



NORTH DAKOTA Auto Recyclers

Sept / Oct 2013



Welcome to new NDARA Member

Residual Materials, Inc. – Grand Forks *Your full service metal recycling center*

Residual Materials, Inc. was established in 1977. Initially, Residual Materials Inc. (RMI) purchased obsolete main frame computer systems and related equipment. They have now extended their scope of recycling to include public and industrial metal scrap.

RMI is closely affiliated with two recycling centers in Minneapolis: K&K Metal Recycling, LLC and Re-Alliance, LLC.

RMI recently finished remodeling their Steel Warehouse. In September 2012, Residual Materials added a new Sierra Baler and conveyor system to cut and bale steel. In addition to the baler, RMI installed a recycling system to drain the fluids out of vehicles; this allows them to buy cars for the scrap steel they contain.

In 2012, RMI remodeled their nonferrous facility; it was originally built to warehouse potatoes that were being made into potato chips. They built a retail purchasing area with 6 scales, a new concrete parking lot and public restrooms. In addition to the new public area, RMI added a nonferrous baler and conveyor system in order to process and store the material they buy. Recycled material is easier to transport to other recycling centers or foundries when baled.

RMI has a variety of bins available for industrial use. They also offer hauling services for Industrial and Commercial Loads.

Please call Tyler Gibbs at 701-746-9381 ext 101 for more information.

Residual Materials, Inc., Tyler Gibbs – General Manager, 222 Red Dot Place, Grand Forks, ND 58203, Email: tyler@residualmaterials.com, Website: www.residualmaterials.com



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Mission Statement

North Dakota Automotive Recyclers Association

*To unite, advance, support, and educate
our members, to create a positive image of
our industry, and improve the automotive
recycling industry in North Dakota.*

Staff/Newsletter



**Please direct newsletter content & advertising
opportunity as well as membership questions to:**

**Executive Director
Kelly Salseg**

3333 Skycroft Circle
Minneapolis, MN 55418
Phone (612) 782-8786
Email ndara@centurylink.net

**PLEASE VISIT OUR WEBSITE AT
www.NorthDakotaAutoRecyclers.com**

The North Dakota Auto Recycler is published six times per year. None of the material in this publication necessarily reflects the opinion of the North Dakota Automotive Recyclers Association, it's officers, directors, staff or members. Statements of fact and opinion are the responsibility of the author alone.

Articles and letters suitable for publication will be published in the next scheduled newsletter as space permits. Material should be sent to Kelly Salseg. Articles may be edited for length.

Throughout this issue, trademarked names are used. Rather than place a trademark symbol in every occurrence of a trademarked name, we state we are using the names only in an editorial fashion, and to the benefit of the trademark owner, with no intention of infringement of the trademark. Mention of trade names, commercial products, or techniques does not constitute endorsement or recommendation for use.

Advertising rates: Contact
North Dakota Automotive Recyclers at
612-782-8786; ndara@centurylink.net



News from NDARA

Hello everyone – summer has come and gone in what seems to me a blink of the eye – I hope you were able to take some time and enjoy it. With the arrival of fall you should have received your annual NDARA dues notice. I have received the majority of these back at the NDARA office already and thank you for your swift response. If you have not been able to return your dues renewal yet please do so soon. If you need me to mail out another renewal please email me at ndara@centurylink.net

I had mentioned in an earlier 2013 issue of this newsletter that we were planning a NDARA member association meeting for this September. Due to some scheduling difficulties and various other circumstances we will not be holding that meeting.

We are, though, very excited to announce that NDARA will be paying for up to two individuals from each full NDARA member (auto recycling facility) to attend the Upper Midwest Auto & Truck Recyclers Convention and Trade Show which will be held in Minneapolis, MN @ the Ramada Plaza Mpls. on April 4 & 5, 2014.

The Upper Midwest Convention & Trade show runs on a Friday/Saturday – and NDARA is planning a NDARA member breakfast meeting for the following Sunday morning (April 6, 2014). Attendee packets will be mailed to you in early 2014 and we will be contacting you with information on how to register through NDARA.

