

PIPELINE

PIPING SYSTEMS INC.

COMMERCIAL/INDUSTRIAL/INSTITUTIONAL MECHANICAL CONTRACTORS

WINTER 2017

PSI: What It Stands For

My dad, Eugene Lemieux, founded Piping Systems, Inc. (PSI, for short) in 1971. It's an interesting story—better left for another day. Something I'd like to share with you today is the acronym PSI. We use it amongst ourselves to refer to our company, and I'm sure our clients use it, too. Most of you who are reading this know that PSI also means "pounds per square inch." Steam and other fluids, such as gas and water, are measured by PSI, the most basic unit to measure pressure.

As a company, knowing what we do is easy to identify. Simply put, we are in the piping business and we provide piping solutions to our clients.

Why we do it is a little more difficult to put into words.



So, here is a more concise statement about PSI. PSI stands for People, Service and Integrity. As the CEO, my desire is to attract people who want to serve our clients in a working environment rooted in integrity. We serve others by providing solutions to their piping needs. Integrity means that we tell the truth, we keep our promises and we take responsibility for our mistakes.

Whether your piping needs include process piping and plumbing, HVAC, or fire protection systems, new installs, retrofits, maintenance or repair, at PSI, we've got the People, Service and Integrity. PSI...more than just piping.

Experience, reliability and quality since

1971. Call us today at 508.644.222, or drop us an e-mail at psi@PipingSystemsInc.com to find out how we can help you.

Gary Babcock Promoted to Project Manager

A team member at Piping Systems since 1995, Gary Babcock has been promoted to Project Manager. In his new position, he will oversee planning, coordination and execution of multiple client projects from start-to-finish.

"Gary is a great example of what we look for at PSI," said Pauline Lally, owner of Piping Systems. "He's a hard worker, and someone who has invested his time in becoming a master of his trade. As a foreman for us, he oversaw a lot of our larger projects to completion, and he's always had a sense of pride in getting the job exactly right and making our customers happy."

Babcock holds multiple certifications in both Massachusetts and Rhode Island, including a Journeyman and Master Plumber license, a Journeyman Pipe Fitter license, a Journeyman Sprinkler Fitter license, and a hoisting license.

"I started with Piping Systems almost right out of high

school," said Babcock. "My father recently retired from the company, and I have an uncle who also works here."

"Over the past two decades, I've always appreciated the company's philosophy and Pauline's mentality when it comes to customer service. In addition to my on-the-job experience, I've put in a good seven or eight years in night school to get to where I am, and Pauline has always been there to support me. This is just another step in my career at Piping Systems and I'm happy for the opportunity and the new challenges."



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Create A Spirit Of Innovation On Your Team

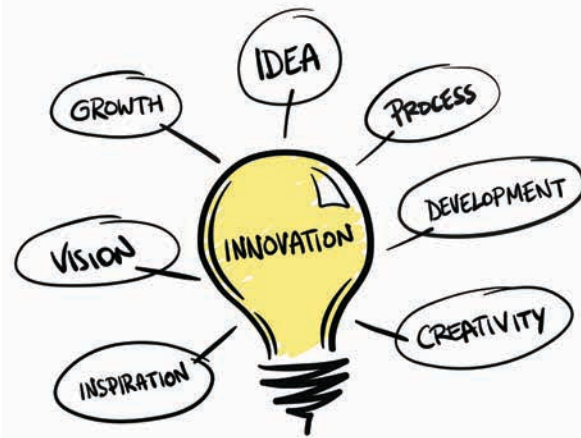
Sparking innovation in a team or organization depends on a number of factors. Concentrate on these to get the most from everyone's creativity:

Individual factors

- **Challenge.** Bored people don't come up with great ideas. Look for tough problems to solve or difficult projects to accomplish—as long as they're not too overwhelming.
- **Autonomy.** Allow as much freedom as possible to get things done. People are more creative when they can make their own choices.
- **Recognition.** Make sure to praise good ideas when you hear them. Even if they don't work out, you'll reinforce people's innovative spirit.

