## The President's Message

# Sometimes I Wear Pink Hair Ties

An introduction and brief history of Daniel Gray, Co-owner of Doug's Auto Recyclers and current ARM president

have had the pleasure of meeting many yard owners, managers and staff over my 22 years within the automotive recycling industry. I feel like most of you have met the young



**Daniel Gray** 

(I'm not that young anymore), long haired, hippie, surfer looking guy at events. However, my hair didn't start out long. As a kid I wanted a mullet in the worst

kind of way, but my mother always cut it as short as she possibly could. I'm sure this was as much of an aesthetical preference on her part as it was utilitarian. Who has time to manage long hair on a 7-year-old boy all while managing a household, starting a business and finding time to be a regular human. As I aged, I always kept my hair longer than the norm. Think Amish bowl cut but slightly more stylish, and I mean slightly. The only difference was the fact that I went to a barber who was not going to use a bowl stuck on the Continued on page 3





# **CrashLink**

# Your link to OEM Data

Labor, schematics, and more!

# Hot Key Instant Search

## OE Interchange

Start End Manufacturer	Model	Part	Description
2014 2014 Honda	Accord	Engine Short Block	3.5L; EX-L; (J35Y1 engine); (6 cyl)
2014 2015 Honda	Accord	Engine Short Block	Touring
2015 2015 Honda	Accord	Engine Short Block	3.5L; EX-L; (J35Y1 & J35Y2 engine); (6 cyl)
2013 2014 Honda	Crosstour	Engine Short Block	3.5L; EX & EX-L; (6 cyl)

## **OE Schematics**

## **Labor Hours**

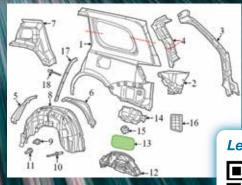
	OEM	Labor	List \$
Limited & SEL; Exc Towing Package	Web I-P	16 6 Avg	4398.67
Limited & SEL, Towing Package	Web I-P	16.6 Avg	4398.67
ted & SEL, From 11/30/2009	Web I-P	15.5 Avg	5598.67
ted & SEL; To 11/30/2009	Web I-P	16.6 Avg	6026.60
je .	Web I-P	16.6 Avg	4398.67
Λ , ρ	Web T.P	16.6 Avg	4398.67

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# OE Price History

Manufacturer	List \$ Ctry Core Fee	List \$
FORD	Canada	\$702.70 CAD
FORD	Canada	\$681.03 CAD
FORD	Canada	\$681.03 CAD
FORD	Canada	\$606.27 CAD
FORD	USA	\$0.00 USD

# Detailed Assembly Diagrams



Learn more!



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## **President's Message**

Continued from page 1 top of my head to accomplish my desired stylistic choices.

The older I became the longer my hair grew. Before long, I liked my choice in hair length even if it was not always popular. Not many men chose to allow their hair to exceed a length that was deemed socially unacceptable. This stylistic choice turned out to be less of a choice in style but rather a choice not to act. I chose not to schedule an appointment and in turn allowed my hair to grow. It was one of my first lessons in business. This was a lesson I didn't even realize was a lesson until I started to take on a managerial role at our facility. Choosing not to act is just as consequential as consciously planning and executing.

In my 22 years working in the industry I have been an owner, an employee, an owners son, part time, full time, dismantler, head of HR, safety program director, environmental engineer, handled retail and wholesale accounts, took on accounting while the real accountant was on vacation, broke down tires, repaired equipment, put in extra hours, cleaned bathrooms and participated in the financial windfalls and setbacks, physical expansion and contraction. During those 22 years I witnessed some serious changes to our industry. Who could have predicted that a door mirror or headlight would be just as valuable as an engine or transmission? Today our industry and our association are knee deep in another transitional phase and we have the opportunity to plan and execute. Manufacturers are increasingly looking at automotive recyclers as the experts in our field of reuse, repurpose and recycling. Some of the key changes are summarized below.

# **Environmental legislation and protecting our environment**

Governing bodies around the globe are pushing green initiatives into legislation. Whether you agree with this legislation or not, the legislation is coming. We have the opportunity to create scenarios that are both profitable for our industry and environmentally protective. These scenarios should include increased utilization of recycled original parts, repurposing components into their best use, or recycling vehicles and components back into the production stream as raw recycled material.

ARM and ARA have been working diligently to position automotive recyclers as the leaders in environmentally friendly end of life vehicle processing. The big three have done an "about face" regarding recyclers and are now looking to the experts, that's us if we are positioned correctly, to reduce their environmental footprint and

increase recycled original parts within their supply chain.

# Safety and Risk regarding EV's and End of life vehicles

With new environmental initiatives comes new technology and materials that are constantly being introduced into the manufacturing stream. These materials can be a burden if we choose not to act, or they can be a benefit to the industry, and everyone involved. Materials such as lithium, cobalt, nickel, and copper, are increasingly valuable as demand for EV production rises. The challenge lies in safely processing components for reuse, repurposing, or recycling in a manner that is environmentally friendly and safe for our employees and customers. These are massive challenges facing multiple industries and positioning ourselves as experts in what we do will only help to solve the problems facing automotive recyclers, OEM's and our customers.

#### **Director changes**

When I was approached regarding the ARM presidential position several years ago, I agreed, so long as Barb would be alongside me to provide guidance. Little did I know I would be the first president to steer the ship as Barb steps aside. I expressed doubt to a mentor regarding my ability to manage such a strong association without the incredibly talented and persuasive Miss Barb by my side. I was promptly informed "This will happen regardless of who the president is. You have an incredibly strong board and supporting cast. Barb is here to help throughout the transition and beyond. Don't sweat the transition, just make good decisions for the membership."

Barb remains steadfast in her resolve to not allow the association or its members to become rudderless in an ever-changing environment. Barb is deeply ingrained in our association and will be involved in every step of the transition.

# So, my goals as president of ARM for the next year are as follows:

- Maintain relationships with state agencies.
- Implement a smooth transition for Barb throughout the succession period with backup procedures spelled out in accordance with our by-laws.
- Make good decisions for the membership.
- Ensure that the MICAR program continues to be a valuable membership benefit for all ARM members and that MICAR positions recyclers to be the experts in our field.

