

Missouri NEWS

Auto & Truck Recyclers

Serving the Membership of the Missouri Auto & Truck Recycler Association

October/November
2022

A Farewell From Your Outgoing President

By *Chris Richardson*

My Fellow Recyclers,

My time as President of the Missouri Auto & Truck Recyclers is coming to an end. It's been a wild 3 years to say the least. We survived a pandemic and came out stronger on the other side. We learned new ways to conduct business, not because we wanted to, but because we had to in order to survive. However, these new ways of doing business are now becoming "the norm". We have all heard the Charles Darwin quote "It is not the Strongest of the Species that Survives, But the Most Adaptable". Auto Recyclers are definitely the most adaptable around. In most cases our businesses have been around for generations, and with the determination we have all shown over the past years, I am sure we will be around for many generations to come.

It has been my responsibility to write articles over the past 3 years about topics that will help readers think of new ways to make their businesses profitable and help them to grow. I appreciate the challenges that our businesses face and how hard owners and operators work to turn a pile of twisted steel into something of value. I am hoping you have taken away something positive from these articles, and my time as your President.

I have enjoyed hearing what is important to your businesses, including safety, productivity, employee relations and much more. I sincerely hope that I have been able to capture the topics you asked for with accuracy.

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Missouri Automobile and Truck Recyclers Association

Find information on membership including the membership application at www.matronline.com/associate.html

Missouri Auto & Truck Recyclers News

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Recyclers Helping Recyclers

By Mike Swift, Swifts Trails End Auto Recycling, Des Moines, IA

Getting ready to head to the ARA Convention in Orlando. It is always great to get educated and see old friends and make new friends. Since the pandemic I have been involved in a Thursday night call, Recyclers helping Recyclers. It is a zoom call that all recyclers are invited to share their ideas on how they ship, inventory, yard layout, Ebay sales, counter sales, pay for performance, and the list goes on. The call lasts for 2 hours starting at 6pm Eastern and ending at 8 pm Eastern. When the topic of the call is done a lot of auto recyclers stay on the call to discuss other issues or questions they have about any ideas that can help them with any situation.

During the pandemic especially, it was very hard to attend any conventions or

any meetings so Anthony Wahl from Wahl to Wahl Auto Parts started this call. I try to remind auto recyclers on Facebook the day before the call. I would say if you are stuck on a project in your business, get on the call and ask your fellow auto recyclers. No better way to get information than one of the many Auto Recyclers on the call, and also if we don't have the answer, Anthony will try to invite an expert about the topic and those calls have been very good.

Recyclers Helping Recyclers is one of the many ways to get connected and another way is the ARA Mentoring program.

The Program in ARA is run by RD Hopper from Sonny's Auto Salvage

in Jacksonville, Arkansas and also buy ARA President Marty Hollingshead from Northlake Auto Recyclers in Hammond, Indiana. Both great auto recyclers and with the help of a lot of other auto recyclers they have developed a program to help a recycler get back on the path of buying vehicles, selling parts, getting the most out of all employees, all things to do with the day-to-day operation, and to help the recycler be profitable. If you attend ARA, it is one of the best sessions you can attend. All auto recyclers need help at one time or another, and this is FREE to all members. Lots of great stories about new people in the business, to people that have been doing auto recycling for years, or just seem to be stuck in a rut.

"Coming back to where you started is not the same as never leaving."

Terry Pratchett



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I hope in the next few weeks help in this program to help auto recyclers train inventory people and/or help recyclers get caught up on inventory. I think this is another major key to the auto recycling operation.

If you feel like you need some help, please reach out to ARA about the mentoring program at www.a-r-a.org or join in on the zoom call *Recyclers Helping Recyclers*, Anthony Wahl at Wahl

To Wahl Auto Parts in Cooperstown New York www.wahltowahlauto.com

These two things are free consulting to automotive recyclers. We all have busy days, but don't beat your head against the wall, reach out get help today!

Living the Dream In Auto Recycling

Farewell... continued from cover

Over the past 3 years I have met many new people and gotten the chance to talk to old friends as well. I am so appreciative of everyone's willingness to share information and discuss topics that matter to them. I also have enjoyed attending trade shows and interacting with people in person. I have so many fond memories of my time as President that I will carry with me for years to come.

