



**SEPT 27**

Snuffy's Restaurant  
Scotch Plains, NJ  
Elliott Weinberg

*President, Cross Gates Consultants*

*Making Money Overseas*

**OCT 25**

Ben's Deli  
New York City  
Joe Porcelli  
*ACC&CE President*

*ANNUAL MEETING –  
State of the Association*

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# The Chemical Consultant

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THE ASSOCIATION OF CONSULTING CHEMISTS & CHEMICAL ENGINEERS

*Scientific, Engineering, Business & Management Consultants*

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[www.chemconsult.org](http://www.chemconsult.org)

May – June 2005

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## ABOUT THE ASSOCIATION

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The Association of Consulting Chemists & Chemical Engineers (ACC&CE) is a network of senior-level consultants with a broad range of functional expertise and many years of experience in the chemical and allied industries. The purposes of the organization are:

- To furnish support to its members as they conduct their consulting practices.
- To offer prospective clients a “clearing house” which they can use to find the most qualified consultants or team of consultants whatever their particular problem may be.

This newsletter is intended to support those purposes as well as to educate prospective new members and prospective client organizations about ACC&CE, and how we can be most helpful to them.

The ACC&CE has an interactive website – [www.chemconsult.org](http://www.chemconsult.org), that allows prospective clients either to input their problem or to search for those consultants most skilled in their area of concern. This website also allows prospective members to access information on the organization, including back-issues of the newsletter, meeting notices, etc. It also obviously serves as a resource for the Association's members, including allowing each member to have his/her own webpage, which benefits from the visibility of the entire ACC&CE website.

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## IN THIS ISSUE

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This issue is being published earlier than originally scheduled to have it available for the first of three symposia being presented by members of the Association. The first two are at ACS meetings and the third is at the Chem Show. See later pages for some description of these.

We are continuing to include contributions from our members describing some of their interesting or challenging consulting assignments. We are also including items prepared by our members on subjects of broad interest to all of our readers.

We want to call your attention to descriptions of the talks given at the May and June 2005 ACC&CE meetings. We hope these items will be of value to those of you who are located at long distances from New Jersey.

Finally, we continue to include descriptions of our new members who have joined us since the last newsletter was published.

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# Lessons Learned - Reducing Financial Risks and Other Advice

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By Ronald Zager  
Association of Consulting Chemists & Chemical Engineers  
June 2005

Recently, one of our members had difficulty collecting on an invoice from a client. Since I am the Ethics Chairman, I got involved. The resolution of our member's particular issue is still unclear, but our discussions led to my being asked to discuss some of my personal experiences over the years.

I have been a consultant and a member of ACC&CE for over 17 years. During this time I have served as Vice President and President and now serve on the Board.

I became a consultant by accident. When I left my corporate job in 1988, I planned on getting another. Providence intervened when I met the late Pete Townsend who quickly became my mentor and friend. Pete was an active member of the ACC&CE. He convinced me that consulting as a profession was a great way to practice chemistry and I have been consulting ever since.

Some of the lessons that I have learned are really simple and obvious:

1. Most clients are honest and will treat you fairly. During my years as a consultant, I have only had a few problem clients. One was an insurance company that went bankrupt before I got paid, and two others were just deadbeats. If you suspect that your client is not trustworthy, get paid in advance.
2. Always be fair and honest with your client. For process work, which is a substantial part of my practice, I try to work on an hourly or daily basis. It is very hard to predict what problems you will run into that are not under your control. The one time that I agreed to a fixed price for a project, I underestimated the time required. This client got a bargain and I wound up working for a lot less per hour than I originally planned. Working on an hourly or daily basis is my personal approach. Many consultants do work successfully on contract - maybe they estimate better than I do. It is your choice..
3. If you do not have the resources or the expertise to do a client project efficiently, find a consultant that can. You are entitled to a referral fee for this. Always make sure that the referral fee is clearly defined in advance.
4. Early on, I decided that I would not do detailed proposals which laid out the full program that I felt was appropriate for the client. This was reinforced by horror stories from friends in the marketing and advertising professions. Proposals are easy to steal (even inadvertently) and then the client does not need you. Instead, I try to develop a very general outline of what has to be done and leave out all of the detail necessary to actually do the job. It is reasonable to have a "no charge" initial discussion (usually by phone) with a client, but as Pete Townsend often said, "learn from the earliest profession - don't give it away." My policy is to start charging my hourly fee for work done after the project has been defined with the client. Sometimes the client disappears at that point, but, better early than later.
5. I do not discuss or reveal the names of my clients. I started this early in my career by accident when I got a ND agreement from a client that prohibited me from even revealing that we had been in contact. I decided that this was a good policy and have only deviated from it when I had a client's express permission to be contacted for a specific recommendation. Many consultants follow the opposite philosophy and list their clients in brochures. Both approaches seem to work. Which you use is up to you (and your clients).