Continued on page 4



#### 2023-24 OFFICERS

President

Daniel Gray, Doug's Auto Recyclers

1st Vice-President

Gordon Middleton, Middleton Auto Parts

2nd Vice-President

Simon Savaya, Holbrook Auto Parts

Secretary/Treasurer

Scott Kooienga, Premier Auto & Truck Parts

Immediate Past President

Slater Shroyer, Shroyer Auto Parts

**Executive Director** Barbara Utter

#### **2023-24 BOARD OF DIRECTORS**

Eric Benson, Go Go Auto Parts

Lance DeKeyser, George's Auto Parts

Jayson Doren, Morris Rose Auto Parts

Ron Elenbaas, Past President

Stefan Gravis, East Bay Auto Parts

Gary Hooper, Hooper Auto Recycling

Ross Lewicki, Highway Auto Parts

Bernie Milnes, Roscommon Auto Recyclers Glenn Neuner, Neuner's Automotive

Chris Roberge, Michigan Auto Recyclers

Dennis Tomes, Auto Farm Recycling

#### **2023-24 ARM COMMITTEE CHAIRPERSONS**

Legislative

Chair - Scott Kooienga

Member Services

Chair - Gordon Middleton Co-Chair - Glenn Neuner

**Website Coordinator** 

Kathy Cooper

**Newsletter Coordinator** 

Amber Kendrick

**MIARC Board Daniel Gray** 

Meetings/Conventions

Chair: Jayson Doren

Co-Chair: Ross Lewicki

Scholarship

Chair: Gary Hooper Co-Chair: Stefan Gravis

Chair: Slater Shrover

Co-Chair: Eric Benson

#### YARDTALK is published quarterly.

Statements of fact and opinions are the responsibility of the author alone and do not necessarily imply any opinion on the part of the officers, director, or members of ARM.

Please address articles or letters for publication to:

**ARM Office** 

7550 S. Saginaw Suite 9

Grand Blanc, MI 48439

### **Calendar of Upcoming Events**

April 4-6, 2024	<b>URG Conference</b> Kansas City, MO
May 2-4, 2024	<b>ARM Road Show &amp; Business Networking Conference</b> Eagle Eye Golf & Banquet Center Bath, MI
May 31, 2024	DEADLINE: ARM Scholarship Applications
October 23-26, 2024	81st Annual ARA Convention & Expo Peppermill Resort Reno, Nevada
April 9-11, 2024	<b>ARA Hill days</b> Washington, DC
April 15-18, 2024	ISRI Convention Las Vegas NV
August 16-17, 2024	<b>Tri State Automotive Recyclers Convention</b> (Indiana, Ohio & Kentucky) Indianapolis, IN
November 5-8, 2024	SEMA

Las Vegas, NV

## **President's Message**

Continued from page 3

If you are still with me, I will explain the pink hair ties. My first full time position at Doug's Auto Recyclers was in the dismantling bays. As my hair length increased because I chose not to schedule an appointment, I found out why women were using this magical cloth like rubber band. To keep your hair on your head, out of your eyes, clean and safely away from anything spinning at a high rate of speed. I guickly learned that black, brown, grey, or white hair ties just weren't as popular as pink, purple, sparkly and fluffy ones were. So, as I am standing in the hair accessory aisle at the local Walmart perusing the vast array of frilly, sparkly, angel and butterfly winged hair accessories. I spotted a multipack of black, purple, and pink, but there were only 5 black ones within the 20-piece multipack. Utilizing 5 out of the 20 and throwing the rest in the trash simply because they were pink, and purple seemed wasteful. Plus, I'm cheap. So, the pink hair ties were another product of a choice not to act. To this day, you will probably spot me with a pink, purple, red, or sparkly hair tie.

Thank you for the opportunity to help lead the Automotive Recyclers of Michigan into the next generation. I know I have big shoes to fill with Barb's transition. Thank you to all of the past presidents and the nominating committee for the great supporting cast during my presidency. These team members will help guide the association to the best possible outcome for all members. 👄

## Attention ARM & Friends:

# The Kent Utter Jr. Memorial Scholarship Fund Golf Outing will be held in Fall 2024.

Date/time/location to be determined.

Expect to enjoy the same fun activities as years past! More details to come.

**EMPLOYERS:** If you are a member of the **Automotive Recyclers of Michigan** the direct dependents of your employees may qualify for **The Kent Utter Jr. Memorial Scholarship Fund\*** which has been providing financial assistance for college and secondary education for over 15 years! Be sure to tell your employees about this unique opportunity!

# APPLY TODAY! Application Due May 31st 2024

\*See page 25 for detailed requirements and more information about how to apply.

#### **Scrap Report**

Foundry Steel \$305.00 gt
Clean Auto Cast
Unclean Motor Blocks \$350.00 gt
Auto Bodies \$200.00 nt
Batteries
Copper/Brass Radiators \$2.35 lb.
Aluminum (clean)\$.56 lb.

Thanks to Brett Schneider at Padnos Iron & Metal, Holland, Michigan

Whole Aluminum Transmissions . . . \$.21 lb.

Prices current as of press time. Prices are subject to change and may vary according to volume and location.





#### By Amber Kendrick

had Counts, a popular consultant in the automotive recycling industry, gave a speech at the most recent Automotive Recycling Association Convention & Exposition titled "People, Processes, and Profit." We expect there to be many market challenges in our future, but Chad has a lot of great suggestions on how to capitalize where we can. He started by reviewing the bigger trends in the marketplace.

"Globally in the automotive space in 2021 we are running a 5 to 1 deficit in the number of skilled positions needed to qualified candidates, there are 250,000 jobs in demand and about 50-60,000 skilled people to take the positions. We are facing an aging population of mechanics. What happens when mechanics start retiring in mass?" Chad advises that unfortunately, the mechanical positions such as dismantlers and parts techs are going to get even more difficult to fill than they are now. The vehicles also continue to change and get more advanced so it may take more time and therefore more techs to process the same number of cars. The big picture isn't all doom and gloom, however, as in the sales department we will have benefits. We will be able to sell deeper into the cars,

utilize our data better, and sell more through technology with less staff needed in sales. In many other industries, there are fewer sales positions needed, as companies replace them with artificial intelligence and customer service. To remain profitable in changing markets, we should evaluate our staff in terms of responsibilities and pay frequently to remain competitive.

In terms of the vehicle market, Chad noted the average vehicle on the road has increased to 12 years old, once again, so we should see an increased demand for repair. We will need to learn how to make money on electric vehicles. While it seems everyone is talking about electric vehicles, not that many yards have proof of profitability. Chad says "the EV average lifespan is shorter and more gas vehicles are repaired after accidents than EVs. The ability of consumers to replace the vehicles they have is changing. Electric Vehicle parts are taking twice as long to sell—both new and used—there increasing demand, but the manufacturers have overshot the appetite for electric." Chad also thinks the life span of used vehicles and the ability to sell parts on vehicles longer will continue to rise. There are many opportunities, but we need to be looking for them.



People are a huge part of profit. "Think about your employees kind of like a balance sheet," Chad says, "who is an asset and who is a liability? What do you have and what do you need?" Chad encourages us to spend less time complaining about people and more time planning for our future, encouraging the assets who are the future of our companies, and replacing people with bad attitudes, those leaving parts of their job for other people or calling in all the time. Chad urges recyclers to give staff autonomy to operate and then manage them and hold them responsible.