In closing remember that there are few things as precious as autumn sunshine so make sure to get out and enjoy the open autumnal air.

Regards –

Kelly Salseg
NDARA Executive Director

The advertisement features a dark blue background with a circuit board pattern. At the top center is the IRT logo, which consists of the letters "IRT" in a large, bold, metallic font, with "INTEGRATED RECYCLING TECHNOLOGIES INC." in a smaller, white, sans-serif font below it. Below the logo, the text "Your Reliable Consumer of" is written in a white, sans-serif font. Underneath that, "Catalytic Converters and High Grade Electronic Scrap" is written in a large, bold, white, sans-serif font. Below this, "Call Today for Competitive Non-Ferrous Pricing." is written in a white, sans-serif font. In the bottom left corner, the phone numbers "877-892-9194" and "763-295-6992" are listed in a bold, white, sans-serif font, followed by the address "9696 Fallon Ave. // Monticello, MN" and the fax number "Fax 763-295-6982 // www.irtmn.com" in a white, sans-serif font. In the bottom center, there is an image of a catalytic converter. In the bottom right corner, there are two circular logos: one for the National Association of Automotive Recyclers (NAAR) and one for the International Scrap Recycling Institute (ISRI) with the word "MEMBER" below it.

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800-827-1653
khanson@gerdausa.eristeel.com

Hollander, A Solera Company
800-825-0644
Kirk.monger@audatex.com

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877-892-9194
gordon@irtmn.com

James Environmental Management, Inc.,
512-244-3631
mjames@jamesenvironmental.com

Miller Compressing Company
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allisonh@millercompressing.com

PAM'S Auto, Inc.
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wes@pamsauto.com

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Hollander International Innovation Summit

Automotive recyclers and industry supporters were in Minneapolis, Minnesota last week for the 2013 Hollander International Innovation Summit. The three-day program held August 21-23 in downtown Minneapolis attracted industry leaders from across the country and internationally for valuable dialogue, information sharing and networking opportunities. Over two dozen educational sessions were scheduled, organized along four tracks: industry trends, maximizing profits, growing your business, and eCommerce. The Innovation Summit also featured a panel discussion on the topic of alternative parts utilization, moderated by Rick Turri, VP of Industry Relations for AudaExplore. Congratulations to the Hollander team on a successful event.

*ARA Insurance Alert

ARA issued an Insurance Alert to members last month in an effort to keep the membership informed of developments that affect the industry. The alert included information about A.M. Best Company's downgrading from A- to B++ of Meadowbrook Insurance Group, Inc. (MIGI) and their subsidiaries: Star Insurance Company, Century Surety Company, Savers Property and Casualty Insurance Company, ProCentury Insurance Company, Williamsburg National Insurance Company and Ameritrust Insurance Corporation. ARA understands that a significant number of automotive recycling companies' property and casualty insurance is written by Star Insurance Company, which is a subsidiary of Meadowbrook Insurance Group. This news may therefore have implications for many in the professional automotive recycling industry. Automotive recyclers are encouraged to confirm the name of their insurance company because companies sometime associate their insurance company name with the broker who helped obtain their policy, and it is frequently different. For more information, ARA members should contact staff at (571) 208-0428 or

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ARA's Wells Fargo Insurance Services representative, Bill Velin, at (Bill.Velin@wellsfargo.com).