## LESSONS LEARNED – Cont'd

- To generate business, get a web page!!!! Pay for it and do not use one of the freebies that have cute prefixes. Mine is [www.chemconsultants.com](http://www.chemconsultants.com). An appropriate name is a real asset. It sets you apart from the dilettantes who play at consulting. You cannot look too professional.
- Publicize your web page! Get listed on the search engines as soon as possible. Fifteen years ago all of my work came from referrals. Today, almost all my contacts are off the Web. My referrals follow from these clients.

Consulting is an honorable and profitable profession. The code of ethics of the ACC&CE serves well as a guide for appropriate behavior.

If anyone has questions or would just like to chat, please contact me at [rzager@chemconsultants.com](mailto:rzager@chemconsultants.com)

Ron

## More Notes on What Our Members Do


May 6, 2005 - Girish Malhotra wrote:

### EPCOT International' services to its clients

Besides assisting clients in simplifying their technology and manufacturing practices, I am commercializing technologies that improve coatings and active pharmaceutical ingredient (API) technology and manufacturing practices. APIs are basically Fine Chemicals.


All colored liquid coatings (architectural, automotive, maintenance, inks, cosmetics and dispersions) and API are tested off-line during their manufacturing and adjusted to meet specifications. This results in batch processing that is time consuming and expensive. I am commercializing technologies that meet specifications without taking a sample off-line. This allows become semi-continuous or continuous processing that has lower cost of production i.e. improved profitability. For API the products would also meet FDA's cGMP requirements.

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## NEW MEMBER INFORMATION

**Dr. Abhijit Banerjee, affiliate member #932**  
**1588 Mission Dr.**  
**Danville, CA 94526**  
**Tel: 1-925-743-1198**  
**banerjee@aol.com**

Dr. Banerjee obtained his Ph.D. from Clemson University, Clemson, SC

His engineering experience includes Fuisz Technologies, Akorn, Inc., and Advent Engineering Services. He has three patents in pharmaceutical formulation and processing for dental bleaching gel, fiber drink and fast dissolving ibuprofen.

### PLEASE NOTE:

For further information on members and to see a complete directory of all of our members, please visit our web site:

[www.chemconsult.org](http://www.chemconsult.org). A complete background of each member and his or her experience and expertise is available. Just search on the consultant's name to read his or her background information.

## DO YOU HAVE A TECHNICAL OR BUSINESS PROBLEM?

### CONSIDER VISITING

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## MAY 2005 MEETING – SUMMARY

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The dinner meeting in May featured a talk by Mr. Keith Luker, President of Randcastle Extrusion Systems, and will be included on our short list of “ya shoulda been there” meetings.

Randcastle has been making small extruder systems for many years, primarily designer screws for typically ¾” machines, and conducting trials on a toll basis, while developing a design concept for single-screw mixing. The new design overturns many widely held beliefs about compatibility, costs (time, energy, temperature, equipment) and even the mechanism responsible for mixing, and Luker’s presentation of the information was both clear and compelling.

The presentation featured pro-quality slides with enough detail for a specialist and enough arrows and labels for those of us with a generalist’s background, as well as handouts of pictures and samples to compare current art with Randcastle’s innovation.

The essence of the new screw design is that a screw is constructed of transport and mixing segments, in which the mixing segments are well upstream of current practice (Maddox mixers are at the melt’s exit, for example). The mixers are machined to achieve multiple interpenetrating recirculatory flows at low backpressure, exploiting the melt’s flow properties instead of brute-forcing squeezes through narrow gaps – it might be seen as making the right tool instead of getting a bigger hammer.

As valuable as these findings are, it was a clear pleasure to have Luker share with us that the design is scalable to practical production size: Randcastle has delivered a 4 ½” screw with these features that allows a 900 lb/hr throughput.

Q&A’s after a talk is often lively and thoughtful and those on the 24<sup>th</sup> were a delightful mix of humor and depth that kept the participants focused for about a half hour more than usual. The slide show is available on member request and the website is <http://www.randcastle.com>.