Chad advises "We need to rethink our hiring practices. When we evaluate inventory, we think about what it will cost us and what we can make. Why don't we do this with personnel? Some of our best investments are great hires (and some of our worst are bad hires). When we need more vehicles we go to new auctions; let's do the same with people, look new places. How do we market ourselves? Do our employees recommend us? Put a plan in place to be opportunistic for good hires and the right team." Chad suggests it is more profitable in the long term to invest in finding and training the right people, both in terms of replacing bad apples and when hiring during growth, not waiting until you desperately need the help. Another idea he suggested is to try to have each manager recruit one person per year. "Who better to come to work for your company than someone your manager finds and believes in and trains up? Can you move some job duties around so that you are maximizing the skills you have a hard time hiring?"

Chad promotes cross-training. "We need our people to have the ability to do other roles and to be willing to fill in where the company needs them. Look for flexibility. This isn't just an innate ability, you can coach people." Cross-training has many benefits, from breaking up the monotony of performing the same job day in and day out, to creating empathy and teamwork when people experience the challenges their coworkers normally face. "Is there anywhere in your operation where if one person left for lunch and never came back, you would not have the knowledge of their process and would not be able to replace them in a calm fashion? Identify areas where you are leveraged and would be very difficult if you lost that person." We don't often spend time on this but we should have a plan in place for each key position in our companies.

Chad encourages us to evaluate our processes. The world changes so quickly, are we still doing things the same old way, and is that still the best way? Chad says to have a schedule for evaluating departments, ensure the people executing the processes have the ability and authority to improve them, and that we don't have processes that we can replace people with software or equipment, possibly even off-site or outsourced.

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### ARA Announces Completion of Succession Search with Appointment of Next Executive Director

n January 30, 2024, the ARA Board of Directors unanimously approved a plan presented by the ARA Succession Committee for the transition of Executive Director responsibilities from current Executive Director Sandy Blalock to Vince Edivan, ARA's Director of Member Relations. The leadership transition will occur over the next nine months. culminating at ARA's 81st Annual Convention & Expo in Reno, Nevada on October 23-26<sup>th</sup>. Sandy announced her decision to return to automotive recycling industry consulting during the 80<sup>th</sup> Annual Convention & Expo. Her plan is to continue advocacy work as an ARA member, and through the state associations. "I look forward to working with Vince and the ARA team this year to ensure a smooth transition as he assumes the role of Executive Director at the end of Convention this October," said Blalock.







Vince Edivan

"Sandy has always protected the rights of the professional auto recycler and worked to ensure that auto recyclers could sell their parts in the most profitable and equitable manner," said ARA President, Nick Daurio. "ARA Past President David Gold said when Sandy was hired in 2018, 'What she brings to the table in terms of experience in the industry as a yard owner, Past President of ARA, and state association executive is a combination that is truly one-of-a-kind.' Now isn't that the truth," added Daurio. "We truly appreciate all that Sandy has given to ARA, its volunteer leaders and staff."

The Succession Committee made up of selected volunteer ARA leaders was formed last year by the ARA Executive Committee. "On behalf of the Succession

Committee, I am pleased to share with the ARA membership that we have presented an offer of Executive Director to Vince Edivan, and he has accepted," said ARA First Vice President Eric Wilbert, chair. "We identified Vince as the best candidate, and we are excited to move forward with a clear direction. Working diligently with Sandy, Jessica Andrews, Senior Director of Operations, ARA leadership and the amazing team at the ARA office, we are confident that Vince will be well-supported and prepared for the new role. Thank you to all ARA members for your trust, as we continue the important work here at ARA."

Vince joined ARA in 2019 in a member relations capacity and has worked to build a strong rapport with ARA members and potential members. He has enjoyed a diverse career in the automotive and recycling industries, starting as an ASE Certified mechanic. Later, as a Claims Branch Manager at Progressive Insurance, he collaborated with corporate process and claims audit teams to establish Standard Operating Procedures for Claims Service Centers nationwide. He also gained experience working with industry leaders like Manheim and Copart. Prior to joining ARA, he served as the National Director of Remarketing for The Military Order of the Purple Hearts' car donation program and served as an industry consultant.

"I am deeply honored to accept the role of Executive Director for ARA. I want to acknowledge the remarkable contributions of Sandy Blalock and the dedicated leaders who preceded me. Their vision, hard work, and unwavering commitment have paved the way for ARA's continuing success, and I am humbled to carry forward their legacy," said Edivan. "I am grateful to the Executive Committee and Board of Directors for placing their trust in me. I am excited about the opportunity to work collaboratively with industry stakeholders, while advocating for practices that promote the automotive recycling industry and serve the needs of our members. Together with the tireless work done by our respected ARA team, we will build on the strong foundation established by those who came before us, and I am eager to embark on this journey of growth and excellence."

Continued on page 10



Recycling — it's all about sustainability. By reusing steel from end-of-life cars, appliances, machinery, bridges, and buildings, we conserve the earth's resources for future generations. OmniSource collects and processes steel scrap, much of which is supplied to Steel Dynamics to be melted and converted into new steel. Working as one, SDI and OmniSource take in the old ... to create the new.

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Steel Dynamics, Incº



Continued from page 8

# Spanish Version of Fluid Removal Depollution Course Now Available

RA and the Automotive Recycling Training Institute (ARTI) are excited to announce availability of a new Spanish version of the popular Fluid Removal Depollution course, hosted on ARA University (ARAU). ARAU is available for free, 24/7 as an ARA Direct Member benefit with content specifically created for automotive recyclers and their employees.



"The needs of our Spanish speaking members and their employees has been a high priority for ARA leadership," said

ARA President, Nick Daurio. "It has been a goal of ours to translate several of our most popular courses into Spanish and we are very pleased with how this version of the Depollution course came out."

The module covers best practices, industry standards, and regulations for fluid removal specific to automotive dismantling. Examples covered in the module include fuel, oil, other petroleum-based fluids, and antifreeze. The creation of a Spanish version of the course was funded by donations to the Automotive Recycling Training Institute (ARTI), which also provided oversight and review of the updates during the production process.

Eric Arriaga, employee at Speedway Auto Parts who took the module, had this to say: "Excellent training: helps us be aware of how to handle vehicle fluids and keep all work areas clean."

"The volunteer leaders of ARTI and ARA have a passion for providing high quality content and timely, accurate instruction to the entire professional automotive recycling industry," aid ARTI President, Jonathan Morrow.

"We look forward to producing more resources for our Spanish speaking members and their employees in the near future and are actively working on new modules for the University that will benefit all ARA members."

Help your volunteer leaders continue to invest in the

future educational needs of the industry by donating to ARTI today!

#### **Interchange Committee Seeks Input**

RA's Interchange Committee continues to identify ways to bring consistency to the industry when it comes to inventorying and grading parts. One challenge has always been that the ARA Damage Codes are a language few outside of the professional automotive recycling industry speak. "Auto recyclers often find themselves on an island speaking a language that nobody else knows," says ARA Past President and Interchange Committee member, RD Hopper. This is particularly the case when it comes to subjective parts that don't easily fit into an "A", "B" or "C" grade classification.

