With 30-year fixed-rate conventional mortgage loans at their lowest level of the year, and very close to their lowest level in 50 years, one might think mortgage activity would be brisk. Not exactly. The combination of declining home prices, meager job creation, weak

confidence levels, and wary lenders in many cases, has led mortgage demand to its lowest level in 13 years (Source: *The Wall Street Journal*).

The Global Economy

The two largest economies in the world, the U.S. and China, are both slowing down. Number three (Japan) is flirting with recession. Europe is dealing with sovereign debt anguish, even as the German economy is doing well.

South America is growing, led by solid Brazilian performance. The Mexican economic growth during 2010 was the best in 10 years, even as drug cartel violence spreads. The Canadian economy slowed in recently. From Here? Many unknowns, many pitfalls, many opportunities. American consumers, the ultimate key to U.S. economic strength or weakness, will weigh the "anxiety" issues going forward. Global issues don't typically fall into our sphere of influence. On the other hand, domestic issues do. A little clarity (and progress) from key players in the nation's capital would pay solid dividends, boosting consumer and corporate confidence. 

**The pain continues....
average home values have
declined for eight straight
months and are now back to
where they were nine years
ago...2002.**

METROPOLITAN FASTENER DISTRIBUTORS ASSOCIATION, INC

MFDA's 32nd ANNUAL SCHOLARSHIP AWARDS

The Metropolitan Fastener Distribution Association (MFDA) held its 32nd Annual Scholarship awards meeting on June 8, 2011 at Al Di La Restaurant in East Rutherford New Jersey.

Vice President Marilyn Efron (Fastbolt), standing in for President Jay Minichino began the meeting by welcoming all members and guests and congratulated each of this year's scholarship award recipients and their families. She also read a welcoming letter from Jay to all in attendance.

The meeting was then turned over to Scholarship Committee Chairperson Ed Werner (EZ Sockets, Inc.) who thanked the 35 member companies and individuals for their donations to the 2011 scholarship fund. Reminding them that without their continued generosity and support events like this would not be possible, Ed commended the efforts of his fellow committee members Jhonna Van Dunk (Kanebridge Corporation), Mike Smith (Smith Associates), Dave Schuster (Leo Coar Associates), Bill Lang (ND Industries), Keith Monteleone (Kanebridge Corporation), Dennis Shanahan (Mutual Screw and Supply), Jay Minichino (BMB Fasteners), and Marilyn Efron.

Twelve MFDA scholarships, totaling fifteen thousand six hundred dollars were awarded to the well deserving students. Seven of the twelve recipients were present to accept their award and spoke about the positive impact of the scholarship program. Four students who were not able to attend sent acceptance and thank you letters which were read aloud to the membership.

MFDA Scholarship Award Recipients

Warren Fields - \$2,500 winner is a graduate of Teaneck High School who will be attending The College of New Jersey and hopes to pursue a career as an entrepreneur. His father Warren Sr. is an employee of Captive Fasteners of Oakland, NJ.

Laura Asaro - \$1,700 winner is a graduate of Paramus Catholic High School who will be attending St. Thomas Aquinas College and hopes to pursue a career as writer or editor. Her father Mike is employee of Fastbolt Corporation of South Hackensack, NJ.

Kelly Yutz - \$1,700 winner is a graduate of Scotch Plains-Fanwood High School who will be attending Drew University and hopes to pursue a career as a physical therapist. Her father Bob is an employee of EZ Sockets of Springfield, NJ.

Sharon Yutz - \$1,700 winner is a graduate of Scotch Plains-Fanwood High School who will be attending Rutgers University and hopes to pursue a career as a psychiatrist. Her father Bob is an employee of EZ Sockets of Springfield, NJ.

Kevin Kiriluk - \$1,500 winner is a graduate of Ward Melville High School who will be attending Fashion Institute of Technology and hopes to pursue a career in advertising. His father William is an employee of Tower Fasteners of Holtsville, NY.

Diamond Del Rosso - \$1,500 winner is a graduate of Wood-Ridge High School who will be attending Kean University and she has not yet decided on a career path. Her mother Angela is an employee of Columbia Nut & Bolt of Moonachie, NJ.