***Automakers Looking at Elimination of Side Mirrors to Increase Fuel Efficiency**

Tesla Motors, the California-based auto manufacturer building all electric vehicles, has been making news recently with increased stock prices and a growing share of the U.S. luxury car market. New vehicle models debut by Tesla and its CEO, Elon Musk, this year have featured unique features such as "falcon-wing" doors and the absence of side mirrors. Now others in the automotive sector are picking up on the benefits that the elimination of side mirrors could have on a vehicle's aerodynamics, however the design change could have negative implications for professional automotive recyclers. When the Tesla Model X SUV was debuted earlier this year, it introduced small video cameras built into the doors with a display camera on the inside of the vehicle, in lieu of traditional side mirrors. Mr. Musk touted how the design change drastically improved the aerodynamics of the Model X. While federal safety regulations require the use of side mirrors, the potential to improve aerodynamics of a vehicle in a market that rewards increased fuel economy and performance is intriguing to many in the automotive manufacturing sector. A new federal regulation requiring auto manufacturers to install back-up cameras on all vehicles was originally scheduled to go into effect this year -- however because the requirement has now been pushed back to 2015, some in the industry are speculating that Tesla and other manufacturers may use this additional time to lobby lawmakers to allow for elimination of side mirrors. Some estimates report that by removing side mirrors, vehicle aerodynamics could improve 5 percent. The gain in efficiency could be even more significant at highway speeds. In a recent article posted on CleanTechnica.com, the estimated potential miles per gallon saved by eliminating side mirrors on a Ford F-150 Tremor pickup truck, along with a few other minor MPG-enhancing changes, was 22.6 million gallons of gas per year. While the potential savings to consumers on decreased fuel consumption are promising, the elimination of side mirrors could present negative implications for professional automotive recyclers. Recycled, OEM side mirrors are a popular product for many auto

recycling businesses, who are able to offer the part at a significantly more affordable price than a new replacement side mirror. ARA will continue to monitor developments regarding possible changes to federal safety requirements for side mirrors and its potential impact on the industry.

***NHTSA Announces Final Rule Requiring Automakers to Provide an Online VIN-based Recall Lookup Tool**

Last week, the U.S. Department of Transportation's National Highway Traffic Safety Administration (NHTSA) announced its final rule to require automakers and motorcycle manufacturers by August 2014, to establish a free online tool that will enable the public to search recall information by Vehicle Identification Number (VIN). According to the requirements set forth in the rule, this information must be updated at least weekly. This new search feature will also be available on the nation's only official automotive safety website www.safercar.gov. Currently, searches are limited by vehicle make and model year on the NHTSA website. With the new VIN search feature, users will be able to tell whether a specific vehicle is subject to a recall and whether the vehicle has received the remedy. As reported previously, ARA submitted comments on NHTSA's rule last November, requesting that vehicle recall data collected from the manufacturers be batched so it could be downloaded to third parties' inventory management systems and others. ARA requested that this data include VINs, original equipment



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The Rules of Accountability

By Christine Corelli



Service Execution
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Competition Excellence
Communication
Motivation Profitability
Relationships Leadership
Teamwork Strategy

numbers, part identification numbers and build sheets with textual part descriptions. Regrettably, NHTSA declined to address the batch issue at all, even for the required VIN data, interpreting ARA's request as only for equipment recalls and thus outside the scope of the rule - which is limited to recalled vehicles. ARA however, has already begun to reach out to NHTSA to suggest ways in which the VINs of recalled vehicles collected on NHTSA's portal under this rule could be batched for access by third parties. This final rule requires large volume car, light truck and motorcycle manufacturers to provide search capability for uncompleted safety recalls on their websites. In addition, the rule will require manufacturers to inform NHTSA about exactly what type of propulsion system and crash avoidance technologies vehicles have. This new information will assist NHTSA's efforts to spot defect trends related to those systems and technologies.

*Federal Shipping Requirements Eased for Airbags

The United States' Pipeline and Hazardous Materials Safety Administration (PHMSA) published a final rule on July 30 amending the Hazardous Materials Regulations (HMR) to relax the hazardous material shipping requirements for air bag inflators, air bag modules, and seat-belt pretensioners. The ruling goes into effect on August 29, 2013. In an effort to make the shipping and receiving of air bag modules, inflators and seat-belt pretensioners less burdensome for parts and service repair businesses along with professional automotive recycling facilities, the PHMSA ruling eliminates the need to obtain explosive (EX) numbers for use on shipping papers accompanying these items. The new federal rule still requires that items are properly packaged and labeled prior to shipment. Employees who ship these packages are still required to be trained every three years on the hazmat shipping rules. ARAPro, a service of ARA Product Services and a subsidiary of ARA, currently provides training on proper shipping, handling, and storage techniques, guidelines for documentation and sale, as well as specific training on the inspection and removal of non-deployed airbags from the donor vehicle. For more information, please [click here](#) to visit the website for ARAPro.