"We want to help the industry be more professional by suggesting an alternative to what they are currently using to describe these parts," says Emily Yancey, Chair of the Interchange Committee. **The Committee is seeking input from the membership on words that better describe subjective parts.** For example, is "decent" a good word for a B grade part? "Usable" for a C grade? What do you call an A grade part?

"We want to assign words to distinguish these subjective parts so that inventory management systems and bidding systems don't throw that part out," adds Hopper.

"We want to help ARA members make that sale."

To send in your word suggestions, please email the Peer-to-Peer Subcommittee at: ARAPl@a-r-a.org. ↔

All articles reprinted with permission from ARA

**ARA University** is a FREE resource to train your employees available to all ARA Members. ARA University has a huge collection of training videos relevant to our industry and/or made for our industry, from safety training to refrigerant removal to core sales!







FOR MORE DETAILS, GO TO: www.a-r-a.org/convention



CONTACT KIM GLASSCOCK FOR INFORMATION KIM@A-R-A.ORG • (615) 476-4501





# **By Nate Love of Kelley Cawthorne** *Legal & Government Relations Counsel to ARM*

egislative work in 2024 is off to a slower than normal start due to a 54-54 partisan split in the House of Representatives. Although the Democrats previously held a 56-54 majority, two of their members won mayoral elections and vacated their House seats, leading to the new partisan makeup. Although both seats are safe Democratic seats, special elections to fill the vacancies will not be held until late April. As of February 20, only seven bills had been passed by the House of Representatives, with the Republican Caucus withholding votes for the vast majority of bills put before the chamber, even bills sponsored by their own members. The gridlock is expected to continue until late April, when special elections are held.

Gov. Gretchen Whitmer delivered her sixth State of the State address on January 24, offering a limited new agenda for 2024 and spending much of the speech reviewing Democratic achievements in 2023. New proposals included expansions of the state's economic development incentive programs, improving preschool programs, postsecondary tuition assistance efforts (including making two years of community college free for all Michigan high school graduates), a new tax credit for people providing care to family members, tax credits for union-made vehicles, and reviving the Good Jobs for Michigan program with a new name.

The governor also presented her executive recommendation for the Fiscal Year 2025 budget a few weeks following the address. Highlights of the proposed \$80.7 billion budget include:

- \$80 million for contaminated site cleanup, brownfield redevelopment, and economic siting to be paid for through tipping fee increases
- 2.5% increase in operations funding for public universities and community colleges
- 2.5% increase in funding for K-12 schools
- 5% increase for weighted funding to enhance aid for English language learners and CTE students
- 5% increase in statutory revenue sharing payments to cities, villages, and townships

- 30% increase for the Michigan Energy Assistance Program
- \$60 million for the proposed Michigan Innovation Fund
- \$26 million for Build Ready Sites Program
- \$20 million increase for Business Attraction and Community Revitalization

Revenues for the state are estimated to be slightly higher than expected, with figures from the House Fiscal Agency coming in approximately \$500 million higher than previously thought. As a result, HFA recommended increasing budget figures by \$100 million between the state's General Fund and its School Aid Fund. Estimates will be revised again and budget figures will be finalized following the Consensus Revenue Estimating Conference in May.

Lastly, a panel of federal judges ordered members of the Independent Citizens Redistricting Commission to draw a new map for House of Representatives districts by February 2, getting it ready for a public comment period before another court review. The order was signed by U.S. District Judge Paul Maloney on behalf of the three-judge panel overseeing Agee v. Benson. Redrawing the Senate map's challenged districts will come after the commission remedies House Districts 1, 7, 8, 10, 11, 12 and 14.

HB 5354, and several trailer bills, was introduced in late 2023 at the request of the Department of Insurance and Financial Services. The legislation amends the Motor Vehicle Sales Finance Act, mostly increasing fees, including on some types of dealer licenses. While it does not directly impact the automotive recycling industry, it could impact ARM members who offer "buy here/pay here" vehicle sales. The bills remain in the House Committee on Insurance and Financial Services.

We continue to monitor the legislature for any other legislation that could impact the automotive recycling industry and will keep everyone updated as things arise.  $\Leftrightarrow$ 



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# NOW AVAILABLE ON OUR WEBSITE FOR MEMBERS ONLY



# ARM Safety Compliance Manual with fill-in forms

The Members Only ARM Safety Program is FREE to all members. The ARM Safety Compliance Manual will help you meet the MIOSHA record keeping and reporting requirements.



# **ARM Do-It-Yourself Storm Water Compliance with sample documents**

All ARM members now have access to a set of Sample Compliance Documents that will help you prepare the required permit compliance documents that must be submitted to the Department of Environment, Great Lakes, and Energy (EGLE) - formerly the Department of Environmental Quality (DEQ).

# How to Access the Members Only Section of the ARM website:

- -www.automotiverecyclers.org
- -Request a log-In
- -Once your membership status is verified by the ARM office, you will have access to all Members Only Content.



If you have any questions, please contact the ARM office at 810-695-6760 or arm@mi.automotiverecyclers.org

# ARM ROAD SHOW PREVIEW

# ARM Road Show & Business Networking Conference

May 2-4, 2024

On location at:

Eagle Eye Golf & Banquet Center Bath, MI

Road Show Exhibitors and Attendees: Be sure to register with ARM for a fun day of golf and networking on the Eagle Eye Golf Course, Thursday May 2, 2024!

Registration details coming soon!





# ARM ROAD SHOW PREVIEW

## **Tentative Schedule of Events**

Note: Schedule subject to change.

#### THURSDAY, MAY 2, 2024

Time TBD Exhibitor & Members

**Networking Golf** *Eagle Eye Golf Course* 

### FRIDAY, MAY 3, 2024

9:00 am – 11:00 am **ARM Registration Open** 

Breakfast - Hillside Room

10:00 am - 11:00 am Seminars & Training

Log Cabin Room

11:00 am – 12:00 pm **Seminars & Training** 

Hillside Room

**Seminars & Training** 

Log Cabin Room

12:00 pm – 1:00 pm **Seminars & Training** 

Log Cabin Room

1:00 pm – 2:00 pm Lunch with Vendors

Hillside Room
Vendor Set-Up

Hillside Room

2:00 pm – 3:00 pm Seminars & Training

Log Cabin Room

3:00 pm – 4:00 pm Seminars & Training

Log Cabin Room

4:00 pm **Vendor Meeting** 

4:00 pm – 5:00 pm Break – Hotel Check In

4:00 pm – 5:00 pm Seminars & Training

Log Cabin Room

4:30 pm Bar Opens

Hillside Room

5:00 pm – 8:00 pm **Trade Show Hours** 

Hillside Room

**Silent Auction Opens** 

Hillside Room

6:00 pm **Dinner with Exhibitors** 

Hillside Room

8:00 pm Silent Auction Closes

8:00 pm – 11:00 pm Live Auction, Last Man Standing,

Pick Your County, 50/50 Raffle & Fun!

