



did you know?

News, Updates & Events from RG Group

ISSUE NO.1 VOLUME NO. 4

A plan not acted upon is only a dream

Here's our intentions for transforming a concept into reality



2024 saw some starts and stops in the development of the RG Group Five Year Strategic Plan. But with great anticipation, it was successfully rolled out to our Board of Directors in early March.

Our plan features **Business Unit** (Branches, Distribution, Engineered Solutions, etc.) forecasts for FY25 – FY29, with a focus on the first three years. The Business Unit component of our plan provides valuable information regarding market potential, competition and marketing strategy.

Supporting the Business Unit strategies are the various functional departments (customer

service, engineering, marketing, etc.) and their **Departmental White Papers**. Milestones, impacts and investments were contributed to each department's document, providing the relevant content necessary to outline plans for the years ahead. Finally, we compiled and rolled out our 11" x 17" **Strategic Plan Summary**. This "at a glance" tool allows us to present our intent in a clear, concise manner, representing the gist of the plan as a whole.

Enthusiastically received by the Board, we now look forward to sharing it with the organization during our upcoming internal quarterly communications meeting!

Thank you!

Steve



IoT – The missing link to better business decisions

Being in business requires a lot of decision-making. Having a profitable business requires making the right ones. Especially when hydraulic systems are involved.

We've all heard the expression "There's never a good time for downtime". That's why in today's high-cost, supply chain-challenged environment, understanding the functional state of your equipment and machinery at any given point in time is critical. If you've been hijacked by malfunctions and mechanical failure in the past, Industrial IoT may be just what you need to thwart that trend.

Industrial IoT solutions put critical data at your fingertips, letting you reign in threatening disruptions, transforming them into actionable positive outcomes. Statistics show that organizations utilizing business analytics in their processes reap ROI's up to 1300%*. Plus, they're 6x as likely to retain customers**.

Our solutions can be designed to connect and monitor everything from assembly lines and mining equipment to hydraulic presses and HPUs. And IoT helps to prevent injuries resulting from catastrophic device failure.

Experience the benefits of condition monitoring for yourself. Entry-level solutions are cost-

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Use of the Phonetic Alphabet

In my business, motion control and fluid handling, we use letters and numbers to call out part and model numbers. However, giving this information over the phone can be challenging. To avoid miscommunication, it is common to reference letters by stating a word that begins with the letter. Not realizing that a standard system exists, most people resort to selecting any word they can think of.

Standards have been around for over 100 years with the most common one being the North American Treaty Organization (NATO) version. You have likely heard the letters called out with this system in the following manner: Alpha, Bravo, Charlie, Delta, etc. [Here is a link](#) to its history.

This identifying system began in the early 20th century when the International Telecommunications Union (ITU) assigned

words to letters of the alphabet for radio transmissions. Back then, two-way radio communications were not very good and were often staticky or crackly. Throughout World War I and World War II, there were standards used in the military, but no international standard.

Then in 1949, Jean-Paul Vinay, a professor of linguistics at the Université de Montréal worked with the International Commission of Aviation Organization (ICAO) to research and develop a new system.

For ease of use, I recommend if you ever need to substitute words for letters, don't over-complicate it. Try the NATO phonetic alphabet, adopted officially in 1956: **Alfa, Bravo, Charlie, Delta, Echo, Foxtrot, Golf, Hotel, India, Juliett, Kilo, Lima, Mike, November, Oscar, Papa, Quebec, Romeo, Sierra, Tango, Uniform, Victor, Whiskey, X-ray, Yankee and Zulu.**

- Steve Reynolds



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effective and scalable, meaning you can add more devices as you go along. This, combined with a low-cost Cloud subscription service makes real-time decision making possible from a tablet or smartphone anytime from anywhere.

For more information, contact our Hydraulic Business Specialist **Steve Reynolds** today at **Steve.Reynolds@rg-group.com**.

*Nuclear Research

** McKinsey Global Institute Research

Trivia Time

The term 'pneumatic' is derived from the Greek word 'pneuma', which means air or wind. Pneumatic devices are tools or appliances that use compressed air to function. Examples of such devices include rock drills, jackhammers, spray painters and air brakes. In some cases, instead of compression, air suction is used to operate the tool or appliance, as is the case with vacuum cleaners.

Did you know...

On Feb. 17, 1893, Postmaster General John Wanamaker introduced pneumatic transport tubes to the United States Post Office.* He had successfully utilized the system in the Wanamakers flagship department store. The first canister, containing a bible and American flag traveled approximately 6 blocks and took just over one minute. This was quickly followed by newspapers, a loaf of bread, a pair of shoes and a bouquet of flowers.

*USPS.com

The first practical pneumatic tire was invented in 1887. John Boyd Dunlop created these for his son's bicycle to cushion the ride while cycling on rough roads. Initially, bicycle "tires" were iron bands around wooden wheels, used on velocipedes.

Next-generation versions were the solid rubber tires used on penny-farthings.



Elevate Your Wellness: Practical Advice for a Balanced Life

In the hustle and bustle of modern life, finding balance and prioritizing wellness can sometimes feel like an elusive goal. However, with small changes and mindful choices, you can take meaningful steps toward improving your overall well-being. Whether you're aiming to enhance your physical health, reduce stress or cultivate a positive mindset, here are some practical tips to help you elevate your wellness and thrive in

all aspects of your life.

1. Prioritize Self-Care Make self-care a non-negotiable part of your routine. Set aside time each day to engage in activities that nourish your body, mind and soul. Whether it's practicing mindfulness, enjoying a hobby or simply taking a leisurely walk outdoors, find what brings you joy and relaxation, and make it a priority.

