



About Tenacity...

In a marketplace that is continually shifting it can be difficult to decide exactly where to plant your flag. This is true if you are growing a business, planning a job search or building the next process plant.

In past articles we have discussed the value of planning and specifically how a plan should be a living document that allows you to be nimble as the world dances around you.



Wayne Ulanski, President

In my reading I often see the word "tenacity" as it relates to weathering the storm.

Here are some thoughts about tenacity and being tenacious.

*Tenacity: persistent, to continue in spite of obstacles or opposition; to persevere; to last.*

Tenacity means operating with conviction and confidence. It does not mean hammering away at the bent nail until it is buried in the wood. It means adapting, learning and changing in an effort to realize your dreams. It does not mean being stubborn and uncooperative until others see things your way. It requires the willingness to remove the nail and begin again with the building and creating.

**Thomas Edison** endured 10,000 failures before he finally perfected the incandescent lamp. One of Edison's friends observed that 10,000 failures were a lot. Edison's reply reveals the attitude and ingenuity that made him famous: "I didn't fail 10,000 times. I successfully eliminated, 10,000 time, materials and combinations that wouldn't work." If at first you don't succeed...try, try again.

**Pablo Picasso** was a great role model for those who want to use their current skills to the greatest effect. Picasso, not committing himself to one product but, rather, to the principle of cubism, would have five or six projects in different mediums going at the same time in his studio. He'd have a sculpture, he'd have an oil, he'd have sketches, and he'd have a collage. And when he felt frustrated with an oil that wasn't working out as he wanted, he might go bang out his frustrations on a piece of marble. Or he might do a sketch for another project. Picasso used diversification to counter frustration and burnout.

*"What are the qualities that make a scientist masterly? The most distinguishing feature is imagination. In science as in everything there's an enormous amount of drudgery. People who are great at anything work very hard. They're also talented, and you can't really overcome lack of talent with hard work. On the other hand, most people who have the talent do work extremely hard."* Excerpted from **MASTERY: Interviews with 30 Remarkable People** by Joan Evelyn Ames

There is the story of two frogs that fell into adjacent pails of cream. Both splashed and flailed in an effort to escape, but to no avail. One frog eventually tired and gave up, but the other kept fighting for survival. When the dairy farmer came in the next morning he found the first frog floating dead in one bucket of cream. In the other he found a tired but triumphant frog atop a cake of butter. "When we let problems overwhelm us, when we stop jumping and hopping and scrambling for survival we stop living. But when we hang in there and fight the good fight, we end up on a cake of butter."

**There are a few interesting quotes posted on Page 5, but here is one of my all time favorites!**

During his illustrious boxing career, Joe Louis was once knocked down by a surprise left from Tony Galento. Before the referee could even start a count Louis snapped back to his feet. Later Joe's trainer reproached him saying: "I keep telling you, when you go down, take a count. Why won't you take the nine before you get back up?" Louis shot back: "What - and let him get all that rest?"

**Our Purpose Statement:**

"To serve the process control marketplace as a valued resource and advisor on flow control applications."

*"What do you need today?"™*

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## OPTIMIZATION...

## Inventory Optimization

Starting in 2011 SVF embarked on an *Inventory Optimization* program.

An I-O program has many benefits:

- ✓ Cost Management
- ✓ Product Availability
- ✓ Routine assessment of sales by product
- ✓ Sales Growth



...to name a few.

I-O requires dependable accuracy of the inventory value and count. Without accurate stock level information, effective inventory management is impossible. No matter what sophisticated tools you have in your inventory management system, if the computer thinks you have 100 pieces of an item, and there are really only three on the shelf, the system won't replenish your inventory when it should or re-order the right quantity.

Unfortunately, most organizations only verify the stock balances in their computer once a year, when they perform a physical inventory. Even if you assume that the physical inventory results in an accurate count of each stocked product (a big assumption for many organizations), how long do the

counts remain accurate? One month? Two months? Six months? Eleven months after the physical count, what percentages of stocked products still have a truly accurate available quantity?