Hillside Room

#### **SATURDAY, MAY 4, 2024**

10:00 am ARM Registration Open

10:00 am – 11:00 am Coffee, Bagels, Donuts
Hillside Room

10:00 am – 1:00 pm Trade Show Hours
Hillside Room

11:00 am – 12:00 pm Seminars & Training
Hillside Room

12:00 pm – 1:00 pm Seminars & Training
Hillside Room

1:00 pm – 2:00 pm Working Lunch & Round Table

**Discussions** Hillside Room

Exhibitor Tear Down

# ATTENTION –Road Show Attendees

Highway Auto Parts has generously offered to sponsor a bus to shuttle everyone safely from the ARM Road Show & Business Networking Conference back to our host hotel, on Friday May 3<sup>rd</sup>. Please note this bus will ONLY be leaving from the conference venue to the host hotel during the final two hours of the show. Attendees may want to arrange to carpool to the conference venue to take advantage of this generous offer.

Sponsored by Highway Auto Parts

# May 2-4, 2024



15500 Chandler Road • Bath, MI 48808

This year we are once again excited to offer a more traditional venue for the ARM Road Show while still including all the same fun networking activities, educational sessions & training that have been so successful for us in the past. Eagle Eye Golf & Banquet Center is the perfect location and setting to provide us with all the amenities needed for our event. It is centrally located in the Lansing area and is an easy ten minute drive from the Lansing Capital City airport and major airports in Detroit, Grand Rapids and Flint are all within 75 minutes or less. We're very excited to have you join us again this year. You won't be disappointed!

Our Friday and Saturday Road Show activities will be held at the beautiful Eagle Eye Golf & Banquet Center. Friday morning we will open the Road Show with safety and hazmat training and will reintroduce our MICAR program with Sue Schauls, along with an afternoon session with industry expert, Mike Kunkel. Friday evening will have

designated trade show hours, entertainment, and of course, delicious food and drinks. Enjoy out-bidding your friends during our silent and live auctions or just plan on renewing old friendships or making new ones during a fun evening of wonderful comradery. On Saturday morning we have planned seminars, training, and round table discussions, along with having the entire morning open for trade show hours. As you can see from this quick overview, we have provided a value packed weekend that includes something for everyone. Our entire ARM family looks forward to all of us being together once again May 2-4, 2024.



## **OUR HOST HOTEL/ACCOMMODATIONS**

Once again we have chosen the Hyatt Place Lansing-East as our host hotel. It is conveniently located at 2401 Showtime Dr., Lansing, MI 48912, near the Eastwood Towne Center and just 5.5 miles from Eagle Eye Golf & Event Center and Lansing-Capital Region International airport.

The hotel offers complimentary wireless internet access to keep you connected, flat-screened TV, refrigerators, coffee/tea makers, hair dryers, docking stations, business center, fitness center, swimming pool, bar/lounge for all of us to gather and complimentary buffet breakfast.

Our group rate is \$129.00 plus taxes per night

#### **Booking Link:**

https://www.hyatt.com/en-US/group-booking/LANZL/G-AROM.

For those looking to book, please call 888.492.8847 and mention group code G-AROM.

**BOOKING CUT-OFF DATE IS APRIL 12, 2024.** 

**NEW THIS YEAR!** Highway Auto Parts is sponsoring a shuttle from the venue back to the hotel for the final two hours of the show.





# ARM ROAD SHOW PREVIEW

# **Meet Our Speakers**

### **Industry Expert Mike Kunkel**

You and your team, especially salespeople and managers, are not going to want to miss Mike Kunkel's speeches at the 2024 ARM Road Show! Mike is as sharp as he is passionate, and he speaks to practical



issues in our business. Helping recyclers across North America, Mike often focuses on increasing profits and productivity with a limited staff. Instead of waxing on about how Mike has assisted in streamlining warranty programs, inspired awesome changes, and more, we thought we'd

let him speak for himself, here are some of his thoughts he has shared on our automotive recycling industry. Mike wrote this a year ago, but it rings true today!

2023 has arrived, and with it, brings a full cup of optimism. The world is a scary place, and it seems to be getting scarier by the day. In reality, we are experiencing things that are unprecedented in our lifetimes but not necessarily in the history of the world. Auto Recyclers have historically led the way in showing that good times are feasible regardless of the circumstances. Nothing like a great big pile of lemons leading to the best lemonade stand ever!

There are a number of challenges that we will be forced to deal with. That is always the case. What are some of those challenges? The world is getting smaller. Electronic parts sourcing, multiple middlemen and overall quality and accuracy of the part description versus the actual part are all things that we have been facing, and we will continue to see more people trying to become third-party vendors representing our parts or our interests. The parts and the data about the parts are tied together and need to work towards the industry's benefit, not detriment.

The OEM is going to get involved in the insuring of vehicles. That will have an impact in a number of ways as well. From placing salvage with designated partners

to placing orders with those same recyclers, all become options. OE will want to spend time building vehicles, not stocking warehouses with parts for vehicles that they have already built. They can make a profit by saving money/expense and have a system in place that is beneficial to our industry as well as being the environmentally friendly thing to do. It is always best when business interests and the environment align with each other.

Why is the OEM going to get more involved? A number of reasons. First, developing electric vehicles is very competitive and expensive—they need to reroute money in that direction, so it has to come from someplace. Carrying less part inventory is a way to fund some of the development. Changes to the distribution model have them looking for cost savings opportunities as well. They also have a need to harvest certain components of the salvaged vehicle for reuse at the OE level. They will need to partner with the industry in order to accomplish most of their needs.

Is this good for the industry? It should allow us to sell more parts per vehicle. If we can do that, we will be successful. Is there fear? The OE are going to be bossy and very opinionated on what and how we should be doing things. I can live with that if they are selling/using lots of parts that belong to me.

What will they be looking for? I would guess that consistency of performance would be a really big deal. The OE is consistently accustomed to the same level of high-quality performance. That means that a higher level of professionalism is needed from us. We need to embrace the fact that our industry is becoming mainstream. For a variety of reasons, we are being recognized as the big businesses that we are.

What does being a professional really mean? Doing the right thing, accountability, training staff and getting consistency from the product and service that we give. Stop and think about how simple that sounds but how truly difficult it is to get. We need to strive for better.

# May 2-4, 2024

We need to understand that together we can move our industry forward while individually prospering for doing it.

