



“People will forget what you said. They will forget what you did. But they will never forget how you made them feel.”

Maya Angelou

GREATER CLEVELAND

MANAGER’S COMMENTS

Let’s face it, NECA members all know how to provide a high quality product and NECA national and chapter staffs know how to perform the duties necessary to run a non-profit organization. So what separates the best at it from the worst at it? I would say a great part of that answer is the quality of the customer service they are known for providing.

There are a lot of great quotes about customer service. A variation of the simple but always applicable golden rule, “Treat the customer like you would want to be treated. Period!!” should be easy to remember. Of course, that requires knowing and acknowledging who is the customer. Remembering we are not in the retail sales industry or the health care industry or any one of the many others where you are face to face with the

customer, we are usually separated by geography.

The paying customer or end user may never be seen. We are given a task to perform and we perform it. The feedback received from the customer mostly comes from whether they make the agreed upon payment without a fuss. Usually it is not known if they are satisfied or not. Those who are really not good at customer service don’t care and take comfort in not having to see the faces of the customer. Man, is that dangerous. Their denial and even worse their ambivalence is a recipe for disaster. At some point they need to be; figuratively that is, shaken vigorously. If that gets their attention and they make a concerted effort to put the customer first then they can truly be successful.

NECA EASTERN REGION NEWS

The eastern region of NECA is comprised of the chapters located in Maine, Vermont, New Hampshire, Connecticut, Massachusetts, New York, New Jersey, Rhode Island, Pennsylvania, Delaware, Maryland, Washington D.C., West Virginia, Kentucky and Ohio.

It was announced last week that our long time Regional Director, Richard Parenti

would be retiring on July 31st. Rich will be forever remembered for his service and enormous dedication to maintaining and advancing the principles and programs of NECA. He’s seen and heard it all. That experience will be missed by everyone. But that’s not all that will be missed.

Continued on Page Two.

NECA EASTERN REGION NEWS CONTINUED

The vigorous banter, sincerity, and thought provoking points of view all added to the value Rich brought to the members of NECA. On behalf of the Greater Cleveland Chapter, thanks Rich and we wish you well on your most deserved retirement.

In addition to Rich's retirement, NECA also announced that Joseph Kellams will become the new Eastern Region Director effective August 1st. Joe was our Chapter's Field Representative prior to beginning his new position. His NECA experience also includes serving as Executive Director of the Southern Indiana and Louisville, Kentucky Chapters. It is also noteworthy that Joe has been very active in supporting NECA's involvement in apprenticeship issues and served on the National Training Institute's Advisory Committee for many

years. The Greater Cleveland Chapter looks forward to working with Joe and offers its assistance in any way possible.

There is one other bit of Eastern Region news to report. For the past several months, Field Representative Steve Chesley has been performing the duties of Eastern Region Director while continuing to fulfill his field rep responsibilities.

As of August 1st, Steve will return to his field rep position full time. Steve deserves the gratitude of everyone in the region.

These three men are great examples of pride, dedication and commitment.

CLEVELAND DIVISION ANNOUNCEMENT

The Cleveland Electrical Joint Apprenticeship Committee is making a concerted effort to monitor and evaluate apprentices' On the Job Training. Monthly OJT evaluation forms are required to be completed and submitted by our apprentices. In doing so, it requires the cooperation of the Employer in having the supervising journeyman or foreman fill out and sign the form. It has come to the JATC's attention that some Employers are ignoring this part of the apprentice's training assignment.

The JATC respectfully requests all Employers who participate in providing training assignments to have the same level of dedication to graduate the highest quality of apprentice the Committee has and therefore communicate to your Employees their role in this process.