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“It takes much more than a great product or service and a smart competitive strategy to be successful in today’s business world. Instead, success requires the concentrated effort and support of everyone in your company. Your entire work force must be accountable, not only to management, but also to each other. When your people are accountable your organization will have a competitive edge.

Why is accountability so vital?

Accountability throughout the entire organization is critical to its success or failure. All executives, managers, supervisors and, even staff, are responsible for the final outcome of the company. Since any effort is only as strong as its weakest link, the savvy organization depends upon and enhances the ability of its people to work together and to share accountability to achieve its short and long term goals. Smart companies know that in this economy, accountability is necessary for its prosperity and survival.

Accountable organizations are productive because employees work together with a shared vision toward a common goal. This culture gives the companies the competitive edge while increasing the opportunities for long term business growth.

Accountability—harder than it looks

The challenge for many organizations is to communicate the importance of accountability, as well as to create an acceptance of the concept. Today, this is often referred to as “buy-in.”



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Unfortunately, sometimes employees and managers don’t fully understand its meaning. In simple terms, accountability means that employees will do what needs to be done, do it well, and will ultimately take ownership for their role in the process. In essence, they will act as though it is their company and will routinely practice “entrepreneurial thinking.” They will work together as a team, are supportive of one another, and display initiative beyond their job description. Most important, they will work together for the betterment of the organization; they understand that they not only answer to management for their performance, but also to each other. They hold their colleagues accountable for their attitudes, as well as their level of internal and external customer service.

Proving yourself by being accountable

If you are not in a management position, but want to make yourself valuable to your company, demonstrate accountability to those around you. If you are in a leadership position and want to instill a culture of accountability in your company, you need to create an understanding and acceptance of accountability as a vital part of your culture. The following are basic guidelines for assuming an “accountable” attitude:

Actions of an accountable leader:

- Take *responsibility* for positive results
- Communicate your vision, mission, strategy, values and goals
- Implement change necessary for survival and success
- Take ownership to handle and solve problems
- Consistently seek ways to be a better leader
- Know you are liable for final results
- Consistently strive for a flawless customer experience
- Recognize and build talent
- Execute your competitive strategy

Actions of an accountable sales pro:

- Take the initiative to possess industry knowledge and superior selling skills
- Be a master of your product or service and an expert in your industry

- Work harder than your competitors to build relationships
- Be a trusted advisor, and the “Go-To” person to your customer
- Take responsibility for the sales results
- Understand that, while sales may play the starring role, others are working hard behind the scenes

Actions of an accountable employee:

- Support the organization and its various teams
- Participate actively on a day-to-day basis
- Ensure that your voice is heard when issues arise
- Never assume a “not my job” attitude
- Look for opportunities to be creative in your job
- Provide exceptional service to your team as well as your customers

The Rules of Accountability

1. Define the meaning of accountability to your staff and ask them what it means to them.

2. Clarify the areas in which people will be held accountable. Expectations must be stated in a specific and clearly differentiating manner. To accomplish this, you must define precisely whatever old behaviors or attitudes must be abandoned. Then, define precisely what new behaviors must be exhibited on a consistent basis.

3. Be prepared for confrontation and conflict. Many managers prefer to avoid making their subordinates (and themselves) uncomfortable. Failure to confront poor performers or people with negative attitudes (if you have read my book, “Wake Up and Smell the Competition,” I refer to them as “Slackers”) can stifle productivity. If people are not held accountable for their job responsibilities and their interaction with managers, customers and coworkers, service excellence cannot exist.

