

# EAGA Business Builder

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Today's presentation was by **Scott Lardner — Rocky Mountain Stone**



Mr. Lardner is the President of Rocky Mountain Stone. His more important jobs, however, are being husband and friend of Christine, and father of Danielle, Caitlin and Sean. Christine and Scott have been married for 28 years and she is the Senior Director of New Mexico Heart Institute. Daughter Danielle is married and is currently working at the Heart Institute, at the zero dollar pay scale, while completing her clinical work to become a Cardiac Stenographer. Second daughter, Caitlin has occasionally wandered a little farther from home. While still in high school, she lived in a Guatemalan dirt-floor house for 8 weeks assisting in the improvement of the lives of the residents that area. After high school, she graduated from Regis University; worked for a time as an Executive Team Leader at Target; and is

now in Austin, TX working for Howler Brothers. Howler Brothers (howlerbros.com) is a still-getting-to-be-known manufacturer of life-style clothing. Son Sean is 20 years old and a CNM attendee. He is also employed at Admiral Beverage as a Lower-tier Supervisor (more commonly known as a beer merchandiser). Scott's other, usually paying, job is at Rocky Mountain Stone (RMS). He has been in that business since 1963, and has seen it change a little over the past 50 years. In the beginning, RMS was a supplier of flagstone, gravel, and general building stone. They have moved pretty much out of the retail gravel business, and are now more heavily invested in the hard stuff - granite. More specifically - granite countertops. Their first countertops were installed in 1983, and that specialty has since grown to be a large portion of their current business. Fabricating things from huge slabs of stone requires much more expertise, ability and precision than does putting gravel into a dump truck with a front loader. If the equipment is off a few inches when loading the truck, the recovery is relatively minimal. If the equipment is off a fraction of an inch when cutting a granite slab, the recovery is time consuming and costly. About 10 years ago, RMS had a healthy backlog of good paying projects, however life was not great. They were producing quality products, but the efficiency was not good; and the resulting customer service was only one step short of lousy. Scott and his team decided get outside assistance to help make improvements in the entire operation. Beginning with a stop watch and a note pad, the consultant analyzed how the cutting portion of the process could be improved. He recorded when the equipment was idle; when the staff was idle; how the product moved, or didn't move; how often steps had to be repeated; and what caused unnecessary movement of personnel or products. The idea was to determine where there was waste, and how to eliminate it. Cutting the waste results in a 'lean' product. This Lean Manufacturing method is also known as Synchronous Flow. By definition, it has a formality to it, beginning with eliminating the eight places where waste is most prevalent: 1)Product defects. Generating products that don't work, or are rejected by customers; 2)Over-production of goods. Making more than is needed for the job; 3)Inventory levels. Carrying more inventory than is required for near term production. It costs about 10% a year to maintain excess inventory; 4)Unnecessary processing. Using inefficient machinery or processes that result in 're-dos' to have a quality result; 5)Unnecessary movemen. Relating to technicians that are having to move from place to place to get their job done; 6) Unnecessary transport. Related to products that are not being moved in an efficient pattern; 7) Waiting. Technicians that are only "watching the washer wash"; 8)Wrong design. Generating products that are not really useful or desirable for the customer. How to overcome those eight potential pitfalls: 1)Quality control. Make sure that precautions and testing are in place, from the beginning, so that potential problems are caught and eliminated before they can ruin the product. 2)Know how much is needed and be confident enough in the processes so that overruns aren't required. 3) Have good knowledge of what it will take to make upcoming prjects and don't carry an overabundance of materials. 4)Investigate whether newer machinery and/or better training of staff would result in a better product in a more efficient time. 5)Machine operators should have the correct amount of whatever they need, in an easy to acquire location, so that they don't have to move away from their productive area. 6)Arrange the required tasks and machinery so that goods flow in a constant forward manner while passing through the production process. 7)Having personnel 'standing around' while waiting for something to do is never a productive thing. 8)Make sure that you know what the customer wants before ever starting the production. Mr. Lardner had many more practical examples of procedures, plans, programs and ideas for improving whatever process is needed for business operation. He also told us about some very interesting tools, computer programs, machinery and staff that they have at Rock Mountain Stone. If you would like to find out more about any of those things, give him a call at 505-345-8518 arrange a meeting. It is likely that Scott will be able to impart 90 minutes worth of advice and information during a 60 minute lunch. He has become that efficient. He would probably also be the best person to say whether the proverbial box of rocks is really that dumb; or if the type of rock matters. Scott knows a lot about every aspect of that industry. Find out more by calling him at 505-345-8518.

President Marks coaching session for today: If you want to make your business better, work harder on yourself than you do on your business. If you wish your life were easier, figure out how to make yourself better. You are the controlling entity. Figure out how to make yourself better and your business will be better, easier and more enjoyable.

Contact information for Executive Director: **Mario Hernandez**

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## Business Leads:

CONFORT DENTAL is opening locations at 790101 San Pedro NE, Suite C-5 and 2003 Southern Blvd, Rio Rancho.  
-Lionel Specter—Zeon Signs

## Reciprocity:

None written down today

- ◆ EAGA Jim Fanning Memorial Trap shoot will be on Friday, Sept 23rd. Sign up via the sheets provided at the next couple of Tuesday morning meetings. Make sure to note on the sheet whether you will bring your own gun, or would like to borrow one. The committee is raising additional funds for the trap shoot by raffling off a Sig Sauer model 1911-45-B-XO firearm. You can buy tickets at the Tuesday meetings, or directly from TJ Maloy or Damian Lusch. Cost is \$20 each or 6 for \$100.
- ◆ Membership Committee Chairman, Jack Zipper reminds us of potential categories for new members:  
Mortician Veterinarian Real Estate Appraiser
- ◆ First announcement of a prospective new members:  
Comfort Systems USA Southwest  
Representative: Leonard Otero  
Category: HVAC Install / Service  
Sponsor: Mario Hernandez

Black Briar Inc  
Representative: Michael Predika  
Category: Firearms  
Sponsor: Rion Marcus

If you have an objection to either of these companies becoming a member, or if you have any information that you feel should be considered during the application review process, please contact Committee Chairman, Jack Zipper, ([jdzipper@comcast.net](mailto:jdzipper@comcast.net) - 505-259-5959), as soon as possible.

## Badge Board Greeters

Sept 6th No Meeting—Labor Day Holiday  
Sept 13th Soren Thomsen—TEMA Furniture  
Sept 20th Raul Rodriguez—Kings of Wrap  
Sept 27th Rick Reese—Blue Ristra; Mark Abramson—Los Ranchos Gun Shop  
Oct 4th Kit Turpen—HUB International Insurance  
Oct 11th Leon Marler—Marler Manor

## Upcoming Speakers

Sept 6th No Meeting—Labor Day Holiday  
Sept 13th Jason Espinosa—New Mexico Association of Commerce & Industry  
Sept 20th  
Sept 27th Steven Douglas—Design Printing Solutions  
Oct 4th  
Oct 11th

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