In order to receive all of the benefits from a good inventory management system, stock balances must be at least 97% accurate, every day of the year. This means that the actual available quantity of every item in the warehouse is no more than 3% greater or less than the available quantity displayed on your computer inquiry screens. If the computer says there are 100 pieces of an item on the shelf, there should be no less than 97, nor more than 103. Note that 97% is the minimum acceptable standard. One hundred per cent accuracy is the optimal goal.

The best way to ensure that a minimum of 97% accuracy is maintained is to continually count your products. That is, count a portion of your inventory every day, and count each item several times per year. This process is called "cycle counting." (more on cycle counting next month)

-Mauricio "Mo" Nunez, Supply Chain Manager | MNunez@SVF.net

## BITS 'N BYTES

## A Point Worth Sharing...

After months of planning and testing, we have finally launched our *SharePoint* Website. For those of you that are not familiar with Microsoft SharePoint, it is a "Cloud Based" collaboration tool which provides easy access to information for our remote location employees, allowing us to work together more efficiently.



SVF's SharePoint is organized by internal departments - each department manager arranges their site according to their specific needs. There are a vast number of features that come with SharePoint such as team discussion boards, document library, team calendar and tracking project tasks. The document library with versioning and alerts features is our initial point of focus.

We are finding that our Inside Sales Team has been the early adopter of this collaboration tool. They have setup team sites and project sites to exchange ideas and share documents. They have also setup a team calendar so key dates and events are visible to everyone. We have gained wide acceptance of this tool within the company, look forward to future SharePoint collaboration with our channel partners.

-Ken Kwok, Information Technology Manager | KKwok@SVF.net

## Adapt or Die!...

## The Electronic Leash

It is often said *'you can't teach an old dog new tricks'*.

I can remember a time when I patiently sat in my car waiting for my turn at the drive-up phone...a time when I had to call in to a real person to retrieve messages...a time when fax machines were cutting edge technology...a time when I had a pager...a time when I used to mail literature to prospective clients...and the subdued anxiety associated with Y2K.

Yes, that day of reckoning when, in the opinions of some, the technology revolution would catch up with humankind and swat it on the nose for being too ambitious in the pursuit of operating efficiency. After only recently disposing of the 25 gallons of bottled water, dozens of expired disposable batteries, and my 286 computer, I said 'enough with technology'; I drew a line in the sand.

Not long ago, as I sat in the nerve center of my personal business hub surrounded by my desktop computer (sic), my laptop computer, my Blackberry, and yards of cable and power cords - I wondered - *what's next?* This mess of wires and interconnected machinery gives me access to an informational world limited only by the creativity of the navigator; correspondingly, this allows 'others' to connect to me 24 / 7 / 365 (the electronic leash). With this, I realized that I might have aged 70+ years (in dog years of course) in this brief moment of technological lucidity.

SVF Data Sheets appear on my smart phone, there's an APP for actuator sizing, and that I can take pictures of valve assemblies and e-mail them without some much as being near my office. What next – live video chat with your Regional Guy?

Suddenly I have become immersed – if not submerged – in the dilemma of efficiency versus productivity; doing more with less has become the very definition of success in the 21<sup>st</sup> century. How will this affect me professionally?

With a sense of resignation (adapt or die) I have chosen to embrace the technology beast and transform it into my personal companion dog. Sometimes, who plays the role of 'alpha dog' in this uneasy yet evolving relationship becomes blurred much like the line in the <technology> sand. But in the end with patience, training, positive reinforcement, and a little luck <sales>man should prevail.

*-Dave Meyer, Regional Manager | DMeyer@SVF.net*



## The Quality Corner...

Whether it's a relationship with your sweetheart on Valentine's Day or your daily commitment to Quality, the three C's apply to both.