In your efforts to establish accountability, keep this in mind: you will never succeed if your people are not made to feel valued by being treated well. Management must consistently model fairness, integrity, leadership, and concern. Unfair treatment destroys morale. Your leadership team must be

extraordinarily responsive to the needs of your people. In addition, the company must do everything it can to help employees in their jobs. Treat them with respect and appreciate their efforts on a daily basis. Then, you will be able to sustain the momentum you need to maintain a culture of accountability and service-excellence throughout your organization.

Being accountable—not just a way of work, a way of life

There is no real mystery when it comes to acting in a responsible, accountable way. It is something everyone has been trained to do all his or her life. Responsible, mature actions must simply move beyond everyday life and into the work day. The rules of accountability may sound familiar, but they are so often forgotten when management and staff operate within the stress of today’s business environment.

Let’s not forget to:

- Always follow through. Do what you say you will do, when you say you will do it.
- Always be aware of the big picture—the company’s goal.
- Take responsibility for your attitude—to your colleagues, your job, and your customers.
- Your company needs your ideas and creativity. Strive to show initiative beyond your job description.

And finally, always treat others as you would like to be treated.

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Christine Corelli is a dynamic business speaker and workshop facilitator. She is the author of five business books including the best selling Wake Up and Smell the Competition. Her newest book, Capture Your Competitors’ Customers and KEEP Them has been selling strong. Christine was well-received as a speaker at the Midwest Recycling Trade Show. To learn more visit www.christinespeaks.com or call 847 581 9968.

Pam's Auto Expands Again!

What's Going On?

Well, PAM's Auto is moving forward with their 2013 expansion. Pat and Mike the owners believe in building for the future, and it's evident they are preparing for a roomy one! Between the new warehouse and expanded dismantling area, they will be adding about 26,000 sq. ft. of pure elbow room. For the record, this does not include the 28,000 sq. ft. area between dismantling and warehouse that will be poured with an ocean of high strength cement.... Goodbye dirt and dust!



“With all the data platforms coming out for parts locators you need to make a huge imprint on the map” says CFO Pat Huesers. Another key to inventory is the ability to ship it fast.

Here you can see the floor being poured in the new warehouse. Notice the Lexan panels to assist with natural light? Bright ideas guys!



Inventory is King

The 18,000 sq. ft. building (being constructed just to inventory additional OE Surplus and aftermarket parts) will consist of 2 mezzanines. Demand is up and the customers are steering the wheel when it comes to inventory, “we are simply responding to our customers needs” says CEO Mike Meyer. When it comes to the auto parts business, you can't have enough inventory. Parts need to be IN STOCK AND SHIP SAME DAY.



Dismantling More Vehicles. It's not just about OE surplus parts and aftermarket options, after all, our core business is still auto recycling. PAM's currently dismantles 30-35 late model insurance salvage vehicles a week, and keeps about 2,400 vehicles in inventory on their 57 acres.

It's no fun to have a bottleneck anywhere in the machine. When you run close to 200 fresh vehicles in your holding area, the dismantling department needs to rock and roll with the rest of the facility. PAM's is currently adding around 8,000 sq. ft. of dismantling space with four underground mounted lifts complete with overhead cranes.

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What Does A Membership In NDARA Provide?

**WELCOME TO NDARA NEW
MEMBER**

Residual Materials, Inc.

Tyler Gibbs, General Manager
222 Red Dot Place
Grand Forks, ND 58203
Ph: 701-746-9381
Fax: 701-772-2008

Email: tyler@residualmaterials.com

Web: www.residualmaterials.com

**If you think the last 4 words
of the national anthem are
gentlemen, start
your engines,
you might be a redneck.**

Jeff Foxworthy.

NDARA Newsletter - published 6 times a year.