Lastly, I thank you for the opportunity to be your President all of these years. Thank you for always taking my calls, responding to my emails and helping me understand the concerns of everyone in our field. I am going to miss being your President, and so will my wife, who assisted me more than you could know... I have so much appreciation for all you do and wish each and everyone one of you success in the future!

-Chris Richardson



MO/IL Automotive Recyclers Convention & Trade Show

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That's Not My Job

Jake Nawrocki, Rocki Top Auto Salvage, Glen Flora, WI

Have you ever had a coworker, or even worse a boss utter the phrase *“that’s not my job”*? Most of the time it is said in a pretty negative way and does not inspire an attitude of teamwork for anyone. However, there are a few different ways we could take that in our work environment or even at home and I think we should spend a few minutes thinking about this.

In an auto salvage atmosphere, there are countless different jobs that need to be done and often many of them are done by the same individual. Especially in a smaller business that is growing, as many of your businesses are. The inventory person is sometimes also pulling sales duty; the inventory buyer may pitch-in in shipping/receiving; the shop dismantler may have to take a shift in the yard or vice versa. You get my point and most of you, I’m guessing, have experienced this in one form or another. This is an indicator of teamwork at its finest and it all works pretty well until someone says *“that’s not my job”*. Things come to a grinding halt. Suddenly, promised orders are not being sent out on time. Quality is suffering. Things start to pile up where they don’t belong. All because when a “situation normal” type glitch came up one of the team members was not willing to briefly step out of their normal role to make up the difference somewhere else, where it was needed. We have all seen it happen at one time or another

and hopefully we can keep ourselves free from being guilty of that attitude ourselves. A few months back when COVID went through our organization we had multiple individuals not at work for an extended period of time. This put a lot of strain on everyone but due to a good sense of responsibility and teamwork we got through it pretty well. There were two individuals who really stepped up and made all of the difference in the world. As far as our customers knew, there was no change in service.

My grandpa was a really wise man with a lot of really wise old man sayings, one of them being “if you never do more than is expected of you, you will never receive more than you have coming to

you” I have found this to be so true. As a sales person, if you are never willing to go the extra mile to make sure the customer gets what they need quickly, you will be a salesperson that lacks good repeat customers. It is very common to see our salespeople making a delivery on their way home if the customer is not too far out of the way. Nobody asked them to do this, they like to. We have yard guys that intuitively include bolts, even if not called out on the work order. They take the time to carefully unplug wire harness rather than cutting or jerking hard. Customers appreciate that. We have an office guy that if he is having a slow time picks up a broom or mop, and cleans out his coworker’s area. No one told him to, he just does it. We have a shop guy that

Marty Satz



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is constantly pitching in wherever he sees a helping hand is needed. I have hardly ever heard someone around here verbalize **“that’s not my job”**. I have worked with people that bring that attitude and it is no fun.

So don’t be that guy. Make the extra effort to do the little things even when they don’t fall into the realm of your designated role. Help a customer load the part into their car, cheerfully pick up the slack when life happens. Whatever you do, do it with a smile. Customers love going to a business where the staff is having a good time, turns out the staff enjoys it too.

There are some things that are not your job and that’s OK. We must be careful to discern where our help/input is or isn’t wanted. There are those who seem eager to be really “helpful” with other team members task but never seem to get their own work done. Don’t be that guy either.

This article first appeared in the CARS of WI, June/July 2022. Reprinted with permission.

Jake Nawrocki is the co owner of Rocki Top Auto Recyclers, a volunteer in his community, armature race car driver, and layman preacher. Having grown up in the family business which he and Katy Joles currently own, he has 30 years experience in the auto repair and auto recycling industries. Together with the great team at Rocki Top Auto, Katy and Jake work tirelessly to improve their business in northern Wisconsin, with the goal of making the ins and outs of the auto recycling industry common knowledge to those who have no ties to the auto industry.

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Cores Are a Contact Sport

By Paul D'Adamo, RAS "Core Hunter"

Recovering Cores – Five Contact Points

Let's go back to the basics of Cores: Identification, Recovery, QC, Packing. To delve further into the recovery of cores, let's identify the five contact points for optimal core recovery within your existing workflow.