Team factors

- **Debate.** Encourage open discussion. Don't let meetings turn into arguments, but do make sure everyone feels free to explore ideas honestly.
- **Support.** Team members should help each other develop their ideas. The more support people feel, the more eager they'll be to make suggestions.
- **Collaboration.** Ideas may come from individuals, but they usually require a group effort to bring to life. Establish common goals so everyone feels a stake in coming up with the best ideas and making them work.



Take Action When Co-workers Ignore Rules

A safe workplace benefits everyone, but sometimes people don't want to follow the rules set down for their own safety. Follow this advice for bringing them around to a better frame of mind:

- **Focus on the benefits.** No matter what these contrarians do or say, don't argue or attack their opinions. Instead, continue to point out all the positive benefits of a safe workplace.
- **Channel their resistance.** Concentrate on understanding their position rather than defending your own. Ask them to explain their point of view, and listen with an open mind to their objections and suggestions.
- **Discuss the options.** Talk with the contrarians and explore the potential consequences—and benefits—of their perspectives and ideas. Ask questions and listen closely. You may learn something, or they may come to understand that their point of view isn't valid.
- **Be willing to change your approach.** The people doing the work may have a better understanding of what's safe and unsafe than you do. Be flexible enough to incorporate their expertise and judgment into your plans.

Tiny Robots May Save Your Life

The newest medical robots look and move like bacteria, and they can deliver medications to specific locations within the human body and perform intricate surgeries like clearing clogged arteries.

According to the *Science Daily* website, a team of scientists is working to develop a selection of biological robots that are soft, flexible, and move through bodies under the control of an electromagnetic field. Once they reach their destination, they're heated to change shape, mimicking—for example—the bacterium that causes African trypanosomiasis, or sleeping sickness. Although still in development, these microrobots could revolutionize the way patients are treated in the not-so-distant future.

Millennials Worry About Debt

Millennials aren't the carefree kids you might think they are. A FICO survey found that they're concerned about debt—with good reason. According to FICO's online survey of approximately 1,000 Americans over the age of 17, a whopping 32% of millennials owe \$20,000 or more in student loans, and 45% owe at least \$7,000 on car loans.

In all, 37% of millennials ages 25-34 say they're concerned about their level of debt, and 33% would like assistance in managing their debt. For example, 65% would like to receive an email alert when their student loan payments are overdue by less than 90 days, and 35% want to be notified by app when their mortgage payments are less than 90 days late (but they'd prefer a phone call if their payments are more than 90 days overdue).

SPEED BUMP

Dave Coverly



Learn This One Crucial Success Factor

The single biggest predictor of success isn't brains, money, or willpower—although all those can help. No, according to entrepreneur and author Michael Simmons, it's the kind of network you have.

Most people live their lives in a closed network of familiar family members, friends, and professional colleagues. But those with an open network—one in which they connect people in different, seemingly unrelated groups—tend to be more creative, knowledgeable and successful. They're exposed to new ideas more often, avoid relying on the same assumptions, and are better able to combine ideas from different areas in interesting and successful ways.

If you want to be more successful, open your network—and your mind.

Use Teamwork When You Hire

Hiring is too important a task to leave to a single person. Try taking a team approach: For each position, form a team of 5 or 6 people—an HR person, the manager to whom the new hire will report, one or two peers, and even one or two other managers and their direct reports. As a group, the team can interview and evaluate job candidates and gain a better perspective than one person can.

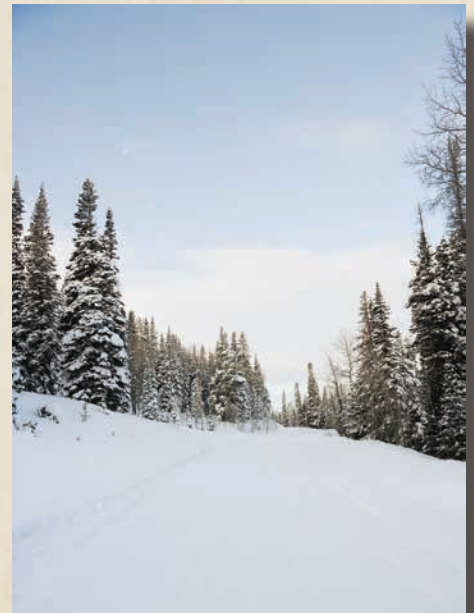


Your Fish May Know What You Look Like

Dogs and primates can recognize human faces, but can fish? Apparently so. Scientists at the University of Oxford and Australia's University of Queensland have discovered that the archerfish can be trained to differentiate between faces with a high degree of accuracy, even though they don't have the type of brain other animals use for visual recognition.

