



# PSA News

*The Association for Service Professionals*

## Take a Look at Your Business Ethics

By Ralph Wolff, PSA Industry Relations

Dealing with the topic of ethics is like untangling a fishing line. The more you get into it the more complicated it becomes. With the many different businesses, religious and moral standards we have to deal with in our industry, the job of defining what is ethical for each category is monumental.

Not many want to deal with this topic, as is evident by some of the things that are going on in our industry today, but being a positive thinker I will attempt to break down this complicated issue in a format that can be easily understood.

My hope is that the following tools will help better sort out ethical issues within your company and guide you to adopt some form of Code of Ethics and Standards of Conduct. A clear code of ethics will create a healthier work environment for your employees and by example show that we don't have to cheat to win.

Many people contend that nowadays there is a big gray area between right and wrong, and they use the gray area as an excuse not to worry about being ethical. I do not agree with that logic. It is too easy to just charge ahead without thinking and then rationalize your behavior after the fact. Someone once said, "There is no right way to do a wrong thing".

I would recommend that every business owner read a book called "Ethical Management" by Norman Vincent Peale. I have adopted a formula from that book for my own business that I would like to share with you now. It's called the Ethics Check. I use it as a tool to help sort out difficult ethical questions that arise within my business. I know it will work for you and your business.

Should an ethics issue arise, how would we decide what is ethical or unethical? How can we create a standard for our company regardless of the many influencing factors that are present within our workplace? Here is where the Ethics Check would be applied. Test it out for yourself. Hypothesize just for a moment about an ethical quandary that you once had and using the ethics check below, see if you are guided to the right answer.

### 1. Is it legal?

Will I be violating civil law, our company's code of ethics or standards of conduct?

(We should expect that all employees will not undertake any activity that is or gives the appearance of being improper, illegal or immoral, or that could in any way harm or embarrass our company or our employees.)

### 2. Is it balanced?

Is it fair to all concerned in the short term as well as the long term? Does it promote win-win relationships? Has the action or inaction benefited one person at another person's real expense?

### 3. How will it make me feel about myself?

Will it make me proud? Would I feel good if it were published in the newspaper? Would I feel good if my family knew about it?



The legal question looks at existing standards, the balance question activates your sense of fairness and rationality and the last question focuses on your own standards of morality. If the answer to any of these questions is no, then search no further. Your ethical dilemma has been answered.

I hope that this will help answer how we should go about deciding what is ethical and what is not.

Below is the code of ethics I use for my business. Please feel free to adopt it in its entirety.

#### **OUR CODE OF ETHICS**

We have the following primary moral obligations to the people we serve. Since rational people act knowingly and freely, violations of these obligations raise the presumption of a moral wrong.

1. Honesty: Lying or misrepresentation is understood to be a deliberate attempt to mislead others.
2. Loyalty: A person who has placed faith and loyalty in you is entitled to a comparative degree of faith and loyalty from you in return.
3. Fairness: Treat others, as you would have them treat you in return. Justice seeks reciprocal action.
4. Promise Keeping: The freedom to make promises comes with the obligation to keep them.

These duties bind the fabric of our civilization, and make social life and personal relationships possible. They also reinforce commercial and business operations as well. When injustice rules relationships and harmful actions are the norm, social life and business relationships cannot survive.

## **BAT's All Over the Country!**

PSA's Basic Appliance Training (BAT) initiative is continuing to sweep the country in 2015 and into 2016!

The BAT program focuses on basic principles and repair functions related to electricity, gas and refrigeration, the core basis of a successful appliance service technician. The BAT training provides a solid foundation for new technicians, along with a strong refresher course for more experienced techs that will make the product specific training offered by manufacturers more understandable and also help to make your technicians more efficient and effective.

There are more BAT classes confirmed in early 2016- please keep your eye on PSA News and our web site [www.psaworld.com](http://www.psaworld.com), for the complete 2016 BAT and PSA training schedule...

