

Ron:

You had asked what I liked most about the presentation. I liked your personal story, i.e.: humble beginnings, hard work paying off etc. I can relate more to that kind of background than a Harvard MBA. I liked the fact that everything was specifically for the auto wrecking business, not general management ideas applied to our business, but things that have actually been learned through trial and error. I also like that we got some real numbers such as the percentages paid for different jobs, sale per employee etc. that we can compare to our own operations. I like the emphasis on metrics, even though I've been in business a long time (30 years) and have had a computer system for several years, I have really neglected the important metrics that you pointed out in the presentation and the book (I also liked the book). I may have heard some of the ideas before, but I came away from your talk re-enthused about my business, seeing new possibilities, and with the confirmation that working on my business will still bring results.

Since the meetings I have hired 1 new fulltime man, 1 temp. ? fulltime yard man, taken a small loan out for some new equipment, signed up on Car-Part.Com, and signed up for your news letter. Thanks for getting me out of a rut...

Alan

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