It takes a cooperative effort and listening to outside coaching and advice and how to make improvements. Please keep me in mind for how I can help you get there. You can contact me at mike@profitteamconsulting.com

### **Getting to Know Sue Schauls**

f you are reading this newsletter, you have probably seen articles written by Sue Schauls on safety or environmental issues, or perhaps you have seen her speak at the ARA conference. As the Automotive Recyclers of Michigan welcome Sue Schauls on board



to help with our MICAR program, we thought it would be nice to get to know Sue a little better.

It seems that—like so many of us the automotive recycling industry hooked Sue and now it's not going to let her go! Sue has a degree

from the University of Northern Iowa in Science: Environmental Planning. She was once industry-adjacent, working for Electronic Data Systems, a subsidiary of General Motors. Then for thirteen years, 1995 through 2008, Sue worked for the Iowa Waste Reduction Center, providing environmental technical assistance to all types of small businesses. In 2008 she started consulting for us, and she's never looked back.

As the executive director of the lowa Automotive Recyclers, Sue developed and implemented the lowa Certified Auto Recyclers Environmental program, nicknamed I-CARE. It went so well in lowa, her business just kept expanding. She's a consultant to ARA, and she's the person who helped integrate the ARA CAR and Gold Seal programs. Sue has also been instrumental in developing the High Voltage Vehicle certification for safe management of electric and hybrid vehicles, and the Recall Certification for airbag safety and sales in an online audit system for tracking compliance with the standards. But enough about work.

Sue is the proud mother of one son, who she expects to graduate from lowa State University this May, with a mechanical engineering degree. Sue lives in a historic home in lowa that she is slowly restoring after buying it as a HUD repossession; she says "I have a long ways to go and I often live in a construction zone!" All the hard work will be worth it when Sue completes her project, lovingly rehabilitating the old home with it's great bones. Sue also loves to garden and is passionate about planting trees; she recently fundraised to plant 25 trees at her high school alma mater! "The community garden project I helped initiate went so well in year one that 100% expansion was approved!" Sue is passionate about her hobbies as well as our awesome industry.

Understanding that the owners and operators and managers of automotive recycling facilities are busy, Sue tries to keep things simple. She strives to make it easy for recyclers to get certified, both through the state programs she works with and the national CAR through ARA. Sue also shares free SDS downloads on her website, you can find these at http://www.sueschauls.com/sds.html Sue says "if people will just utilize this free resource, they will be more compliant than than they were before!" She hopes you'll attend the upcoming ARM Road Show & Business Networking Conference where she will be speaking, but you can also reach out to her by email at sue.schauls@gmail.com or by phone at 319-290-7843.

#### **NEW RECYCLER**

Congratulations
go out to Mark &
Natalie Rose as they
announce a new
granddaughter to
carry on the Rose
name. Tessa Rose
Dekker was born
1/17/24 to proud
parents Zoey & Erik
Dekker.





# ARM ROAD SHOW PREVIEW

# Things to Do in Michigan's Capitol:

#### By Amber Kendrick

f you are considering coming in early or staying late for the Road Show this May, being held at the beautiful Eagle Eye Golf & Banquet Center in Bath Township, or perhaps you are thinking about bringing family along but are worried about what they can do while you are in the educational seminars here, there are many activities to check out in the Lansing area!

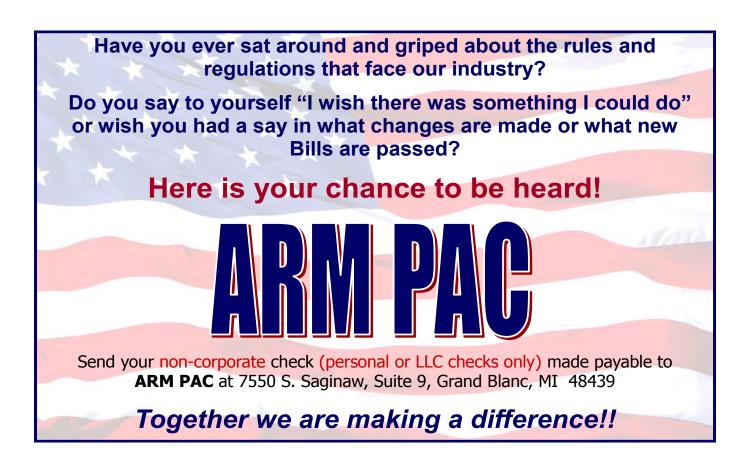
**MSU vs Michigan Baseball Game:** 4.1 miles/10 minutes away, before you head out of town, catch the Michigan State Spartans versus Michigan Wolverines Spring Baseball game; they will face off in McLane Stadium at Kob's Field just after the Road Show on Saturday May 4<sup>th</sup> at 3:35pm. Head to 211 Jenison Field House, East Lansing, Ml.

**RE Olds Transportation Museum:** 8 miles/16 minutes away, open Tues-Sat 10am-5pm and Sunday 12pm-5pm. See over 80 vehicles that range from 1886 to 2004!

Whether you are interested in the first steam carriages, 1930's hearses and limousines, 1950's wood wagons or actual NASCAR cars, 1980's Indy cars, the first electric vehicles, or any of the other immaculate automobiles RE Olds has on display, it will surely delight you! Located at 240 Museum Drive, Lansing, MI 48933 you can learn more at www.reoldsmuseum.org.

**Potter Park Zoo:** 9 miles/17 minutes away, open daily 9am-5pm. Ride the camels, peek at playing penguins, pet barnyard animals, check out the African Lion or spot the spotted leopard! The Potter Park Zoo has excellent animal welfare and impactful conservation; their grille serves up lunch and snacks. You can buy tickets at the gate or in advance at www.potterparkzoo.org.

**Beal Botanical Garden:** 5 miles/13 minutes away, open sunrise to sunset. Immerse yourself in nature as you walk through the beautiful WJ Beal Botanical Garden on



the sprawling MSU campus beside the Red Cedar River. Parking is easiest in Lot 62 or along West Circle Drive, use 330 W Circle Dr, East Lansing MI 48824 for GPS directions.

Michigan Wildlife Conservatory: 3.5 miles/9 minutes away, trails are open daily dawn to dusk, office open 10am-5pm, the pub is open Wednesday through Friday 4pm-11pm and Saturday 5pm-11pm. With 4 miles of hiking trails, 3D archery course, a disc golf course, catch & release fishing, and a pub with delicious food where you can play cornhole, shuffleboard, and more, the Michigan Wildlife Conservatory has a little something for everyone! Plus, every dollar you spend helps conserve and protect wildlife in Michigan.

**The Music of Star Wars:** May the Fourth Be With You: 6.5 miles/14 minutes away, head to the Cobb Great Hall in the Wharton Center for Performing Arts to see the Lansing Symphony Orchestra perform the music of Star Wars on Saturday, May 4<sup>th</sup> at 7:30pm. The address is 750 E Shaw Lane, East Lansing MI 48824.

**Horrocks Market:** Hit up this local favorite for the beer garden, enjoy the tavern, eat amazing food, or fun shopping with an emphasis in Michigan made goods! The garden center is extensive and there is a little something for everyone. 