### **Communication...**

In a relationship or at work you must communicate and you must do it well.

### **Commitment...**

*In a relationship* - It is essential and a promise that must not be broken.

*In the workplace* - commitment is the same in regards to the organizations daily commitment to Quality, starting with Management.

### **Compromise...**

*In a relationship* - work together to get desired results where both parties win, otherwise you know it's the dog house.

*In the workplace* - always listen to each other and work together as a team to make it a Win-Win situation.

With all that said, I hope everyone had a Happy Valentine's Day and that you stayed out of the dog house!!

*-Raul Roviroso, Quality Manager | RRoviroso@SVF.net*





## Bronze vs. Brass

Bronze is a copper alloy that usually contains tin as the main additive, but it does not necessarily have to contain tin. A variety of alloys of copper, including alloys with arsenic, phosphorus, aluminum, manganese, and silicon, are commonly termed “bronze”. Brass is also a copper alloy, but it is composed of copper and zinc. Our BZ9 valves are called “Bronze” since they contain the tin, but they also contain zinc, so some might call them “Brass”. The scientific terminology would be “Copper Alloy – C84400” with the following chemical composition:  
(per ASTM B584-11 Standard)



Copper Alloy UNS No.	Copper	Tin	Lead	Zinc	Nickel Incl. Cobalt	Iron	Antimony	Sulfur	Phosphorus	Aluminum	Silicon
C884400	78.0-82.0	2.3-3.5	6.0-8.0	7.0-10.0	1.0 <sup>A</sup>	0.40	0.25	0.08	0.02	0.005	0.005

<sup>A</sup>In determining copper minimum, copper may be calculated as copper plus nickel. Here are the fabrication properties for our Series BZ9 material:

Joining Technique	Suitability
Soldering	<i>Excellent</i>
Brazing	<i>Good</i>
Coated Metal Arc Welding	<i>Fair</i>
Oxyacetylene Welding	<i>Not Recommended</i>
Gas Shielded Arc Welding	<i>Not Recommended</i>

SVF can provide you assistance on any present and future projects. Please contact our Engineering Department at [Engineering@SVF.net](mailto:Engineering@SVF.net).



SVF Series BZ9 Bronze Ball Valves

Download the Series BZ9 Data Sheet:  
[www.SVF.net/data\\_sheets/SVF\\_BZ9\\_Data\\_Sheet.pdf](http://www.SVF.net/data_sheets/SVF_BZ9_Data_Sheet.pdf)

## Head Scratcher Question...

## A Greener Tomorrow Is In The Bag™

**Are you up to the challenge?** The Question in January’s FlowRATE was:  
Which of the following would be most helpful when working with a **cubit**?  
a) Hospital Gown    b) Yard Stick    c) Jack Hammer    d) Animal Trainer  
The correct answer is b): Yard Stick.



### THIS MONTH’S QUESTION:

2012 is a “Leap Year” meaning there are 29 days in the month of February.  
How many months have 30 days?  
a) Six    b) Four    c) Eleven    d) Eight

Be among the first 5 to log on to [www.SVF.net/response.php](http://www.SVF.net/response.php) & enter the correct answer and win a free canvas bag!\*  
(Note: you will be required to enter your name, email address, phone number and mailing address).  
The correct answer will be in our next FlowRATE. **GOOD LUCK!**



