From the president's desk

Don't destroy your support system

COLUMN BY HANK HENKE



As I was wondering what to write about this month, I received a call from a large national vendor who related this story:

A rebuilder had called his company looking for a rebuilt starter drive as there was no new one available. The vendor looked up the number and told the rebuilder his company didn't have that drive. With that, the rebuilder became very upset with the vendor. The vendor asked his customer what he did with cores generated in his shop. The rebuilder responded that no one charges for cores anymore so he just sells them to the scrap man.

We may or may not feel the same way, however, something to think about is that a lot of items are no longer made new and probably never will be. So when a customer comes in with a 20-to 50-year-old starter or generator, how do we tell them they can't get it fixed? We as an industry have elected to scrap usable parts rather than putting them in the hands of the rewinder, drive builder, or solenoid rebuilder.

Along the same lines when we elect to purchase new over a rebuilt item, we as a group have no room to complain when the component rebuilders are no longer here to take care of those special parts which no one will make new. Looks good in the short run but as long as we purchase new and then sell the core to the scrap man, we are putting our support system at risk.

How long can you stay in business if, starting today, your customers never returned a core? Cores are the blood of our business! No cores lead to lack of rebuilt product. Without the need for rebuilt product there is no need for our businesses. So everyone can go to the big box for their needs.

This is just me with some food for thought. If we don't support each other our industry will continue to shrink. Just ask the folks that used to work at Ennis or Holcomb.

On a personal note, my first wife (Joyce) and I were guests of honor at a 50th wedding anniversary party last month. Our two children their spouses, along with six grandchildren, provided us a very lovely party attended by many friends and family. Looking back over the last 50 years I can't think of too much I care to change. My wife has been my crutch when I stumbled, my jester when I needed to be cheered up, my caregiver even when I didn't know I needed one, and my lover. Without her I would not be the person I am today. I thank her for being the wind beneath my wings.

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