2. Move Your Body Regularly Physical activity is not only essential for your physical health but also for your mental well-being. Incorporate regular exercise into your routine, whether it's going for a jog, attending a fitness class, or simply taking the stairs instead of the elevator. Find activities that you enjoy and make them a regular part of your schedule.

3. Nourish Your Body with Healthy Foods Fuel your body with nutritious foods that support your overall health and vitality. Aim for a balanced diet rich in fruits, vegetables, whole grains, lean proteins, and healthy fats. Be mindful of portion sizes and make conscious choices to limit processed foods, sugary snacks and excessive caffeine or alcohol consumption.

4. Practice Stress Management Techniques Stress is a natural part of life, but chronic stress can take a toll on your physical and mental well-being. Explore different stress management



techniques such as deep breathing exercises, meditation, yoga or journaling to help calm your mind and reduce stress levels. Find what works best for you and incorporate it into your daily routine.

5. Cultivate Meaningful Connections Nurture your relationships with friends, family, and colleagues. Make time to connect with others, whether it's through face-to-face interactions, phone calls or virtual meetups. Surround yourself with people who uplift and support you, and don't hesitate to reach out for help or guidance when needed.

6. Set Realistic Goals Set achievable goals for yourself, both personally and professionally. Break larger goals down into smaller, manageable steps, and celebrate your progress along the way. Be flexible and willing to adapt as needed and remember that setbacks are a natural part of the journey.

Wellness is a journey, not a destination, and it's important to remember that small changes can lead to significant improvements over time. With focus, you can elevate your overall well-being and live a more balanced and fulfilling life. Remember to be kind to yourself along the way and celebrate your progress, no matter how small.

Here's to your health and happiness!



Sugary snack, not real fruit. ▶



31% of industrial organizations have at least one function automated*

Have you gotten on board?

Autonomous Mobile Robots (AMRs) aren't a new concept. Today, they're being used more than ever in many manufacturing, warehousing and logistics facilities. These alternatives to their human counterparts have proven highly advantageous and cost-effective.

without any risk of injury. Plus, these offer the ability to move even greater payloads consistently without concern for mechanical well-being.

Modern industrial robots have advanced software and technology that can sense anything around them and stop immediately when something in their path is detected.



If you're struggling to find workers, robotic ones can get the job done. Here are a few ways they can help with labor shortages and keep your business running.

Robots help you and in the long run, your customers

As someone running a business, you know customers don't like to wait. Consumers are demanding better products, faster delivery, and higher quality service. Labor shortages frustrate consumers and can cost you valuable business.

Reducing the cost of doing business.

One of the biggest appeals for businesses to add AMRs is the reduction in labor costs, mitigating downtime and the ability to realize a quick ROI on their investment – often in a year or less. With robots, there's no absenteeism and training involved. This means that once deployed, AMRs can hit the ground running. Programming is easier and more powerful than ever and with the constant improvements software upgrades typically provide, capabilities become more robust over time.

AMRs for instance can keep your business running. They operate safely amongst humans, can repetitively transport goods through your facility and are easy to use. This function also enables the redeployment of personnel to other high-value tasks throughout the organization that can contribute to even higher growth and profits.

AMRs are safe, working with humans side by side daily

Workplace safety for employees is a critical concern, especially in the industrial field. Repetitive tasks, like the transportation of heavy goods and pallets, can be dangerous and exerting labor tasks for humans. But an AMR can spend all day moving materials

If you're looking for a competitive edge in your industry, contact us today. We have a variety of material handling, palletizing and depalletizing and inspection solutions available to meet your needs. To discuss how we can help you, just reach out to **Paul Martello - Paul.Martello@rg-group.**

**Quixy, February 27, 2024*



Randy McKee
Sr. Sales Executive

Key RG Function:
Adding value to the customer sales experience

Bucket List: Surfs up! Live and work from the beach

Off the Clock: Fulfilling the role of doting grandfather as I raise my 9-year-old granddaughter

Can't Live Without: Java of course!
Fresh dark-ground coffee

For over 27 years, Randy has been helping new and existing customers fulfill their project needs by delivering RG Group's high-quality parts and services along with his extensive technical expertise.

Each day is different and Randy takes great pride in educating his customers on the breadth of products and services available to them from the RG Group. From following up on new inquiries, to protectively seeking new business, Randy fully relies on his cultivated business acumen as he assists prospects through their inquiry, proposal and contract closing journey. Getting the job done and exceeding customer expectations is job number one in his book!



Candice Reeder Campaign Marketing Executive

Key RG Function: Applying strategic value to the targeting and execution of RG Group's marketing campaigns

Bucket List: Cheers or as they say in the land of leprechauns and shamrocks, Sláinte. Needless to say, visiting Ireland is her dream destination

Off the Clock: Enjoying dinners, cookouts and basically, any activity that includes hanging out with family and pets

Can't Live Without: A morning cup of café or two, chocolate and most of all, time and hugs from kids and grandkids

Candice has been a part of the RG Group family team for almost seven years now. Throughout the years,



Candice has been a staple of the Marketing Team, providing valuable insights and data mastery.

Every day is different and every project unique, but no potential target customer escapes the research prowess of her discerning eye as she develops lists and details for the team's automation endeavors. Candice's contributions are diverse as she lends a hand in one way or another creating templates, filtering through responses, assigning leads and coordinating our outbound calling programs with the sales team.