



July, 2009 - How to Find Great Resources

### **ProBusS Presents**

***News about skilled trades, maintenance, and manufacturing***

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## **ProBusS President Launches New Company**

Have you heard the news? Jim Watrous is heading up a new company, Green Mountain Recycling. The start-up was officially announced today via press release.

Green Mountain Recycling (GMR) is an industrial plastics recycling and remanufacturing company. When fully operational, the company will convert post-industrial PE and PP waste into high quality, low cost, regrind plastics for the injection molding, extruding, and compounding industries. The GMR process is a more sustainable and lower cost alternative to plastic waste removal, hauling, and disposal. It reduces landfill, helps the environment, assists companies in meeting their triple bottom line goals, and reduces material costs for its customers.

ProBusS is conducting the search for GMR's manufacturing site in West Michigan, and will prepare the plant layout and order all equipment. We will bring the plant on line, which means installing all equipment, making utility hook-ups, and bringing all production machinery up to speed. ProBusS will also handle ongoing maintenance for GMR.

GMR is expected to be fully operational by mid-2010. If you have any questions, let us know. You can contact GMR at this address: [info@greenmountainmichigan.com](mailto:info@greenmountainmichigan.com)



## "Do you know someone who can...?"

We get this question a lot. Clients have always asked us to recommend suppliers for different services or products, but the question comes up a little more often these days. The tough economy has closed some businesses and so their customers have to find new suppliers. Or, people are looking for new expertise, better products or services, or more cost-effective ones.

Which make us think this is a good topic to cover in this newsletter.

## The ProBusS Top 5

Choosing a new supplier can be like choosing a watermelon at the market: you don't know if it's ready, you can't judge the quality until you open it, and you don't know if you're making the right choice.

We don't pick suppliers based on how their ad looks in the phone book, or simply because they're the largest or best known in their field. Instead, we suggest choose suppliers by asking five key questions:

1. What is the service or product you really need?
2. What is the expertise of the supplier?
3. What is the supplier's reputation?
4. Are they financially stable?
5. How well do they understand your business?

Let's quickly look at how you can use these five questions to help you find the right supplier for your business.



### #1. What exactly do you need?

Suppliers tend to have particular skills or offer certain products, so it's important to know exactly what **your** need is first. Ask yourself questions like these:

- Do you want a quick repair, or is this a larger project?
- Is this an emergency, or something that can wait?
- Do you need a product for one-time use, or is this a product you may standardize on?
- Will the work focus on one specific machine, or will it involve other specialized systems or equipment?

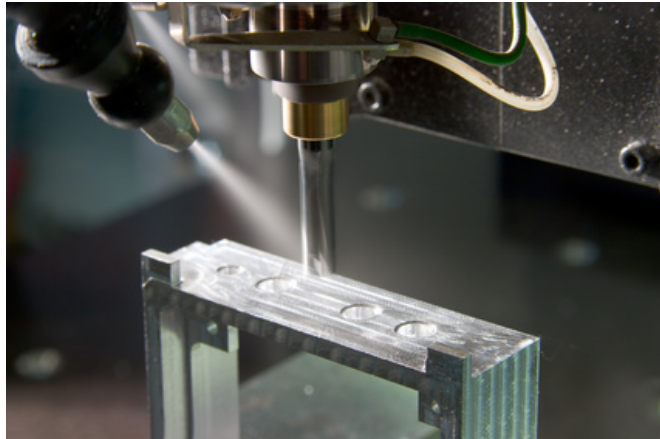
Use these kinds of questions to define what kind of product or service you're looking for. This will help lead you to the right resource and in turn give them better information so they can deliver exactly what you need.

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## #2. What is the company's expertise?

This includes their technical proficiency, and whether they are licensed and qualified for the work or product you need.

- Do they know the safety requirements for your industry? If, for example, you're looking for a good electrician, do they understand and comply with NEC standards?
- Are their workers experienced journeymen?
- Does the company require continuing education for its staff?
- Does the product the company offers meet your specific requirements? For example, does the product meet OSHA requirements, fire safety standards, LEED certification requirements, etc.?



Ask the supplier about the tradesmen they will assign your project and what kind of expertise and experience they have.

## #3. What is the company's reputation?

Professional recommendations are important. Check with the company's customers to get their opinions about performance, service levels, reliability, etc. If the company can't provide customer references, or those customers won't talk to you, look elsewhere.

How timely was their performance? What was the quality of their work/product? Would you hire them again? All of these open-ended questions provide telling information.

## #4. Are they financially stable?

You want a contractor or provider that is financially sound, one you can expect to be around to back their products and services. Does the company offer a warranty for their work and/or products? Have their customers experienced their warranty service? References will give you a good feel for the stability of the company.

## #5. How well do they understand your business?

It always helps if a supplier has some experience in your industry, but many times you'll have to work with someone with little or no experience in your business. A good supplier listens well, works to clearly understand your situation, and offers insight and suggestions. Consider:

- How well do they understand your situation?
- Do they understand your specific requirements?
- Do they offer suggestions about products or other services you should consider, without giving you the hard sell?





Don't automatically reject a supplier who lacks years of experience in your business. Test their capabilities on a small project. It's a good, low-risk way to see if they can meet your needs. You may discover a great resource who's willing to learn and grow with you.

### Help is just a phone call -or email- away

This Top 5 questionnaire can't guarantee 100% success in finding the best suppliers, but it will certainly tip the scales in your favor. Of course, ProBusS is ready to help you with a recommendation, if you need one. We can help you locate good resources in a wide variety of fields. Give us call or send an email. We'll be glad to help.



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