



PAGE 2  
EAI Member Involved in South Florida Anthrax Prevention  
Reduce Your Potential Liability...  
2001 Excellence Alliance Foundation Event Raises \$25,000



PAGE 3  
Rodenhiser Plumbing & Heating, Inc.: EAI Member of the Year  
Reinforcing Learning Experiences 4 Elements of Learning  
Equiguard/ TechCare Warranty Testimonial



PAGE 4  
ACCA 2002 Conference Registration United Refrigeration, Inc.  
Did you know...

First Quarter - 2002

## Member Profile: Mechanical Systems of Dayton

Location: Dayton, OH  
Employee Count: 100  
Founded: 1984  
Niche: Single Source Solution (we do it all!)  
Contact: John Stewart



Mechanical Systems of Dayton started with a 4,000 square foot building with one small office and a layout shop. In 1997, MSD moved into a 50,000 square foot building with 20,000 square feet for a fully automated sheet metal shop. Their divisions include HVAC, sheet metal, plumbing, design build, fabrication, installation, service, and preventive maintenance.

John Stewart and his son John feel the current market in their area is comprised mostly of "very competitive, low margin work." They believe that, "design build and performance contracting are the areas to move into, less competition and higher margins." Advancement of, progression in and increased revenue from untapped markets is always a great idea!

MSD is recognized locally in Dayton for quality professionalism and safety. The scope of their work is broad and their territory includes metropolitan Dayton and its surrounding suburbs.

MSD became an EAI member when they moved over from United Service Alliance in 1999. Since then they have taken advantage of and implemented EAI's training and education. The Stewarts have incorporated EAI training into their manager's responsibilities, especially the areas of quality improvement, operations, sales and marketing. They have even utilized EAI's Strategic/Purchasing ally relationships to earn allowances to help pay for this training and education.

EAI has also worked well for them as a networking tool. They have attended the Excellence Leaders meeting in fall 2000, the Excellence Managers meeting in spring 2001, and the most recent Excellence Leaders meeting, 2001, in San Diego. John says he finds the meeting's to be very valuable and wants to try to attend every one we have!

In addition to EAI, MSD is also a member of other industry related organizations including: ASHRAE and the American Subcontractors Association.

By allowing MSD to rise above the rest and implement the 7 Principles of Excellence as well as display the Seal of Excellence and proudly stand behind it, are benefits EAI has provided MSD in the past 2 years and what they value the most.

Thank you John - we are proud of you too! •



## From Ordinary to Extraordinary Perseverance and Strength from the Alliance

By Eric J. Kuns,  
Executive Vice President and Chief Operating Officer

There is little doubt that during the last four months the entire world has changed forever. We at Excellence Alliance join in with millions of Americans mourning the September 11th losses. We also salute our soldiers and service people at home and abroad who are protecting America from terror and evil.

Sadly, since September this is the backdrop from which we now live our daily lives. Our professional, personal and spiritual lives have been impacted and changed forever. There is little doubt that the way we look at things since 9-11 has changed forever.

Excellence Alliance has changed in many ways too. The decision was made to continue with the EAI Leader's Meeting held in San Diego in light of recent events. The meeting was well attended, informative and a great networking opportunity for those members in attendance.

The plan for 2002 is to bring greater value to each and every member in the Alliance. The Mission Statement of EAI states that we will "Support our members with the highest quality Programs, Products and Services, enabling them to achieve sustainable growth and enhanced profitability." This statement embodies what our membership is looking for, more so now than ever. Stability in their companies is very significant, along with support and respect from and for their employees. EAI plans to be an integral part of our member's efforts to do this and anything else they want to accomplish now and in the future. The plan to implement this centers on the following key priorities for the membership:

- Area Excellence Managers to support each member with implementation of the "7 Principles of Excellence".
- Quarterly visits to each member along with a Member Development Plan to implement the "7 Principles of Excellence".
- Greater emphasis on the individual needs of the Commercial/Industrial/Mechanical and Residential/ Light Commercial members respectively.
- Focus on supporting the profitability of each organization.
- Improving the operation with leadership, problem solving, sales, operations and management support.

Excellence Alliance continues its journey to remain the premier alliance of contractors in an ever - changing marketplace. We are establishing new standards of performance with the best contractors in America. We are confident that our current practices and "7 Principles of Excellence" combined with progressive ideas and the addition of Excellence Managers and new Alliances will prove to be a tremendous value to all members. We are working every day to demonstrate our commitment to our members as they recommit to Excellence Alliance.