Vehicle Inventory – Unlike in the past when your parts puller or dismantler was the key person in a successful core program, your Vehicle Inventory Person is now the most important asset we have. The Inventory person has the data to identify the value and opportunity for cores. For parts dismantlers, the DOH (days on hand), QOH (quantity on hand), and request/sales data should be enough to identify if, and when parts should be added to the core list. For recyclers who don't inventory parts, the VIN and instant core value identification give enough information to make valuable time/labor decisions to make a successful program. Bottom Line: I would rather spend a few minutes at the front end of the process making good decisions with good data, then pour scarce labor hours removing parts with low values.

Time of Dismantle – Perfect opportunity for Full-Serve Dismantlers or those that only dismantle when they have a major component sold. The key here is simplicity and efficiency. You have the software to narrow down which parts have value and are worth removing and you have a dismantler with the tools and ability to remove parts efficiently compared to out in the field. Think about access: if you are tearing down a vehicle for the drive train, you now have access to ABS modules, rack and pinions, components on the engine (steering pump, alternator, starter, a/c compressor), brake booster, etc. Don't forget those parts internal to the vehicle, ECM's, instrument clusters, EPS columns, etc.

Core Returns – Core returns present an incredible opportunity to reap value, in addition to the price the original part

was sold for. Many recyclers only put core charges on the basic parts; alternators, a/c compressors, and starters. This is a mistake as there are so many core parts with substantially higher core values, i.e., steering, advanced electronics, brakes, abs modules etc. Let's use any downtime at the counter or in the return area to properly identify value in cores returned by our customers.

Loose Parts Inventory – Often overlooked, our industry suffers from a disease called "Overstock". While our Yard Management Systems identify quantities on hand, number of requests, and days on hand, I have visited hundreds of yards where parts are piled "higher and deeper" on our shelves. Utilizing software that can search a yard's inventory by location, minimum price, days on hand, and other criteria, overstocked parts can be turned into cash for buying additional inventory vehicles. Core Companies are a "CUSTOMER". It always amazes me how recyclers will say that they can't sell a core to us because they are saving it for their customers. Core companies can be one of your best customers; not only do we pay for shipping, but the parts never get returned.

Pre-Crush – This is the prime opportunity for Self-Service and Auto Scrap Processors. Most Self-Service operations have their vehicles up on wheel stands so there is no issue with access to most of the auto cores. In many cases, the customers have dismantled the vehicle where core parts might be sitting inside the car. Where engines/transmissions have been removed, motor bay parts and rack & pinions are more accessible. It has been my experience that drain racks are not the ideal place to remove cores, plus we don't want to slow down the draining process. For Auto Scrap Processors, segregating vehicles for cores and airbags is critical to maintaining two vehicle flows for maximum core recovery.

Do you want to know more about Cores as a Contact Sport?? Contact me at pdadamo@coresupply.com or 401-458-9080.



MISSOURI AUTO & TRUCK RECYCLER MEMBERSHIP APPLICATION

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- MATR maintains a web site at www.matronline.com featuring information about the industry for consumers, A part search, newsletter archive, and an on-line membership roster with direct links to member web sites (if available).
- MATR produces an annual convention & trade show featuring exhibitors showing off their latest products and services. This is a great networking opportunity to share and learn from other recyclers. See what works and what doesn't.
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Associate Membership: Any entity or person not meeting the eligibility requirements for active membership as herein above provided shall upon the approval of the Membership Committee be eligible to become an Associate Member of the Association.

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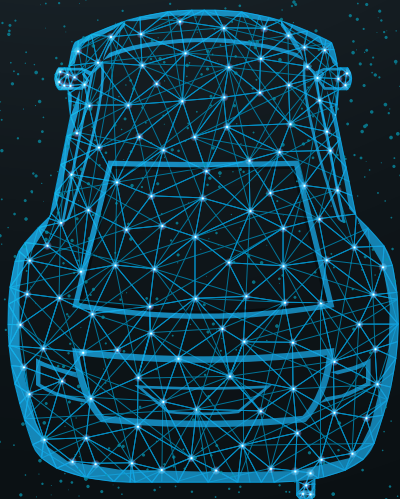
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