Ashley Mayer - \$1,000 winner is a graduate of Crystal Lake South High School who will be attending Illinois State University and hopes to pursue a career as an elementary teacher. Her father Bob is an employee of Kanebridge Corporation of Elgin, IL.

Monica Schottlander - \$1,000 winner is a graduate of East Brunswick High School who will be attending Brookdale Community College and hopes to pursue a career in early childhood education. Her father Gary is an employee of Brighton Best International Logan Township, NJ.

Timothy Hill - \$800 winner is a graduate of Upper Dublin High School who will be attending Unity College and hope to pursue a career in wildlife conservation. His father William is an employee of Tower Fasteners of North Wales, PA.

Magaly Villa - \$800 winner is a graduate of Bergen County Tech High School who will be attending Bergen Community College and hopes to pursue a career in small animal care. Her father Ricardo is an employee of Fastbolt Corporation of Hackensack, NJ.

Jasmine Harris - \$700 winner is a graduate of Mary Help of Christians Academy who will be attending Dominican College and hopes to pursue a career as a pediatric nurse. Her mother Maria is an employee of Columbia Nut & Bolt of Moonachie, NJ.

Jelsie Ramirez - \$700 winner is a graduate of Manchester Regional High School who will be attending Fairleigh Dickinson University and hopes to pursue a career as a pediatrician. Her father Jesus is an employee of Captive Fasteners of Oakland, NJ.

DISTRIBUTOR NEWS

What better way to celebrate 65 years as a U.S. based manufacturer of high quality components than by publishing its largest catalog ever?

Quick Cable couldn't think of a better way. Their new catalog features more than 750 new items, and their customers think of it as The World's Best Resource for On-Time Delivery.



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While Quick Cable catalogs more than 6,500 items, they deliver even more custom products built to solve specific problems. Because they manufacture, they can ship same day on stock products.

Quick Cable engineers products, they don't just design them. They consider the implications of products as a system of components that have to work together. They don't give you a handful of pieces and let you figure out whether they are what you need. Their customers depend on Quick Cable to deliver mission-critical components that are reliable and durable.

Quick Cable brings understanding of materials, precision processes and engineering methods to deliver innovative products. At the same time they built innovative business systems to make it easier, faster and more economical to do business with them.

If you are intrigued by the possibilities and would like more information on becoming a Quick Cable distributor, email or call Bob Gaulke at 800-558-8667 (ext. 362) or rgaulke@quickcable.com.

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METROPOLITAN FASTENER DISTRIBUTORS ASSOCIATION, INC

MFDA's 32nd ANNUAL SCHOLARSHIP AWARDS *continued from 168*

The MFDA Scholarship Committee wishes to thank each company and individual who made this possible:

Named Scholarships With Minimum \$1000.00 Donations

| | |
|--------------------------|--------|
| Irwin Tanzman Family | \$1500 |
| Metric & Multi Fasteners | \$1000 |
| Tower Fasteners | \$1000 |
| Columbia Nut & Bolt | \$1000 |
| ND Industries | \$1000 |

Company Scholarships

American Global
Anchor Industrial
Baco Enterprises
Beron Associates
BMB Fasteners
Brighton-Best Int'l.
Captive Fasteners
Century Fasteners
Columbia Nut & Bolt
(In memory of Benjamin Rocklin)
Continental-Aero
Delta Secondary (*in memory of Walter Kielar*)
Efron, Marilynn & James
E Z Sockets, Inc. (*in memory of Isador B. Mintz*)

Fall River Mfg. Co.
Fastbolt Corporation
Ford Fasteners
G K Y Industries
Hardware Specialty
Kanebridge Corp.
Ken Forging, Inc.
Lee S. Johnson Assoc.
Leo J. Coar Associates
McCormick Associates
Metric & Multistandard
Mutual Screw & Supply
ND Industries
Safety Socket, LLC.
Smith Associates
Tanzman Family
Tower Fasteners (*in memory of Thomas Shannon*)
Uneeda Bolt & Screw (*in memory of Alice Brickman*)
Warren Fastenings
Weinstock Bros.
Yellow Transportation

It was also announced that Nancy Montesano, MFDA's administrator, would be retiring from her position at the end of July. She was thanked for her dedication and years of service and members and guests wished her luck in her future endeavors. 