If you know of a contractor that would be a good fit with EAI, please bring them to our attention. We are confident that our Members and Allies can identify possible members and help the Alliance grow and move from Ordinary to Extraordinary. •

## Excellence Alliance Foundation Awards Another Scholarship

Excellence Alliance Foundation has awarded a \$2,000 scholarship to Truckee Meadows Community College in Reno, NV.

On Thursday, November 1, 2001, Excellence Alliance Inc. member Mike Scolari from Ray Heating Products presented a check for \$2,000 to Truckee Meadows Community College. Assistant Dean Rich Green and President Rita Huneycutt accepted the check and then presented it to student recipients, Nathan Tusing and James Wall.

The presentation took place at Truckee Meadows Community College in Reno, NV during their Technical Institute Advisory Committee Meeting. •



## EAI Member Involved in South Florida Anthrax Prevention

EAI Member, South Florida Air/Integrated Building Technologies of Boca Raton, Florida is helping South Florida employers and building owners protect their employees and calm tenant fears about anthrax and biological contaminants in the workplace.

Brian Birchenough of IBT states that they have had a number of calls from clients asking if there is a way to protect their circulating air from anthrax and other biological perils. IBT says, "There definitely is, by adding sterilization units to the air circulation system."

Bo Ollert, Vice President of IBT says, "We have installed a number of units in residential systems over the last few years for people who have asthma, impaired immune systems or just wanted protection against the flu." Ollert added that "Bioterrorism has added a whole new dimension of concern and urgency."

Business is robust for a product that most consumers have never heard of before September 11th. Ollert says, "Today, we do have something that works and if intensity of interest is any guide to future sales, protected air systems will be a massive growth segment for the HVAC industry."

Two firms are known to make bacteria-killing add-ons for commercial and residential air conditioning systems: Dallas based Airtech International Group and Cerritos, California based Steril-Aire. Both systems use ultraviolet light to treat the airflow.

The Airtech system is also effective on mold, spores, pesticides and other toxins - everything that people are worrying about today.

IBT's pro-active efforts in this realm have earned them respect and an increase in their South Florida business. They are making a difference and being leaders in the industry - Congratulations IBT! •

## Reduce Your Potential Liability...

An enhanced Strategic Ally relationship has been developed between Hire Dimensions, Inc. and Excellence Alliance, Inc. in order to supplement the existing Human Resources programs offered to EAI members. Hire Dimensions utilizes the HireCheck system to provide sophisticated tools to make quality employment decisions.

From pre-employment background checks to ongoing drug and medical screening services, HireCheck helps you hire quality employees and retain them with confidence. Their impressive variety of reports give you the precise information you need as their acclaimed screening software, online ordering systems and other delivery options bring it to you rapidly.

HireCheck will not only help protect your company from theft and fraudulent claims, but will also help reduce your potential liability in event of a lawsuit filed against your company as a result of the actions of your employee.

Excellence Alliances' agreement with Hire Dimensions will provide members with the following offer: For \$58.00, EAI members may choose any four (4) searches from the following search list for any state:

- County Criminal
- Statewide Criminal
- Social Security
- Motor Vehicle
- Consumer Credit
- Prior Employer Verification
- Education Verification
- Workers Compensation

To run a search or for more information, please call Kelly Moon, Human Resources Manager, toll free at (877) 463-2392 or email [kellym@eaginc.net](mailto:kellym@eaginc.net). •



## 2001 Excellence Alliance Foundation Event Raises \$25,000

Excellence Alliance, Inc. (EAI) held its 2001 Annual Excellence Leaders Meeting at the Hotel Del Coronado in San Diego, CA, November 8-10.

On Thursday, November 8th, EAF held its annual fundraiser, sponsored by Trane, aboard the Spirit of San Diego. The three hour cruise around the harbor included dinner, gambling and prizes! The mock casino included craps, roulette and blackjack tables.

Participants pledged donations and received chips to play with at the tables. At the end of the night they cashed in their chips for raffle tickets. These raffle tickets were then used to participate in a raffle. Prizes included a flat screen TV with DVD player, a pearl necklace, a camcorder and many other great prizes.