⇔

## FRIDAY NIGHT EVENTS: COME JOIN THE FUN!

Pick Your County! We will have a map of our great state of Michigan with all of counties clearly visible. You can purchase and claim as many counties as you like. Once the map is full of signatures and all counties have been sold, we will draw the big winner.

**Live Auction!** We are once again having a live auction as well as a silent auction with a great array of items that everyone will have fun competing for. If you would like to donate a special item to this lively event, please contact the ARM office at 810-695-6760 or arm@mi.automotiverecyclers.org with a description of the item to be used on our website and Facebook.

**Last Man Standing!** Back by Popular Demand! You don't want to miss our annual "Last Man Standing" event. It's a great way for everyone to support your ARM Association and it is so easy, so fun and so competitive...you just bring your checkbook, cash or credit cards and your passion to support YOUR association. We will do the rest.

This is how it works: We will ask anyone willing to make a monetary donation to ARM to please stand up and then we will continue to progressively go up in increments to as high as the crowd dictates. And yes, it is 100% ok to let your competitive side show by not allowing your fellow recyclers to outbid you for the crown of "Last Man/Facility Standing".

This year's top contributor will receive half off their ARM annual dues, a featured article about your

business in our *YardTalk* newsletter, a 30 day website ad on our site, as well as the trophy declaring you the

2024 ARM Last Man/Facility Standing.

Our past events were a huge hit and success due in part to the active participation of so many members, employees, vendors and guests. And it sure beats selling cookies and candies!

Who will be #1 this year?

# ONLY ONE WORD CAN DESCRIBE A FIRE

# **DEVASTATING.**

#### By Jaret Sweet, Go Go Auto Parts

ire prevention is one of the most important duties of everyone in the operation, from the sales staff in the front office to the yard employees in the back. Throughout the history of recycling, fire risk has been a big part of any operation, resulting in loss of revenue and downtime in a best case scenario, loss of life in a worst case.

How do we go about protecting ourselves and our investment?

Perry Vandermeulen gives some insight on their fire at Gene's Auto Parts in Traverse City, Michigan:

"Around mid-day April 11, 2016, an unfortunate set of circumstances led to this situation (fire). Our teardown crew was working on dismantling while using torches on a vehicle in the shop when sparks found their way to a plastic fuel tank, melting through and igniting. A crew member attempted to extinguish the fire using a water hose, which unfortunately intensified the fire. The fire department responded and had the fire nearly completely under control in the shop, when a door opened to the warehouse resulting in flashover, spreading the fire over the firewall and taking out the warehouse area."

Big or small, it can happen to anyone. Gene's is northern Michigan's largest full-service recycler with 26 acres just at their Traverse City location.

Max Winks at J&B Auto Recyclers in Windsor, ON suffered a different kind fire March of 2017:

"The Canadian National Railway has a track behind our building. The train went by and one of the wheels was sparking and caught some cattails on fire. The fire ultimately spread to my fence and building.

I lost a third of my building, including the engine and transmission warehouse. Alongside the obvious direct

fire damage, a majority of our inventory on the shelf was damaged by smoke. Over three quarters of our shelved inventory was lost."

Similar to Max's story, Amber Kendrick with Pete's Auto Parts in Jenison, MI recounts her experience with a fire that was completely out of their control:

"We had a fire in October of 2017. A neighbor parked a semitruck next to one of our two engine and transmission buildings. The truck caught fire and leapt over the fence, engulfing the warehouse. Losing half of our top-selling parts was brutal. Nothing could have been done to prevent it since the fire started on the neighbor's property. We had totes of used engine oil stored in the warehouse and when the plastic melted, the oil was not contained which led to an environmental headache. While the totes inside the building were technically the proper way to store waste oil, we still had to pay an outside company to come in to mitigate the spill after doing our best to contain it in the heat of the moment."

There are no limits to thinking outside the box when it comes to fire safety. Housekeeping, thinking ahead and finding creative ways to keep everyone safe will



ultimately pay off in the long run. Thankfully Max, Amber, and Perry didn't have any injuries; they only suffered loss of revenue and downtime: the best case scenario for any disaster. In the case of Max and Amber's fire, the source was completely outside of anyone's control. Environmental nuances led to a disaster that nobody would want to deal with.

Preventive measures and corrections come too little, too late in some cases. In Amber's case, the insurance claim following the fire was a headache.

## How to use a fire extinguisher

1.



2.



3.



4.



"We learned the importance of reading and understanding the totality of the insurance coverage on the business following the fire. Our insurance covered some of the contents of the building, but not the building itself. After spending tens of thousands in legal fees to try to recoup the cost of the building from the neighbor's insurance company, we still ended up paying over \$290,000 to rebuild the warehouse and we never received any compensation for it.

Perry offers some of his solutions following the fire at Gene's:

"Since we had the fire, we have implemented policies to prevent fires within the building. No vehicles go in to the building with fuel tanks intact; all are removed and drained, then stored outside of the building. When we rebuilt, we also separated the shop from the warehouse area to give distance between hot work and inventory. Additionally, we installed a fire suppression system."

After a four week closure and two years to recover, Max offered some solutions:

"We have since moved our storage area away from the tracks so if it were to happen again, although unlikely, our losses would be far less severe. We have also implemented a monthly inspection of our excessive number of fire extinguishers and have fire alarms in the building. Luckily enough, Windsor also decided to build their newest firehouse right next door."

Amber suggests reviewing insurance coverage in the case of a disaster:

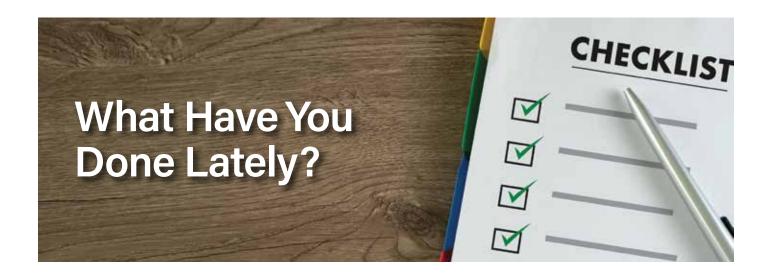
"The time and money spent on issues related to insurance coverage could have been prevented by taking 30 minutes to review insurance coverage, instead of 30 seconds reading the policy."

Anyone's wish is to recover as quickly as Amber, Max and Perry have, but nobody should have to. Having a plan in place to prevent fires altogether is a heck of a lot easier than rebuilding and suffering downtime.