MFDA SCHOLARSHIP AWARDS - JUNE 8, 2011





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NEW ENGLAND FASTENER DISTRIBUTORS ASSOCIATION

NEFDA NEWS by Joe Soja

NEFDA Holds Annual Meeting and Education Seminar

As prescribed in its bylaws NEFDA held its Annual Meeting on April 28, 2011 at the Sturbridge Host Hotel and Conference Center in Sturbridge, MA. The event was attended by over 60 people who participated in the Annual Meeting and the Education Seminar that followed.

The following board members who completed their three year terms were awarded plaques for their service: Barry Carpe, All-Tech Specialty Fasteners, LLC; Richard Ferenchick, Arnold Industries, Inc.; Rich Gower, Eckart & Finard; Mike Lentini, Spirol International and Jay Queenin, Specialty Bolt & Screw.

Two (2) new member companies were introduced to the membership: Holo-Krome Manufacturing, represented by Wes Burnham and AFI Industries whose representative was not able to make the meeting. Both companies are manufacturers of fasteners and were well received by the membership at the meeting.

The Education Committee hired John Graham, President of Graham Communications and Rich Weissman, Assistant Professor of Endicott College to discuss both sides of the procurement process (sales and purchasing). John Graham spoke from the sales side and Rich Weissman from the purchasing side.

John Graham spoke about the big sales issues:

1. Finding and getting through to prospects
2. Obtaining referrals
3. Getting the order
4. Making appointments
5. Coping with competition
6. Dealing with the price issues
7. Retaining customers

John's point in discussing the above issues is "It's not about us but about our customers". Sales people must see value from the customer's viewpoint, be professional and competent and let the customers know what they can expect from you.

Richard Weissman spoke about:

1. Cost pressures
2. Customer demands
3. Regulatory and compliance requirements
4. Uncertain energy and commodity prices
5. Globalization
6. Supply market and risk; capacity constraints

Rich summed it up by a simple formula: Customer satisfaction equals supplier performance plus operational efficiency. Purchasing can only benefit from a strong supplier relationship. Like sales, purchasing needs to communicate effectively and let the sales person know what their expectations are and how they can work together to achieve their goal.

NEFDA Holds Scholarship Golf Outing

The golf outing was only 5 miles from cancellation which was approximately the distance the tornado touched down from in Springfield, MA. The staff at Oak Ridge Golf Club told me they could see the tornado from the club house and thought they might be hit. Fortunately for them and NEFDA the tornado touched down in Springfield and NEFDA was able to conduct its golf outing the next day.

The people of Springfield, MA are still recovering and rebuilding from the devastation. The good news is although there is damage to houses and buildings the loss of life by many was spared.

Our event went on as scheduled and the sun came out to give us a sparkling day. I always love to see the flowering trees there. Over 100 people participated in the outing. We were treated to a hot dog and Hamburg lunch with all the trimmings. The shotgun started promptly at 12 noon. The course was in great shape. The staff at Oak Ridge does a wonderful job.

Contest Holes Results

We had contest holes that everyone participated in. Here are the result:

Closest to the Pin: Pat Lang, Kanebridge Corp.; Jason Webster, North East Fasteners Corp. and Ted Grove, Pilgrim Screw

Most Accurate Tee Shot: Tim Cleary, Arnold Supply, Inc. and Carrie Cirillo, Specialty Bolt & Screw

Longest Drive: Ted Grover, Pilgrim Screw and Carrie Ingham, Specialty Bolt & Screw

Professional Results

Now we come to the serious golfers. Here are the results:

1st Gross

John Varrone, Tower Fasteners. John Hutson, MacInnis Company, Dave Graef and Jack Derewonko, Tower Fasteners

2nd Gross

Jim Contangelo, Jim Graziosi, Mike Velardi and Phil Hood all from Electronic Fasteners

1st Net

Bruce Quittenton, XL Screw Corp., Dave and Steve Daddona both from Production Fasteners

2nd Net

Wayne Wishnew, XL Screw Corp., Tim Cleary, Arnold Supply, Inc. Skip and Harrison Maxfield from NEFCO

A delicious birdie buffet followed golf and the terrific raffle with over \$2500 in prizes. Most people walked home with a prize. The outing netted over \$10,000 for the Scholarship/ Education Fund.