The event raised \$25,000 in one night! 100% of the money will go to EAF for scholarship distribution. It was a very fun evening and a win/win for everyone! •



## Training Schedule

### Excellence Development Series:

#### Excellence

##### Excellence Achievement Process and Member Orientation

Jan 17-19, 2002	Cincinnati, OH
Feb 14-16, 2002	Cincinnati, OH
Apr 11-13, 2002	Cincinnati, OH
Jun 13-15, 2002	Cincinnati, OH
Aug 15-17, 2002	Cincinnati, OH
Oct 17-19, 2002	Cincinnati, OH
Dec 12-14, 2002	Cincinnati, OH

##### Problem Solving/Teambuilding

Feb 12-13, 2002	Cincinnati, OH
Apr 29-30, 2002	Cincinnati, OH
Sep 30-Oct 1, 2002	Cincinnati, OH
Nov 4-5, 2002	Cincinnati, OH

##### Leadership

Feb 11, 2002	Cincinnati, OH
Mar 21-22, 2002	Cincinnati, OH
Aug 1-2, 2002	Cincinnati, OH
Sep 5-6, 2002	Cincinnati, OH

##### Excellence Boot Camp

(Combination of the EAP, Problem Solving/Team Building and Leadership Courses in a 5-day Format.)

Apr 15-19, 2002	Cincinnati, OH
Oct 21-25, 2002	Cincinnati, OH

#### Operations

##### Dispatch Management

Apr 22-23, 2002	Cincinnati, OH
Oct 3-4, 2002	Cincinnati, OH

##### Business Valuation

Apr 1-2, 2002	Cincinnati, OH
Sep 26-27, 2002	Cincinnati, OH

#### Sales/Marketing

##### Commercial Service Sales

Jan 28 - Feb 1, 2002	Cincinnati, OH
Mar 4-8, 2002	Cincinnati, OH
Sep 16-20, 2002	Cincinnati, OH
Dec 2-6, 2002	Cincinnati, OH

##### Commercial Service Sales - Advanced

May 21-22, 2002	Cincinnati, OH
Nov 19-20, 2002	Cincinnati, OH

##### Performance Contracting

May 23-24, 2002	Cincinnati, OH
Nov 21-22, 2002	Cincinnati, OH

##### Design/Build Contracting

Mar 25-26, 2002	Cincinnati, OH
Oct 28-29, 2002	Cincinnati, OH

##### Residential Sales Management

Mar 11-12, 2002	Cincinnati, OH
Oct 8-9, 2002	Cincinnati, OH

##### Residential Marketing Management

Mar 13-14, 2002	Cincinnati, OH
Oct 10-11, 2002	Cincinnati, OH

##### Residential Sales

Feb 21-22, 2002	Cincinnati, OH
Nov 7-8, 2002	Cincinnati, OH



## Rodenhiser Plumbing & Heating, Inc.: EAI Member of the Year

Rodenhiser Plumbing & Heating, Inc., Holliston, MA, was recently named Member of the Year by Excellence Alliance, Inc. The award was announced at the Excellence Leaders Meeting in San Diego in November.

Rodenhiser was recognized for exemplifying their great commitment to the industry, their customers, their employees, and other members of the Alliance.

In presenting the award, Jim Norris, Chairman of the EAI Contractors Advisory Board, cited the company and its leaders for their outstanding support of the mission and goals of the Alliance and for their constant efforts to provide training and advancement opportunities to their employees.

"It is rare that we have a training class or networking opportunity that does not include at least one member of the Rodenhiser team," Norris stated. "There are very few companies in our industry that demonstrate the level of commitment to excellence to their employees and to their customers that is so apparent in the Rodenhiser team."

Andy Rodenhiser, President of Rodenhiser Plumbing & Heating, gave credit to the members of his organization. "Our employees have worked very hard to enhance the image and reputation of our company and our industry. They are committed to strong personal growth, the development of the team, and a positive company culture."

"Our affiliation with Excellence Alliance has become an integral part of our business and our operation," Rodenhiser said.

Rodenhiser outlined a series of goals that were set for 2002 by the members of his management team:

- Implementation of the Excellence Achievement Process throughout the Rodenhiser organization
- Contributions to the Excellence Alliance Foundation by at least 50% of the employees of the company
- Enrollment of three new members to the Alliance
- Affiliation with at least three new Alliance partners
- Acquisition of one multi-location account for ServiceNet
- A minimum of 95% participation in EAI's Seven Principles of Excellence

"I don't know that we're doing anything extraordinary," Rodenhiser said. "The Alliance offers powerful opportunities to our company and our employees – opportunities to learn and grow. All we're doing is taking advantage of those opportunities."