MANHOURS

Cleveland Division thru June:	1,651,872
Lake Erie Division thru June:	242,328
Northeast Ohio Division thru June:	<u>152,500</u>
Chapter Total:	2,046,700

ECONOMIC NEWS OF THE DAY

- 1.) It's good!
- 2.) Second quarter GDP was 4.1%.
- 3.) Job Ghosting is on the rise. That's where people schedule interviews and accept jobs then don't show up.
- 4.) Beer and wine gain favor for those who imbibe, while liquor dips.
- 5.) The private sector adds 219,000 jobs in July.
- 6.) Apple is poised to become the country's first trillion dollar company.
- 7.) Cleveland's freshwater wind farm project is close to becoming a reality.
- 8.) U.S. workers saw the largest increase in wages and benefits since September 2008. 2.8%
- 9.) Look for positive changes to capital gains tax policy.
- 10.) We are beginning to hear more promotion of construction apprenticeships instead of college educations. It's about time!

ASSOCIATE MEMBER NEWS

As of July 1, 2018 Greater Cleveland's associate member GE Industrial Solutions joined forces with ABB as part of the company's Electrification Products (EP) division. The EP division was ABB's most profitable business in 2017 and is number two in electrification globally. Industrial Solutions is known in the market to provide an array of LV & MV electrical solutions from grid to chip. This acquisition is a huge milestone for both organizations which now include

56,000 employees and 100+ manufacturing factories globally. In addition, ABB committed to invest in the Industrial Solutions business, adding 150+ sales and marketing heads in the U.S. and financing millions in existing factories to drive execution excellence.

The Chapter welcomes ABB and are pleased that Ed Perry will be their local representative.

UPCOMING EVENTS

- 1.) **NECA Convention & Trade Show** - September 29-October 2, 2018 in Philadelphia, Pa.
- 2.) **Lake Erie Division Meeting**- October 9, 2018- 6:00 PM- TBD
- 3.) **Northeast Ohio Division Meeting**- October 10, 2018- Noon- Red Hawke Grill.
- 4.) **Cleveland Division Meeting** - October 11, 2018- 5:30 PM -TBD
- 5.) **Code Class** - Saturday, November 10, 2018 -8:00AM—1:00 PM
- 6.) **NECA Annual Holiday Party**- December 1, 2018 - Ritz Carlton Hotel Downtown

GO TRIBE!!!!



LOOK FOR THE NEXT REVIEW IN SEPTEMBER 2018!!

**IT'S GOOD BUSINESS TO DO BUSINESS WITH THOSE FIRMS
WHO SUPPORT OUR ASSOCIATION**

CHAPTER ASSOCIATE MEMBERS

1-888-Ohio Comp	
ABB Industrial Solutions	Graybar Electric Co.
Admar Supply Company	Leff Electric
BMA Media Group	Mars Electric
Ciuni & Panichi, Inc.	Milwaukee Tool
CompManagement, Inc.	PEPCO
Eaton Corporation	Riffle and Associates
Ericson Manufacturing	Simplex Grinnell
	United Rentals

NECA PREMIER PARTNERS

3M	Schneider Electric
Federated Insurance	Southwire Corporation
Graybar	Thomas and Betts Corporation
Greenlee	United Rentals
Milwaukee Tool	Westex by <i>Milliken</i>

ELECTRICAL TRAINING ALLIANCE PARTNERS

PLATINUM LEVEL:

Milwaukee Electric Tool Corporation
 Klein Tools, Inc.
 Thomas & Betts Corporation
 3M Company Electrical Markets Division
 Salisbury by Honeywell
 Harger Lighting and Grounding
 Fluke Corporation
 Lutron Electronics, Inc.
 Eaton's Bussman Business
 Schneider Electric
 Southwire Company
 Prysmian Power Cables and Systems
 Graybar
 Greenslee by Textron Corporation
 Ideal Industries, Inc.
 Westex by Milliken

GOLD LEVEL:

Buckingham Manufacturing Company, Inc.
 Alexander Publications

SILVER LEVEL:

Ann Arbor Area Convention & Visitors Bureau
 Rubin Brothers, Inc.
 American Technical Publishers, Inc.
 Ypsilanti Area Convention & Visitors Bureau
 Legrand, North America
 E2E Summit

BRONZE LEVEL:

MOSAIC
 Stark Safety Consultants
 Coyne First Aid
 Wellshade