NEFDA SPRING MEETING - APRIL 28, 2011



NEFDA GOLF OUTING - JUNE 2, 2011



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NEW ENGLAND FASTENER DISTRIBUTORS ASSOCIATION

NEFDA NEWS continued from 172

NEFDA to Hold Table Top Show

NEFDA is holding its third Table Top Show on Oct 3, 2011 at the Sturbridge Host Hotel & Conference Center in Sturbridge, MA. The show will follow the Metropolitan Fastener Distributors Golf Outing the day before in New York.

Exhibitor registrations are off to a good start with repeat exhibitors as well as new exhibitors. The show will run from 1 -5:30 PM preceded by technical seminars from 10AM -1 PM. Exhibitors are encouraged to give a 30 min. presentation on a process or application of a product. Here is a listing of technical seminars so far:

Cold Heading: Crescent Manufacturing.

Software for Distribution: Distribution One, Inc.

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distributor members to attend. Our board of directors and committee chairs are committed to make this our best attended show. We hope you will join us this fall in New England.

NEFDA Elects Officers and Appoints Committee Chairs for 2011-2012

NEFDA held its Board and Committee Chair Meeting on Thursday June 23, 2011 at the Whistling Swan Restaurant in Sturbridge, MA.

The following Officers were elected:

Chairman: Barry Carpe, All-Tech Specialty Fasteners

President: Steve Wilson, Crescent Manufacturing

Vice President: Pat Lang, Kanebridge Corp.

Treasurer: Rick Rudolph, Lehigh-Armstrong, Inc

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WHY SHOULD METRIC FASTENER SUPPLIERS AND END USERS SPECIFY THE ISO STANDARDS? *continued from page 164*
DIN 918, Supplement 3. Withdrawn DIN standards and their equivalent ISO standards