"Everybody in our company knows about the benefits we gain from EAI because we talk about those benefits all the time. And, since our company culture includes a thirst for knowledge, many of our employees have chosen to participate in EAI training programs and to utilize the resources of EAI."

EAI President Jeff Wilmlink congratulated Rodenhiser and his company for their dedication to the Alliance. "As a member of the Contractor Advisory Board, Andy is helping us shape the future of the Alliance and is helping us grow the Alliance every day." "More importantly, we can see how EAI has helped the Rodenhiser company grow, how EAI has enabled their people to develop, and how the EAI principles have helped them greatly increase their level of service to their customers. Nothing gives us more pride and excitement than witnessing the power of the Alliance at work inside a member company."

"Congratulations to Andy Rodenhiser – congratulations to the entire Rodenhiser team. You are what Excellence Alliance is all about," Wilmlink concluded. That congratulations is second by everyone at EAI! •

## Reinforcing Learning Experiences 4 Elements of Learning

Educational experiences and opportunities occur throughout our lifetime. As a result, people learn at different rates, so it is natural for them to be anxious or nervous when faced with a learning situation. Positive reinforcement by the instructor can enhance learning, as can proper timing of the instruction.

Learning results from stimulation of the senses. In some people, one sense is used more than others to learn or recall information. Instructors should present materials that stimulate as many senses as possible in order to increase their chances of teaching success.

There are four critical elements of learning that must be addressed to ensure that participants learn. These elements are:

- motivation
- reinforcement
- retention
- transference

**Motivation.** If the participant does not recognize the need for the information (or has been offended or intimidated), all of the instructor's effort to assist the participant to learn will be in vain. The instructor must establish rapport with participants and prepare them for learning; this provides motivation.

**Reinforcement.** Reinforcement is a very necessary part of the teaching/learning process; through it, instructors encourage correct modes of behavior and performance.

Positive reinforcement is normally used by instructors who are teaching participants new skills. As the name implies, positive reinforcement is "good" and reinforces "good" (or positive) behavior.

Negative reinforcement is normally used by instructors teaching a new skill or new information. It is useful in trying to change modes of behavior. The result of negative reinforcement is extinction — that is, the instructor uses negative reinforcement until the "bad" behavior disappears, or it becomes extinct.

Reinforcement should be part of the instruction-learning process to ensure correct behavior. Instructors need to use it on a frequent and regular basis early in the process to help the students retain what they have learned. Then, they should use reinforcement only to maintain consistent, positive behavior.

**Retention.** Students must retain information from classes in order to benefit from the learning. The instructors' jobs are not finished until they have assisted the learner in retaining the information. In order for participants to retain the information taught, they must see a meaning or purpose for that information. They must also understand and be able to interpret and apply the information. This understanding includes their ability to assign the correct degree of importance to the material.

**Transference.** Transfer of learning is the result of training — it is the ability to use the information taught in the course but in a new setting. As with reinforcement, there are two types of transfer: positive and negative.

Positive transference, like positive reinforcement, occurs when the participant's use the behavior taught in the course.

Negative transference, again like negative reinforcement, occurs when the participants do not do what they are told not to do. This results in a positive (desired) outcome.

Transference is most likely to occur in the following situations:

**Association** — participants can associate the new information with something that they already know.

**Similarity** — the information is similar to material that participants already know; that is, it revisits a logical framework or pattern.

**Degree of original learning** — participant's degree of original learning was high.

**Critical attribute element** — the information learned contains elements that are extremely beneficial (critical) on the job.

Learners come to a course with precisely defined expectations. Unfortunately, there are barriers to their learning. The best motivators for adult learners are interest and self - benefit. If they can be shown that the course benefits them, they will perform better, and the benefits will be longer lasting. •

(Source: Lieb, Stephen Principles of Adult Learning)

## Equiguard/ TechCare Warranty Testimonials

EAI received the following letter from longtime member Ray Isaac:

*Isaac Heating & Air Conditioning Inc. has had a long-standing relationship with Equiguard Warranties. We first started selling Equiguard Warranties in the aftermath of the failure of some other extended warranty companies. Needless to say, we were more than a little apprehensive about the product. I can tell you that was the last time we doubted the quality and legitimacy of the Equiguard product.*