Simple procedures can make a difference when it comes to an emergency. Clear paths, clear exit plans, and clear procedures. Remember that your local fire marshal is not your enemy. They are there to keep the community safe. Never hesitate to reach out to your local fire department to have them come in to do an assessment on your business. Guaranteed, your place will not be the worst they've seen, and they would rather offer guidance for prevention rather than respond to an emergency. Proper housekeeping procedures are a simple way to prevent fires, and that is one of the main aspects the inspector will be looking for. Beyond that, your local fire marshal will be more than happy to offer guidance in to other things that can be addressed. Sometimes having a trained professional come in to look at things pays off greatly in the long run, whether it is for physical fire prevention, environmental mitigation, or insurance coverage. We all run blinders in day-to-day operations; I know most of us can agree that when we're busy, procedures can fall by the wayside. Don't let yourself fall victim to complacency.

#### Stay safe and happy recycling. $\Leftrightarrow$





#### By Amber Kendrick

nce again, here is our regular column on what changes recyclers are making in their businesses. We can only keep this going if people are willing to share, so please consider sending in your own recent change!

 Jason Howell with All Import Auto Parts (locations in Dallas, Fort Worth and Houston, Texas) has been using Indeed to hire. He says "I typically post a job in the afternoon on Friday... then I pause it Monday morning. Between that time frame there are plenty of applicants to go through and typically I find somebody to hire." Sponsoring jobs can be expensive but this strategy saves money and gets your open position into the searches of weekend job searchers, aka people who are currently employed and want to find something better!



# Do You Need to File a Complaint on Unlicensed Vehicle Dealers?

ARM will file the complaint for you!

Contact the ARM office at arm@mi.automotiverecycling.org or 810-695-6760 or follow the link below and complete the Reporting and Unlicensed Dealer Form:

http://www.michigan.gov/documents/curbstoner\_ form\_65906\_7.pdf

- MPLS Auto Parts in Dayton, Minnesota was a self-service and scrap yard for years, but recently Michael Murdock has decided to stock and sell prepped parts the way full-service yards do because he was getting in some really nice lower mileage inventory that has higher value on the online marketplace than through the customerpull channel. Many recyclers are looking for alternative revenue sources as catalytic converter prices are down.
- Dustin Koerper, owner/operator at Whitey's Wrecking in Spokane, Washington installed "Arlo" brand security cameras. They are wireless, send you notifications, and record. He reports they have great quality video and you can even hook them up to a small solar panel and never have to charge them!
- Brown's Auto Parts in Bomoseen, Vermont is using refurbished iPhones for their inventory and shipping personnel. They take great pictures, last a long time, and are very reasonably priced as long as you aren't trying to buy the latest model. They also recently installed a new oil/coolant separator system with a storage tank and transfer pumps to supply 4 waste oil furnaces and heat their buildings. Matthew Brown says "The SRS system works really well and having a single storage tank really helps us understand how much oil we are producing and using. We figured since the tank is in our QC we would give it a fresh coat of paint to make things interesting!

We want to hear from you: What are you doing in your business? Take a pic, send in one sentence or one paragraph! It can be a new delivery truck or piece of equipment, it can be adding crushed gravel or asphalt to your yard, it can be a policy or procedure, a new way to incentivize staff or a line of your warranty policy that has been helpful. Email amber@petesauto.net with what you have done lately and your facility name! ←



As a member of the

## **AUTOMOTIVE RECYCLERS OF MICHIGAN**

your employer is able to offer you a unique opportunity. **The Kent Utter Jr. Memorial Scholarship fund** has been providing financial assistance for college and secondary education to ARM members' employees for over **15 years**.

- Applicant must be a dependent of a current full-time employee of a Direct Member, in good standing with ARM for at least one year before May 1<sup>st</sup> of the year the award is presented.
- Dependents of owners or employees who own stock in the employing firm are not eligible.
- First time applicants must have achieved at least a 3.0 grade point average, or the equivalent in their previous educational program.



## Application MUST be submitted by May 31st

We have a **NEW** application form for the 2024-2025 school year.

New information is required this year. Be sure the application you submit says "2024-2025 School Year".

Scholarship recipients MUST REAPPLY for each school year.

The application and qualifying information are available on our website at <u>automotiverecyclers.org</u> or contact the ARM office at 810-695-6760 or <u>arm@mi.automotiverecyclers.org</u>.

## The Market in 2024

#### By Andrea Johnson

The autoworkers strike last fall in Southwest Michigan sent a ripple effect that disrupted the usual supply chain dynamics in the metal recycling world. As assembly lines came to a standstill, the inbound flow of prime declined as did demand for those categories of scrap. While some components manufacturers prebuilt for anticipated demand, others reduced shifts or even took a short hiatus.

While the strike across three major automakers was unprecedented, it was relatively short-lived. However, even with the strike behind us, challenges remain in the automotive supply chain. Currently, the industry is working to strike a harmony between combustion versus electric engine production demands. Until they do, cascading effects are impacting numerous

industries. Tool and die companies aren't building new tools as automotive makers wobble on new model introductions. Electric battery plants have cut forecasts and workforce projections by fifty percent.

In the meantime, most of us continue with business as usual, following industry trends, news, and policy, and managing the challenges put in front of us. Ideally, we are all evaluating our positions in the supply chain, exploring diversification, resolving to adapt, and relying on our resilience to carry us through.

Andrea Johnson, Marketing Specialist | PADNOS Recycling the world over, and over.® 3495 Viaduct St SW, Grandville, MI 49418 Direct: 616.965.3625 andrea.johnson@padnos.com ←



- ▶ Located just 2 miles from I-94
- ▶ Over **3 million** in annual sales!
- ▶ Self Serve & Full Serve Auto Sales | Scrap
  - ▶ 3.2 million asking price

## **Contact owner Mark Hense at:**

hensemark@yahoo.com or call 269-317-9541

### **Profit Strategies for 2024 and Beyond**

Continued from page 7

Chad notes "If you can save money in one area, you have more money to spend on good people in house." Additionally, there are lots of ARM vendors and sponsors that have equipment, software, and services that can help us streamline numerous functions in our business. Chad pointed out "many companies have quarterly or annual reviews for employees but you can also schedule and complete that for vendors, customers, and processes."

Many small and medium-sized companies do not need a full-time sales manager and they outsource that role to his company, Counts Business Consulting. Chad enjoys coaching sales staff and management staff, especially coaching people making that difficult transition to management. If you are interested in his services, contact Chad at crcounts@countsbusinessconsulting.com.  $\Leftrightarrow$ 

The deadline for the next issue of the Automotive Recyclers of Michigan *YardTalk* newsletter is May 22, 2024. If you would like to place an advertisement or submit an article, please call the ARM office at 810-695-6760.



# IT'S YOUR INDUSTRY - YOU DESERVE TO KNOW EVERYTHING ABOUT IT

Because when you have the right information, you make the best choices for your converters.

And you can focus on what really matters: growing your business.

That's why PMR offers educational resources and expert business advice. Because we want to see you do more than achieve your goals – we want to see you exceed them.









**Automotive Recyclers of Michigan** 7550 S. Saginaw Suite 9 Grand Blanc, MI 48439



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