| | | |
|------------|------------|--|
| DIN 6902 | ISO 10673 | Plain washers for screw and washer assemblies - Small, normal and large series - Product grade A (ISO 10673:1998) |
| DIN 6903 | ISO 10669 | Plain washers for tapping screw and washer assemblies - Normal and large series - Product grade A (ISO 10669:1999) |
| DIN 6924 | ISO 10512 | Prevailing torque type hexagon nuts (with non-metallic insert), style 1, with metric fine pitch thread - Property classes 6, 8 and 10 (ISO 10512:1997) |
| DIN 6924 | ISO 7040 | Prevailing torque type hexagon nuts (with non-metallic insert), style 1 - Property classes 5, 8 and 10 (ISO 7040:1997) |
| DIN 6925 | ISO 10513 | Prevailing torque type all-metal hexagon nuts, style 2, with metric fine pitch thread - Property classes 8, 10 and 12 (ISO 10513:1997) |
| DIN 6925 | ISO 7042 | Prevailing torque type all-metal hexagon nuts, style 2 - Property classes 5, 8, 10 and 12 (ISO 7042:1997) |
| DIN 7337 | ISO 14589 | Blind rivets - Mechanical testing (ISO 14589: 2000) |
| DIN 7337 | ISO 15977 | Open end blind rivets with break pull mandrel and protruding head - A/A/St (ISO 15977: 2002) |
| DIN 7337 | ISO 15978 | Open end blind rivets with break pull mandrel and countersunk head - A/A/St (ISO 15978: 2002) |
| DIN 7337 | ISO 15979 | Open end blind rivets with break pull mandrel and protruding head - St/St (ISO 15979: 2002) |
| DIN 7337 | ISO 15980 | Open end blind rivets with break pull mandrel and countersunk head - St/St (ISO 15980: 2002) |
| DIN 7337 | ISO 15981 | Open end blind rivets with break pull mandrel and protruding head - A/A/A (ISO 15981:2002) |
| DIN 7337 | ISO 15982 | Open end blind rivets with break pull mandrel and countersunk head - A/A/A (ISO 15982: 2002) |
| DIN 7337 | ISO 15983 | Open end blind rivets with break pull mandrel and protruding head - A2/A2 (ISO 15983: 2002) |
| DIN 7337 | ISO 15984 | Open end blind rivets with break pull mandrel and countersunk head - A2/A2 (ISO 15984: 2002) |
| DIN 7337 | ISO 16582 | Open end blind rivets with break pull mandrel and protruding head - Cu/St or Cu/Br or Cu/SSt (ISO 16582: 2002) |
| DIN 7337 | ISO 16583 | Open end blind rivets with break pull mandrel and countersunk head - Cu/St or Cu/Br or Cu/SSt (ISO 16583:2002) |
| DIN 7337 | ISO 16584 | Open end blind rivets with break pull mandrel and protruding head - NiCu/St or NiCu/SSt (ISO 16584:2002) |
| DIN 7343 | ISO 8750 | Spring-type straight pins - Coiled, standard duty (ISO 8750:1997) |
| DIN 7344 | ISO 8748 | Spring-type straight pins - Coiled, heavy duty (ISO 8748:1997) |
| DIN 7346 | ISO 13337 | Spring-type straight pins, slotted, light duty (ISO 13337: 1997) |
| DIN 7500-1 | ISO 7085 | Mechanical and performance requirements of case hardened and tempered metric thread rolling screws (ISO 7085: 1999) |
| DIN 7504 | ISO 10666 | Drilling screws with tapping screw thread - Mechanical and functional properties (ISO 10666:1999) |
| DIN 7504 | ISO 15480 | Hexagon washer head drilling screws with tapping screw thread (ISO 15480:1999) |
| DIN 7504 | ISO 15481 | Cross recessed pan head drilling screws with tapping screw thread (ISO 15481 : 1999) |
| DIN 7504 | ISO 15482 | Cross recessed countersunk head drilling screws with tapping screw thread (ISO 15482: 1999) |
| DIN 7504 | ISO 15483 | Cross recessed raised countersunk head drilling screws with tapping screw thread (ISO 15483:1999) |
| DIN 7962 | ISO 4757 | Cross recesses for screws (ISO 4757:1983) |
| DIN 7970 | ISO 1478 | Tapping screws thread (ISO 1478:1999) |
| DIN 7971 | ISO 1481 | Slotted pan head tapping screws (ISO 1481:1983) ¹⁾ |
| DIN 7972 | ISO 1482 | Slotted countersunk (flat) head tapping screws (common head style) (ISO 1482:1983) ¹⁾ |
| DIN 7973 | ISO 1483 | Slotted raised countersunk (oval) head tapping screws (common head style) (ISO 1483:1983) ¹⁾ |
| DIN 7976 | ISO 1479 | Hexagon head tapping screws (ISO 1479:1983) ¹⁾ |
| DIN 7979 | ISO 8733 | Parallel pins with internal thread, of unhardened steel and austenitic stainless steel (ISO 8733:1997) |
| DIN 7979 | ISO 8735 | Parallel pins with internal thread, of hardened steel and martensitic stainless steel (ISO 8735: 1997) |
| DIN 7981 | ISO 7049 | Cross recessed pan head tapping screws (ISO 7049:1983) ¹⁾ |
| DIN 7982 | ISO 7050 | Cross recessed countersunk (flat) head tapping screws (common head style) (ISO 7050:1983) ¹⁾ |
| DIN 7983 | ISO 7051 | Cross recessed raised countersunk (oval) head tapping screws (ISO 7051:1983) ¹⁾ |
| DIN 7985 | ISO 7045 | Pan head screws with type H or type Z cross recess - Product grade A (ISO 7045:1994) |
| DIN 7991 | ISO 10642 | Hexagon socket countersunk head screws (ISO 10642:2004) |
| DIN 9021 | ISO 7093-1 | Plain washers - Large series - Part 1: Product grade A (ISO 7093-1 : 2000) |
| DIN 9021 | ISO 7093-2 | Plain washers - Large series - Part 2: Product grade C (ISO 7093-2: 2000) |