*We currently use Equiguard/TechCare Extended Warranties in a variety of ways to enhance the value of the services and products we provided. We utilize Equiguard/TechCare to offer extended warranties on furnaces, air conditioning and heat pumps as well as other HVAC accessories. This gives our clients peace of mind while offering Isaac Heating & Air Conditioning enhanced selling features and revenue streams. Recently, we have designed a special product offering built around the Equiguard/TechCare program. Isaac has experienced great success by offering 5 and 10 year period warranties with maintenance. This program ensures the customer clean efficient equipment while guaranteeing us a continued relationship.*

*With a little evaluating and planning, the Equiguard/ TechCare product can enhance any company's services and customer retention. We are proof positive!*

*Raymond Isaac, Vice President / General Manager*

Additionally, BT Land, Residential AC Division Manager for Fox Services in Austin, TX shared his experience with the Equiguard/TechCare Extended Warranty Program. Land states " We began fairly heavy usage of the Equiguard/TechCare Extended Warranty programs in 2001, around the end of the 1st quarter. Competition dictates our putting an extended warranty on equipment. The regular manufacturers warranties are limited in their scope of claim and this takes away from normal service work."

Fox Services feels that with Equiguard's flat rate pricing for claims and a service call in addition, they can make back almost the full amount. Land says, "The pay rate on the claims side is attractive and it locks in customers for years, the customer either has to come back to you or find another Equiguard dealer." Fox Services anticipates long-term success with Equiguard/TechCare Extended Warranties.

We at EAI sincerely appreciate these testimonials and concur with their endorsement of Equiguard/TechCare. TechCare™ is a private label extended warranty program that has been designed exclusively for EAI members. TechCare™ has been created to provide extended warranties for new and previously installed residential, multifamily, commercial, and industrial equipment. The TechCare™ program will be administered by Equiguard, Inc. and will be backed by an A.M. Best "A+ Superior" insurance carrier.

We would like to encourage members that are self-funding their extended warranty programs to take a hard look at your risks and the TechCare™ program. This is a great opportunity to secure your customer base, and lock up business enabling you to profit from future repairs or add-on sales.

For more information contact: Jeff Liter (630)-986-9396 or equinfo@equiguard.com •

## Calendar of Events

### Networking

#### ACCA Conference

Feb 27-Mar 2, 2002 Kissimmee-St. Cloud, FL

#### EAI Excellence Manager's Meeting

May 16-18, 2002 Cincinnati, OH

#### ComfortTech Conference

Sept 10-14, 2002 Baltimore, MD

#### EAI Excellence Leader's Meeting

Nov 21-23, 2002 TBD

### Orientation

#### Member Orientation: On-line Interactive

Feb 5, 2002 11am EST  
Mar 5, 2002 11am EST  
Apr 2, 2002 11am EST  
May 7, 2002 11am EST •

## ACCA 2002 Conference Registration

February 27th – March 2nd, 2002

Gaylord Palms Hotel, Kissimmee, Florida

The 34th Annual ACCA Conference is fast approaching, and if you register now, you can take advantage of the Excellence Alliance, Inc. group discount.

Excellence Alliance, Inc. members are being extended a special group rate of \$520.

To receive this discount simply register through EAI.

Call Shannon Poe at (859) 334-6650 for a registration form and more information.

Please register no later than February 13th, 2002 to ensure that your registration is processed correctly. •

## United Refrigeration, Inc.

A Strategic Ally relationship has been formed between United Refrigeration, Inc. and Excellence Alliance, Inc. United Refrigeration, Inc. is one of the largest distributors of refrigeration, air conditioning and heating parts and equipment in the world. They have approximately 200 locations in the United States covering 34 states.

United Refrigeration, Inc. is a stocking distributor for major manufacturers such as Copeland, Sporlan Valve, Bally Refrigerated Boxes, Continental Refrigeration, Drake Refrigeration, Keeprite Refrigeration, National Refrigeration, Standard Refrigeration, Trenton Refrigeration, Honeywell, Johnson Controls, Tecumseh, and many other quality lines.

EAI members will receive the following benefits from this agreement:

- A quarterly allowance on parts and equipment, excluding refrigerant and copper pipe
- An additional allowance for incremental increases in baseline business
- Purchases of refrigerant and copper pipe will be included when calculating individual members incremental purchases

United Refrigeration, Inc. is a world-class organization. We are excited about the products, services, and incentives they can provide to our members and look forward to a long-term, mutually beneficial relationship.