Ya shoulda been there.

Bill

P.S. If I had had a journalism degree, I might have been asked to return it. Despite multiple rereadings, my previous highlights of the presentation by the Chief Science Officer of Innocentive left out the “who”: Dr. Jill Panetta. Dr. Panetta is the Vice President of Information Technology at Innocentive, “who”se presentation made the story of Innocentive one of the notables of our dinner meeting series. I regret the omission of her name from the previous highlight. b.

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## PROHIBITED ITEMS ALERT!

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Steve Duerr has submitted the following:

To those of you who may travel by airplane, here are the rules on carry-on items. Take care! Not only can items be confiscated, but now there are stiff fines AND your name can go on a "watch-list" of suspected persons!!

Check out the TRANSPORTATION SECURITY ADMINISTRATION’s website for the latest information:

<http://www.tsa.gov/public/index.jsp>

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## JUNE 2005 MEETING – SUMMARY

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Everyone wants to get in on the innovation game. A couple of months ago, we hosted the VP of Technology of Innocentive. At the end of June, it was Doug Berger, the Managing Partner of INNOVATE LLC.

But there's innovation and there's innovation. Innocentive offers technical problems and the free-wheeling opportunity to address them. Innovate LLC is addressing the broad problem of defining, creating, managing and succeeding in making large-scale changes in the portfolios of technology based companies. It offers frameworks and guidelines for solving this kind of problem in real world situations, with a decidedly practical philosophy.

For those of us who have come through at least one large organization, the idea of a consultant who will explain how to take a project to the "next level", reach the "breakthrough" and achieve innovation is not new. Mostly their presentations are long on clever phrasing and short on sustenance: two hours later, you're hungry again. Happily, Berger's talk was substantive.

Using a polished speaking style, Berger showed how projects that would succeed get initiated, how they are supported and gain support. How they are managed. He reflected on different circumstances within the organizations that foster or hinder projects and some of the approaches to enhancing and overcoming these.

A highlight of the evening to me was the intense questioning that he ably handled. Apparently more than a few of us have heard these kinds of talks before and wanted to make sure there was more than outline and slides. There was. Doug handled the questions with brio and clearly was a master of his subject matter. Details and specifics, challenges and multilevel questions were all part of the mix; plenty of solid food for thought.

Innovate LLC has a website where you can see what they're about. Doug offered streaming media of the talk: <http://www.innovate1st.com> Just tell him ACC&CE sent you.

If you missed the meeting, you missed all that the interaction can bring out and that's a lot. Why not make a date for yourself to attend our next dinner meeting?

Bill

### **Michael Heliuff**

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## ACC&CE MEMBERS SPEAKING ON CONSULTING

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Over the next half-year, there will be a number of opportunities for you to hear talks by some of our members. In July, a group of ACC&CE people will be travelling to Fairfield, Connecticut to speak at NERM, the North East Regional Meeting of the American Chemical Society. This meeting is being held at Sacred Heart University from July 14 – 17, 2005 and our speakers will appear on Saturday afternoon, July 16<sup>th</sup>. The organizer and chair of the session is Ernie Coleman.

At the end of August, another group of ACC&CE members will journey to Washington, DC for the 2005 Fall ACS National Meeting, being held August 28 through September 1. We will be speaking on Tuesday afternoon, August 30. The organizer of this symposium is Bill Swartz, and Joe Porcelli will act as chair.

Finally, in November, the ACC&CE will make its biannual trip across the river to New York City, for the ChemShow. We will have a booth at the show for the three days of the show, November 1 – 3, and our group will speak on Wednesday afternoon, November 2. The chair of the program is Dick Schauer, and the chair for ChemShow logistics is Dick Cowell.

Our objectives in making these presentations are many – to educate those interested in the consulting profession instead of or after a career in industry, to illustrate the breadth of activities chemical consultants carry out, to acquaint prospective members and prospective clients with the Association, and to allow an avenue for our members to sharpen our speaking skills while increasing our exposure to prospective clients.

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## FROM US TO US

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In our last two issues, we had items entitled “What Our Members Do”. We would like to encourage more communications from the members about their activities.

Short submissions of current work and activities are requested so that we can include them in future issues. For a little bit of work, it is free advertising for you while it aids the outside world of potential clients and members to better understand the Association and what we do.

**DON'T BE SHY!**

### **THE CHEMICAL CONSULTANT**

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