

The Chemical Consultant

Association of Consulting Chemists and Chemical Engineers, Inc. Scientific, Engineering, Business & Management Consultants

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FUTURE MEETINGS All members are invited to attend.

Council GTM Meeting to be announced

ACC&CE Officers & Leaders

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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 offer prospective clients a "clearing house" which they can use to find the most qualified consultants, whatever their particular problem may be.

To furnish support to its members as they conduct their consulting practices.

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 – https://chemconsult.org
that allows prospective clients either to input their problem or to search for those consultants most skilled in their area of concern. The LinkedIn page is also active now and accessible to all.

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LETTER FROM THE PRESIDENT

Richard M. Goodman, President of ACC & CE Certificate # 747

Since ACC&CE is on an academic year fiscal calendar my term as ACC&CE President expired on the first of October. I'll take this opportunity to reflect on the past year and what I see as our future.

Several good things happened in fiscal 2022. First, Attendance at our virtual meetings on GTM has been good often reaching 30% of our membership thanks to good programs featured by Al Sagarese. Our finances are sound with more money in the bank now than at the year's start thanks to able stewardship by Treasurer Steve Duerr. Members have received inquiries through our website exceeding \$11,000. Membership is holding steady (despite the aging of our members) in part due to an aggressive effort to advertise through an AIChE online publication. We have new members of the Council. Charlie Leonard has continued to ensure our website presence is outstanding. This newsletter has been ably published by Koki Doshi. ACC&CE presence on the LinkedIn app has been enhanced by work of Marvin DeTar. David Manuta has maintained a strong presence with his assistance to almost all aspects of ACC&CE business. Similarly, Joe Porcelli, though not an official council member continues to work hard for the association, especially spearheading AIChE effort. I thank all the Council members for their continued interest and efforts.

What do I see for our future. First, Al Sagarese takes over as President; his past 2 years of work as VP and Program Chair promising an active leadership. John Fetzer assumes the VP and Program Chair role (And succession to President). Charlie Leonard has stepped onto the Council, and I have decided to remain as a Councilor. The other members, David Manuta, Marvin DeTar, John Wetzel and Heather Wahab retaining their seats. This group should form a strong leadership team. The ACC&CE is in good hands and should continue to attract new members and provide opportunities for its existing members. Many of these officers and councilors have submitted short articles to this newsletter.

EDITOR'S LETTER

We are now in the last quarter of 2022 and the ACC&CE as an organization is doing well. New members have joined and the Consultant Help Inquiries have also been streaming in well.

Elsewhere,

- Zero Flaring 2030 initiative aims to phase out the flaring from oil & gas production. The excessive flaring has been known to be the culprit behind melting arctic snows and depleting the ice sheet. As always country pledges have to be seen as active projects rather than simply rhetoric.
- Hydrogen, whether green or blue retains its preferred position with Ammonia as a transportation carrier.
- The will of every chemistry professional should be zero tolerance for plastic waste for safety of our future and the generations to come.

This will be my last Newsletter as an editor and I am grateful for the kind and able mentorship of Joe Porcelli and Charlie Leonard. I sincerely wish the very best success to my successor.

Wishing everyone a safe year 2023 as we continue forward.

Koki Doshi

Member # 974

Reflections of a Consultant - Reducing Customer Complaints: by Marvin DeTar

The CEO of a firm that manufactured specialty polymer products had hired Molecular Technologies, LTD to complete two projects. While there I thought of a third project that needed to be done. We agreed it would be treated much differently. The company had a continuous improvement team, and we did not wish to appear to be interfering.

As I recall, the conversation started: "How would you like to reduce customer complaints?" This intrigued the CEO, so he asked: "And how do you suppose to do this?" I said "With microscopy. And it shouldn't take more than a week." It will involve a bit of travel to each manufacturing plant and will involve working with each Plant Manager and the Head of the Analytical Department. And let's keep it low key and away from everyone else in the Company. The proposed project cost estimate was \$8,000.00.

I packed my proprietary equipment and visited each plant. The samples brought back were catalogued, analyzed and a report was given to each plant manager detailing the forensic findings and to the Head of the Analytical Department. After reporting what had been found with each plant manager; simple and inexpensive solutions were implemented. The plant managers made the changes that were needed.

Since the plant managers had made the changes; it was they who got the credit from the CEO (as agreed from the start).

The actual cost was less than \$6,000.00 which included my fee.

A year later the customer complaints had dropped by over 40%. Molecular Technologies, LTD continues to be awarded other projects by the firm.

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Business Card Size (2.0 x 3.5 inches) \$50/year

Larger Size ($3.0 \times 5.0 \text{ inches}$) - \$90/year

Half-page— \$250/year

Custom size and features— pricing upon request

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