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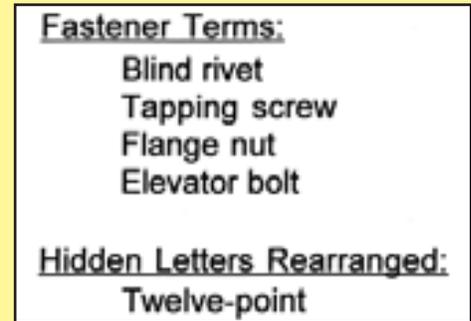
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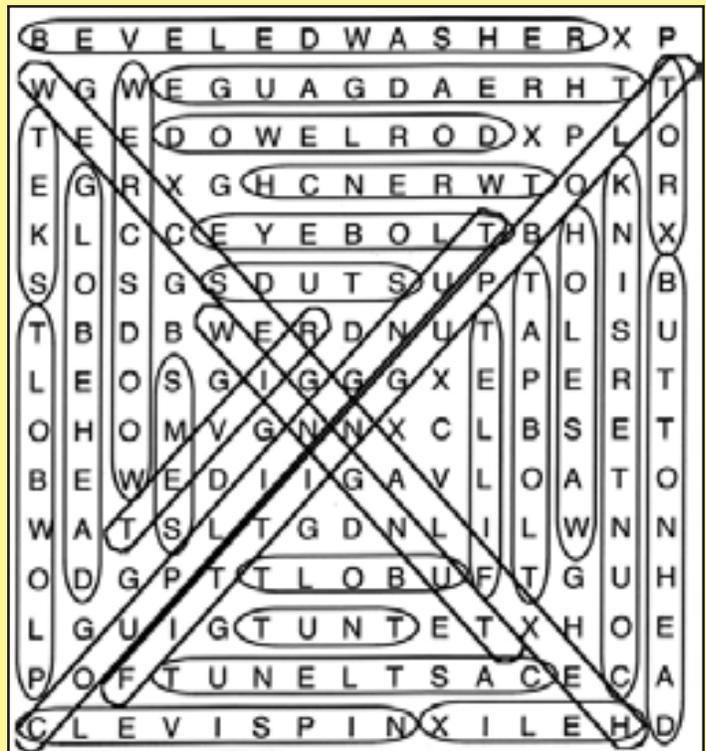
Fastener Crossword Solution



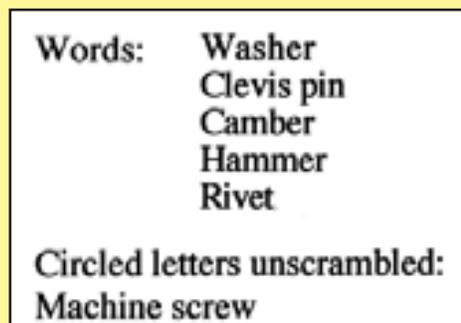
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Fastener Wordsearch Solution



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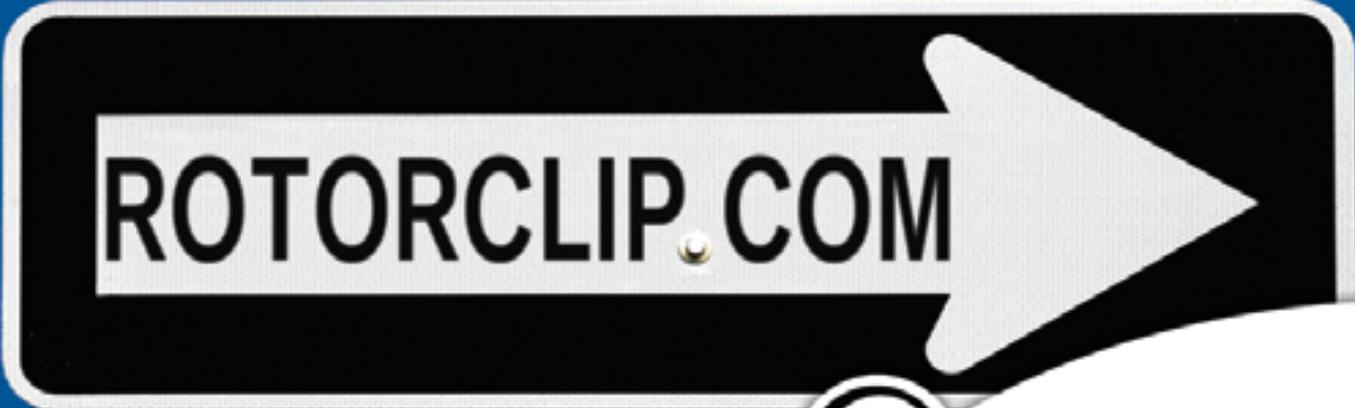
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