The newsletter is mailed to all recyclers in North & South Dakota as well as to related businesses in our geographic region. The newsletter includes NDARA and industry news, a complete membership listing, updates on legislative and environmental issues and lots of other interesting and useful information. NDARA also accepts articles submitted by our members. This is a great opportunity to communicate your message to fellow recyclers and associated businesses. *(Inclusion in newsletter subject to approval by NDARA staff).*

NDARA Website -

www.NorthDakotaAutoRecyclers.com

All members are listed on the website with complete contact information and a link to your website (if available); Newsletter archives; Calendar of Events; Parts Search, an opportunity for each member to sell parts; Complete NDARA Board of Directors and staff contact information.

NDARA Education and Training Opportunities.

NDARA provides educational programs, email blasts, social and networking events which allows you to share and learn from other recyclers. Legislative representation on issues pertaining to ND auto recyclers.

NDARA Staff

NDARA staff is available via email (ndara@centurylink.net) or phone (612-782-8786) to respond to your questions and concerns.

Member of the Automotive Recyclers Association

NDARA is a member of the Automotive Recyclers Association, the National association for auto recyclers. NDARA is active by participating in the ARA Affiliate Chapter & Legislative conference calls, and sharing information gained with members. NDARA also shares ARA's Industry Email newsletter with all NDARA members – providing them with weekly up-to-date developments effecting the industry, international news as well as instrumental association updates and promotional offers.

NDARA Membership Plaque

All NDARA members are provided with membership plaque denoting membership in NDARA for display in their waiting area. The NDARA logo is a mark of distinction that tells your customers and fellow recyclers that you are a professional.

In Numbers There Is Strength

NDARA membership means fellowship with other auto dismantlers and recyclers and an exchange of ideas. In addition, through membership in one state trade association, auto dismantlers and recyclers have strong representation before government agencies, the consumer, and the industry at large. All recyclers encouraged to join NDARA and make a difference by getting involved. Support your state association and reap the many benefits of membership!



North Dakota Automotive Recyclers Association Application for Membership

Company Name _____

Contact Person & Title _____

Address _____

City, State, Zip _____

Phone: _____ Fax: _____ E-mail _____

Web: _____ Toll Free: _____

ENCLOSED IS MY NDARA MEMBERSHIP CHECK:

\$150.00 Annual Fee

NDARA membership is open to all auto recyclers in North & South Dakota, as well as all associated businesses.

*Our membership year runs from October 1 – September 30
Please make check payable to NDARA*

Please return this form with your membership check to:

**NDARA
3333 Skycroft Circle
Minneapolis, MN 55418**

**Phone: (612) 782-8786
Email: ndara@centurylink.net**



NORTH DAKOTA Auto Recyclers

The North Dakota Automotive Recyclers Association (NDARA) is excited to announce we are working with a new publisher for the association newsletter.

Through our new publisher, newsletter ad proceeds will now go directly to the NDARA to help support our members and our mission to unite, advance, support, and educate our members, to create a positive image of our industry, and improve the automotive recycling industry in North & South Dakota.

We look forward to this new venture which will be integral to keeping the NDARA strong and vibrant, and to continuing to bring you the news of the NDARA and automotive recycling industry at large.

In order to make this happen – we need your support.

The newsletter is funded through the newsletter advertising revenue.

MAKE SURE YOUR AD IS INCLUDED!

NEW ADVERTISING RATES - Please indicate which ad size you prefer.

Ad Size	One Time Rate	Yearly Rate (6 issues)
Business Card (2" x 3.5")	\$60 per issue	\$45 per issue
¼ Page (3.5" x 4.75")	\$90 per	\$70 per
½ Page (7.25" x 4.75")	\$140 per	\$120 per
Full Page (7.25" x 10")	\$240 per	\$200 per

Please e-mail ad to ndara@centurylink.net. **Ads should be in b/w only**, and sent as either a .jpeg image or .pdf file. Also keep in mind the sizes needed for each ad option!

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For more information or to sign up for advertising space, please contact NDARA directly at the contact info. above.



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