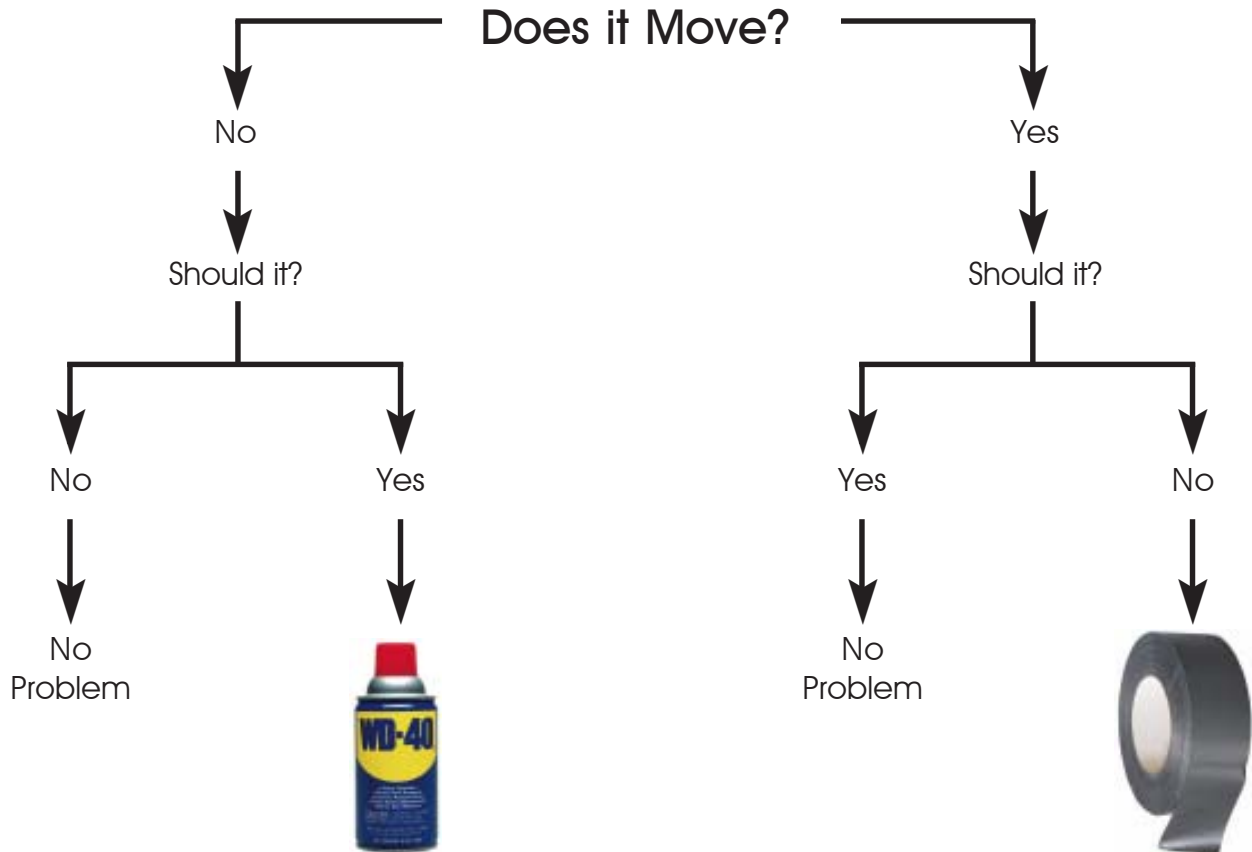
The perfect companion at the grocery store or at the beach!



\*SVF will give a free canvas “tote” to the first 5 FlowRATE readers that correctly answer the “Head Scratcher” question through our website.

## Continuous Action Recycling Effort

### ENGINEERING FLOWCHART



Courtesy of Rebecca Ulanski, facebook

### Favorite Quotes...

### Tenacity

Here are a few interesting quotes on being tenacious: *(continued from page 1)*.

“Genius is perseverance in disguise.”

“Every strike brings me closer to the next home run.” —*Babe Ruth, American baseball player*

Robert Frost said: “I never write exercises but sometimes I write poems which fail and then I call them exercises.”

Winston Churchill: “There is nothing as exciting as being shot at and missed.”

“Let me tell you the secret that has led me to my goal. My strength lies solely in my tenacity.” —*Louis Pasteur*

“Success is 99 percent failure.”

“Vitality shows in not only the ability to persist but the ability to **start over.**” —*F. Scott Fitzgerald, American*