



Great Lakes Power Vac

NEWSLETTER | MAY 2016 EDITION



Dan Bemis Joins GLPV

Dan Bemis wants you to know about Great Lakes Power Vac's commitment to environmental sustainability. As the new Director of Business Development at GLPV, Dan has aligned his work experience and life-long love of nature with our company's mission: to create "cleaner, safer, better environments."

Dan brings more than 25 years of experience in the sales and marketing of environmental control systems and services to the printing, packaging, converting, paper and pulp, and food processing industries. He is eager to use this experience to promote environmental stewardship at GLPV in order to "do our part to ensure that we leave the world a better place for future generations." Dan's business philosophy: "Serve, don't sell." He says business growth is "the natural outcome of genuinely caring about customer needs." Dan believes that integrity is the foundation for building long-term customer relationships. "It is really quite simple," he says: "Trust is created when we do what we say we will do. GLPV promises to deliver environmental cleaning and remediation services that clearly reflect the principles of flexibility, creativity, safety, responsiveness, fair pricing, and a genuine commitment to our cause. We know we have succeeded when we create happy, loyal customers whose needs are met."

If you are in an industry that produces particulate, dust, dirt, or sludge, or you need other industrial cleaning/contracting services like water blasting or hydro-excavation, Dan says "we can design and provide a cost effective solution for you." He looks forward to serving you and proving that GLPV is your best choice for value-added, high-quality industrial cleaning and remediation services.

Check out our Website!

For more information, go to our website:

www.greatlakespowervac.com

We want to hear from you.

Please contact Eva Goehner with any questions, suggestions, or comments.

Phone: (262) 542-5542

Teamwork Gets the Job Done



Great Lakes Power Vac had a tight deadline to meet when it joined forces with other contractors and subcontractors for a project at the Milwaukee Metropolitan Sewerage District. The well-coordinated effort led to job completion ahead of schedule and under budget MMSD needed to repair some overhead ductwork that is used to vent dryers for Milorganite. The challenge: orchestrating all the players and parts.

MMSD staff, contractors (including Great Lakes Power Vac), and subcontractors realized the complexity lay not in the execution but in the planning and setup. GLPV's task: to clean out material that had settled out, so that repairs and inspections could be made.

GLPV used its expertise to follow the plan, complete its part of the project, and help ensure that the team could fix the problem within the limited downtime.

GLPV Attends SAME Conference



GLPV Project Manager Mark Rutkowski and Director of Business Development Dan Bemis recently attended the Midwest Small Business Expo sponsored by the Society of American Military Engineers (SAME) in Northbrook, Illinois. "It was a wonderful opportunity for us to network with a group of people who have totally dedicated themselves to our country," said Rutkowski.

There were roundtable discussions with government agencies, prime contractors, and resource providers. Participants were able to meet with and learn from a broad range of federal, state, and local government agencies as well as prime contractor representatives and contracting experts.

Founded in 1920, the Society of American Military Engineers is the premier professional military engineering organization in the United States. SAME brings together public and private sector groups and individuals in support of national security from engineering, architecture, construction, environmental, facility management, acquisition, and contracting fields, and related disciplines. Said Rutkowski of GLPV customer/SAME member Naval Facilities Engineering Command, "It's been an honor and privilege to have done work for them and partner with them."

PROmoting Business Excellence

Who are we, and how do we develop and grow as a company? As part of our continuous improvement effort, we asked these questions of ourselves last summer. We concluded that we wanted an objective third-party view of our company and clear input on where to focus our efforts.

We were steered in the direction of the Wisconsin Innovation Service Center (WISC) at UW-Whitewater and its director, Bud Gayhart.



The WISC recommended we undertake an 18-month process called PROBE (PROmoting Business Excellence). The first step of PROBE: surveying our employees for their perspective on where they believe we're strong and where we can improve. Using the data it developed over the course of more than a decade of research, the PROBE team used this internal survey information to create a benchmark study comparing our business practices and performance to other small businesses in our industry sector.

This report led us to conduct Voice of Customer surveys (both internally and externally) to further assess our perceived and actual performance. The external survey was sent to our customers late last year. Perhaps you have seen it; if not, you can email us at marketingasst@greatlakespowervac.com, and we'll be happy to send it to you. Your feedback has been very valuable to us so far in this process.

The next step was for the PROBE team to review the survey results and meet with GLPV management and employees to design a student project that would provide the company with strategic and tactical input to help GLPV improve and grow in a responsible and sustainable fashion.

At the writing of this article, the PROBE team members are nearing completion of their project work, and we are eagerly awaiting their final report and presentation. We look forward to sharing the results of the PROBE process with you in our next newsletter. Please let us know if you have any questions or comments: we always welcome your feedback.

The Wisconsin Innovation Service Center at UW-Whitewater is part of the Wisconsin Small Business Development Center. WISC helps clients make informed decisions by providing research on market opportunities, customers, and competition.

PROBE is a research tool in this process: a "facilitated self-assessment program that delivers an insightful measurement of your present business practice and performance across the critical areas of your business." Research results provide business owners with a competitive advantage, helping them to expand and improve their companies.

GLPV Joins The Water Council



As a service provider to the water treatment and waste water industries, Great Lakes Power Vac looks to broaden its network of industry contacts and continue its mission of creating cleaner, safer, and better environments. As part of this effort, GLPV recently joined The Water Council, headquartered in Milwaukee.

The Water Council is “a private-sector driven economic development organization that arose through the leadership of corporate citizens dedicated to supporting water technology business growth in Southeast Wisconsin.”

One-hundred fifty water technology companies make their home in the Milwaukee region and employ approximately 20,000 people. Milwaukee has unique assets in the water industry sector. The leaders who founded The Water Council in 2007 believed water could be an economic growth engine for the region and state. Since 2007 The Water Council has expanded its role to include improving water health “around the world while continuing to strengthen our local and state economy at home.”

The Water Council has grown “from a few business leaders interested in organizing Milwaukee’s water technology businesses to an internationally recognized center of water research, business development and technology innovation.”

Information in this article was excerpted from the “Water Council Leadership Vision” document, July 28, 2014, found on the website www.thewatercouncil.com.

Community Outreach

As part of our outreach effort, Great Lakes Power Vac is sponsoring a table at the May 13th anniversary luncheon of The Women’s Center of Waukesha.

The Women’s Center’s mission is to provide safety, shelter, and support to women and their families affected by domestic violence, sexual assault, and abuse and to facilitate their development.



The May 13th luncheon will feature a keynote speech by Tanya Brown, sister of Nicole Brown Simpson. She is a celebrated author, motivational speaker, life coach, and voice against domestic violence. The event will include a book signing by Ms. Brown.

The luncheon will be held Friday, May 13th from 11 a.m. to 1:30 p.m. at the Italian Community Center in Milwaukee. You may contact Events Coordinator Dana Dossett at danad@twcwaukesha.org or 262-522-3805 if you have any questions. If you’d like to make a donation, you may go to www.twcwaukesha.org and click “How to Help.”