As reported on the *Reuters* website, scientists chose the archerfish for their experiment because of its ability to shoot a jet of water from its mouth, usually to hunt down insects above the water's surface. They introduced the images of two human faces and trained the fish to shoot water at a specific one. In later tests, the fish were able to recognize a learned human face from 44 new ones and hit their original target 81% of the time—even when the color and shape of the head were changed.

Because fish have no neocortex in their brains, and presumably no evolutionary need to recognize and distinguish between humans, the discovery is unexpected—and interesting to scientists studying brains of all kinds.



What is the record for the greatest snowfall in a single month measured in the U.S.?

Weather or Not

- 1) Which is colder?
 - a) The North Pole
 - b) The South Pole
- 2) Which U.S. location sees the most amount of sunshine annually?
 - a) San Diego, California
 - b) St. Petersburg, Florida
 - c) Yuma, Arizona
 - d) Albuquerque, New Mexico
- 3) What is a haboob?
 - a) a type of cloud
 - b) a strong dust storm
 - c) a measurement of rainfall
 - d) a type of hailstone
- 4) What is the record for the greatest snowfall in a single month measured in the United States?
 - a) 619 inches
 - b) 212 inches
 - c) 390 inches
 - d) 128 inches
- 5) What is the world record for the most rainfall in a single day?
 - a) 54.1 inches
 - b) 73.6 inches
 - c) 19.7 inches
 - d) 88.9 inches

Answers: 1) b: The South Pole is considerably colder with an average temperature 35 degrees lower than The North Pole; 2) c; 3) b; 4) d: January 1911 in Tamarack, California; 5) b: It occurred in 1952 on Cilaos La Reunion, a small island off the coast of Madagascar.

The Differences Between PSI and the Others Are Many

Every industrial piping system installation is unique, so naturally the types of piping, valve and fitting configurations used for each job will be unique as well. So, the best piping for one job won't be the best for another.

As an industrial or manufacturing plant manager, the decisions you make about what piping systems to use and who should design and install them can be one of the most challenging decisions you can make.

At Piping Systems, Inc., we understand those issues, and as a firm that's been offering quality workmanship and products to industrial clients for more than 45 years, we feel your pain. You can see from our list of certifications and affiliations, we are determined to give you the best at all times, not just now and



then. We are a family-owned business that prides itself in long-standing relationships, and we value our clients, employees and vendors.

Depending on the product or substance that needs to be piped, you can choose to work with any piping contractor who offers industrial piping. And most qualified contractors can

suggest a variety of piping systems whether it's PVC, steel, stainless steel, reinforced fiberglass, insulated ceramic,

copper, brass, polyethylene or another type of pipe. The question is not about which pipe is best, it's more about which contractor will provide the best services, all the time.

Below are six questions to ask your piping contractor before you begin your project...

Six Questions to Ask Your Industrial Piping Contractor

1. Do they have the proper and current trade licenses (i.e., piping, plumbing, gas fitting, fire system installation, hoisting?)
2. Do they have adequate general liability and excess liability insurance? Marine coverage for goods in transit to your facility?
3. Are they aware of and will they install the project to all city and state building codes?
4. Do they do the design and construction with their own crews?
5. Do they offer a two-year warranty on new piping installations?
6. Do they have a 100% complete satisfaction guarantee?

There are many questions to ask, and "What is the best piping system to use for my installation and my needs?" is definitely one of them. Finding out who is creating and installing your industrial piping system is just as important, if not more important.

Learn more by contacting PSI today at 508.644.2221 or visit our website at www.pipingsystemsinc.com.



We're doing our part!



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