**December- Appliance Parts Depot- Phoenix, AZ – December 8-10**

**Dey Distributing- Sioux Falls, SD- December 15-17**

**January- Century Global Supplies- Van Nuys, CA- January 26-28**

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Appliance Parts Depot  
[www.APDepot.com](http://www.APDepot.com)

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Alternating and Direct Current  
Circuit Fundamentals, series, parallel, combination circuits  
Electrical component operation and testing  
Use of Test Instruments  
Recognizing electrical symbols  
Reading electrical schematics and diagrams  
Diagnostic routines and troubleshooting

## Day 2- Basic: Gas

Gas Basics, Safety, Characteristics  
Fuel Gas Code requirements for Gas appliances Gas testing devices  
Gas Ranges, operate and test components  
Gas Dryers, operate and test components  
Gas Water Heaters, operation and testing components

## Day 3-Basic: Refrigeration

The Refrigeration system  
Refrigeration system components  
Refrigeration system components operation  
Fundamentals and application of refrigeration systems  
Refrigerants  
Troubleshooting refrigeration systems  
EPA Requirements and Refrigerant Recovery

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# Basic Appliance Training



**Brian Dawson**  
Official PSA Technology Instructor

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# Thoughts from the Executive Director

By Randy Carney, PSA Executive Director

Well, here we are, smack dab in the middle of the holiday season! We've all made it through Thanksgiving, and I hope that everyone had a safe and happy one, complete with quality time spent with family and friends. Our thoughts also go to our friends in the southwest, dealing with more flooding and ice storms. I always thought that we here in the Midwest had the weird weather, but I guess I'll defer to Texas and Oklahoma. Keep your heads up and know that we are all thinking of you.

And, what do you know? It is the end of November, and my Iowa Hawkeyes stand 12-0 (at least as of this writing). A very difficult championship game with Michigan State stands in their way of taking part in the College Football Playoffs, but however that comes out, they've had a memorable year. Been good for me, too- Hawks and Cubs have been great. Scares the \*\*\*\* out of me for next year...



Well- on to this month's thoughts!

- A couple things that I'd like everyone to remember- we are still in the middle of elections and will be through December 15. We have a contested seat for PSA President and it's important that you make your choice known. Candidate information is coming out every Wednesday on PSANet, so be sure to look for it. Ballots have been sent out, also on PSANet, but if you need another ballot, drop me an email at [rcarney@psaworld.com](mailto:rcarney@psaworld.com) and I can get you another one. This is your chance to make your voice heard as to the direction of PSA moving forward, and we hope that you'll take advantage of the opportunity to vote.
- We are also nearing the end date of 12/31/15 for the early registration discounts for NASC 2016, being held September 26-29 in Dallas, TX. The \$499 rate is great, but if you are a PSA member, you also get an additional \$50 discount which takes it down to \$449. If you are registering on line, just write "PSA member" in the line labeled PROMO CODE, and we'll bet you the discounted rate for each member of your party. If you are not a member but want to attend the convention, this is a great time to join up! We'll still get you the discount- just call us at 888-777-8851 and we'll take care of it for you.
- A tip of the hat to Tom Grzywinski and the team at Dey Distributing in St. Paul, MN for the great work they did in promoting and hosting the recent BAT sessions in the North Country! 38 techs took part in the raining, which is a new single class record for BAT. Tom actually knocked down a wall so that everyone that wanted to take part could be accommodated! That is dedication, and we thank Tom and the great folks at Dey for an outstanding session.
- As our next edition will likely come out right after Christmas, I'd like to take this opportunity, on behalf of the PSA Board of Directors, to wish all our members and readers a safe and very Merry Christmas. Things tend to get rushed these days, and none any more than at this time of the year, but take time to count your blessings, enjoy your time with family and friends, and get a chance to take a breath before we jump into a new year. Be safe, and be Merry!

# PSANet

Is the Industry's most important source  
for  
Technical information and Troubleshooting Assistance

# Give Our Returning Hero's a Hand Up

By George Nicholson, Vet2Tech

Vet2Tech is a 501(c) (3) non-profit organization dedicated to helping veterans find employment opportunities in manufacturing and field service technician careers.

We've had the opportunity, thus far in 2015, to present more than 300 veterans to service companies for consideration as field service technicians. While the vast majority of our employment partners are local, independent dealers or service companies, we also work with larger national organizations such as Sears, Whirlpool, and LG Electronics, to name a few.

Our goal is to help close the widening employment gap for service technicians by recruiting veterans with solid technical skills into these industries.