### Contact Information:

**United Refrigeration, Inc.**  
11401 Roosevelt Boulevard  
Philadelphia, PA 19154  
www.uri.com

Chuck Rothhaar – National Accounts Manager  
cmrothhaar@aol.com

(412) 779-2305 Phone

(412) 322-3041 Fax •



## Did you know...

Did you know Watsco Incorporated evolved from the acquisition of 30 companies that still operate under their own identities? You might be doing business with one of them and not even know they are operating under the Watsco umbrella. Or you might be missing out on the opportunity to do business with one of our key suppliers. Below is a list of all the Watsco divisions. The indented names are subsidiaries of the current parent.

- Air Systems Dist.
- Atlantic Air
- Baker Dist.
- Central Air Conditioning
  - A/C Equipment
  - Bailey Supply
- Central Plains
  - Belnap Company
- Coastline Dist.
- Comfort Products Dist.
- Comfort Supply
  - Ambient Supply
  - Serviceman Supply
- Comfortmaker Distribution
- Gemaire Dist.
  - H.B. Adams
  - CAD, Inc.
- Heat, Inc.
- Heating & Cooling Supply
  - Air Supply
  - NSI Supply
  - SPS Supply
- Homan's Associates
- Kaufman Supply
- Nevada Supply
- Superior Supply
- Three States Supply
  - King Air
- Weatherrol Supply
- William Wurzbach

The next time you verify your purchases on your SACR report, make sure you are receiving credits for all of your Watsco purchases. More importantly, if you are not currently doing business with one of these fine companies, give Bob Newton a call at 859-334-6628 and he will introduce you to them. •

## Excellence Alliance Staff Members and Office Locations

### Excellence Alliance, Inc.

Cincinnati International Airport  
2365 Progress Drive, Hebron, KY 41048  
1-877-463-2392 Fax: (859) 334-6601

<b>Don Schmitt</b> (859) 334-662	Chairman – Board of Directors dons@eaginc.net
<b>Jeffrey Wilmink</b> (859) 334-6600	President jeffw@eaginc.net
<b>Eric Kuns</b> (859) 334-6620	Executive V.P. - C.O.O. erick@eaginc.net
<b>Vicki Yorio</b> (859) 334-6624	Vice President - Operations vyorio@eaginc.net
<b>Matt Fuhr</b> (859) 334-6610	Vice President - Finance mattf@eaginc.net
<b>Jim Graening</b> (859) 334-6630	Vice President - Sales jimg@eaginc.net
<b>Bob Newton</b> (859) 334-6628	Strategic Allies Manager bobn@eaginc.net
<b>Tim Wiley</b> (859) 334-6622	Training & Education Manager timw@eaginc.net
<b>Shiloh Edmondson</b> (859) 334-6606	Marketing/Communications Manager shilohe@eaginc.net
<b>Kelly Moon</b> (859) 334-6648	Human Resources Manager kellym@eaginc.net
<b>Shannon Poe</b> (859) 334-6650	Billing & Receivable Manager shannonp@eaginc.net
<b>Scott Hoel</b> (859) 334-6616	Operations Manager scoth@eaginc.net
<b>John Durham</b> (859) 334-6604	Excellence Manager johnd@eaginc.net
<b>Michael Glenn</b> (859) 334-6670	Excellence Manager mikeg@eaginc.net
<b>Dana Boughton</b> (859) 334-6674	Excellence Manager danab@eaginc.net
<b>Angela Stickley</b> (859) 334-6618	Operations Coordinator angelas@eaginc.net
<b>Sarah Phillips</b> (859) 334-6600	Operations Coordinator sarahp@eaginc.net

### Excellence Alliance, Inc.

1580 Logan Street, Suite 300, Denver, CO 80203  
1-877-791-9100 Fax: (303) 813-0017

<b>Jim Norris</b> (303) 813-0012	Chairman – Contractor Advisory Board jimn@eaginc.net
<b>Amy Dunn</b> (303) 813-0012	Excellence Manager amyd@eaginc.net

### Excellence Alliance Foundation

Cincinnati International Airport  
2365 Progress Drive, Hebron, KY 41048  
1-877-439-5327 Fax: (859) 334-6601

<b>Jim Norris</b> (303) 813-0012	Chairman jimn@eaginc.net
<b>Vicki Yorio</b> (859) 334-6624	Director vyorio@eaginc.net •

Quest for Excellence is a publication by Excellence Alliance, Inc., a membership organization of independent residential and commercial mechanical contractors. If you have a story or information that you think should be included, please email it to: shilohe@eaginc.net. To send requests for duplicates or to be removed from our mailing list, please email your request to: shilohe@eaginc.net.