The process is very simple and requires no contracts or obligations. Vet2Tech will simply send you the resume of qualified veteran candidates and once there is interest in a candidate, we will forward the contact information for that candidate. From that point, you will follow your standard interviewing and hiring process. If a candidate is hired, we will request a \$1,000 **tax-deductible donation** be made to Vet2Tech. Vet2Tech will then work with you to identify and file for any Federal or State tax incentives or OJT reimbursements that may be available for each candidate hired.

The following are the minimum requirements we've established for candidates interested in technician positions:

- Military Occupational Specialty (MOS) in a mechanical or electrical job, or a minimum of two years equivalent civilian work experience
- MUST be able to read and interpret electrical schematics and wiring diagrams
- Excellent mechanical/electrical/electronic aptitude
- Excellent verbal, written and interpersonal communication skills
- Residential/Commercial HVAC experience a plus

Refrigeration Service Technicians also required to have:

- Universal EPA Refrigerant Recovery Certificate or Type 1/Type 2

Vet2Tech also requires that all veteran candidates meet the following requirements:

- Must have proof of an "HONORABLE" discharge (DD-214)
- Possess a valid Driver's License and clean driving record (No DUI's, excessive speeding tickets. etc.)
- Be willing to submit to an initial background check
- Be willing to submit to initial or random drug testing

For additional information on this great program for our men and women returning to civilian life after defending our country, visit Vet2Tech on the web at [www.vet2tech.org](http://www.vet2tech.org), or contact George Nicholson at 312-386-7413.

## Technician Evaluation

### *Here's a Great Hiring Tool!*

When preparing to hire new appliance technicians for your business, it's important to make use of all the tools that are available to you in order to make the best choice.

The PSA Technician Evaluation program evaluates the skill level of your prospective employee by testing them in 8 key categories- Customer Relations, Core Knowledge, Cleaning Products, Convenience Products, Cooling Products, Gas Cooking, Electric Cooking, and Microwave Cooking. The material will help you gauge the fundamental knowledge level of your candidate, while also identifying areas where additional time may need to be spent in training.

This is also a great tool to use in order to test your existing technician workforce in identifying areas where training or mentoring may be required.

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# Buyer Beware? Household Goods Comprise Majority of Consumer Product Recalls

Stericycle ExpertSOLUTIONS™ recently released the findings of its Q3 2015 Stericycle Recall Index, which found that household goods account for a significant majority of all consumer product recalls in the U.S. since 2010. The report, *Recalls Hit Home: Household Goods Drive Consumer Product Recalls*, underscores that a number of factors are driving consumer goods' persistently high recall rates -- making it more important than ever that manufacturers are prepared for the inevitability of a product recall.

Appliances, furnishings, and other household items regulated by the Consumer Product Safety Commission (CPSC) enjoy a longer shelf life than products in other categories. While this lengthy life span offers many consumer benefits, the Q3 Index found that it is a key contributing factor in the industry's recall rates. According to the data, numerous household goods recalled over the last five years were actually manufactured and sold in the 1990s. Compared to their newer counterparts, these older products have a significantly higher risk of overheating and fire -- the leading cause of recalls in this product category. To put the hazard into perspective, 15 million appliance units have been recalled due to fire concerns since 2010.

"It's evident from the Q3 Index that age and deterioration should be a key consideration for all household goods manufacturers," said Kevin Pollack, Vice President, Stericycle. "Products in this category are also growing more technologically complex. These advances give manufacturers the opportunity to design early-warning systems, but with more bells and whistles, there is also more that can go wrong. Given this trend, it's essential that companies have a plan for executing a recall -- and continually update it to keep up with the latest advancements."

The Q3 Index found that children and infants are particularly vulnerable to recalls. Children's products comprised 12 percent of the quarter's total consumer events, and more than half of all clothing recalled in the last five years was designed for children and infants. In addition, the report documented that the same root causes are creating problems year after year. For example, drawstrings on children's clothing have been reported to become entangled in playgrounds, cars, and doors, causing strangulation or dragging hazards for children and toddlers. These types of issues resulted in 26 reported deaths and prompted a ruling from the CPSC.

Adding to this complexity is the active resale market associated with children's clothing and products, which can make it difficult for retailers to stay abreast of recalls and other regulatory developments.

"The CPSC can levy financial penalties against businesses that have sold a recalled product, even if it was unintentional. With recalls frequently initiated more than 10 years after the original sale, navigating this environment requires significant time and resources for both the manufacturer and the retailer," added Pollack.

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