ANNUNCIATOR

May 1994



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List of Advertisers

Company	Page No.	Company	age No.
ABB-Kent Taylor	17	Langtree Controls Ltd	17
Alpha Controls	18	Lisle-Mextrix	16
Armatek Controls	15	Mac-Weld	60
Associated Valve Corp	45	Milltronics	16
Atlas Alloys	41	Moore Products Co. (Canada)Inc	23
August Systems	57	Neles-Jamesbury	40
Baker Instruments		Novatech	
Bestobell Canada	62	Ovantum	16
Brian Controls	6	Paton Controls	27
Cambridge Controls	13	PMP Instrumentation	66
Campbell Scientific	20	Procan Process Analytics	35
Cancoppas Ltd	48	Professional Valve	49
Cantech Controls	35	Provincial Controls	59
Cantols	55	Regional Process Equipment	15
CB Engineering	24	Robroy Industries	
Century Valve & Machine	52	Roevin	25
Conval Equipment	52	Romatec	18
Davis Controls	58	Rosemount	
Detech Industries		Sarnia Piping Specialties 4	
Dresser Canada		Sharp Valve	
elenex		Spirax Sarco	
Elsag Bailey Inc		SRP control	
Endress & Hauser		SSCAN-Grodyne	
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Keystone Valve		Wika Instruments	
Kilborn Ltd		Willer Engineering	
Leeds & Northrup		Zesta Engineering	34
Lakeside Controls	80		



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Contents

PRESIDENT'S LETTER	 	. 14
PUT YOURSELF IN SOMEONE ELSE'S SHOES .	 21,	28
ISA Member Benefits	 	. 26
ISA Member Record Change	 	. 29
QUALITIES OF EXCEPTIONAL LEADERS	 	.31
March Dinner Meeting Highlights	 	. 32
DID YOU KNOW?		
DINNER MEETING NOTICE	 38,	46
ISA Perspectives		
Meeting Dates		
Ten Success Rules		
News Release	 	.57
ISA Membership Application	 	. 65
Users Directory	 	.67
Past President's Honour Roll	 	.79

Editor's Notes:

REMINDER: The Sarnia Section Annual Election and Awards Dinner is being held on Monday, May 30. See the special menu for this occasion on page 46. Note the later starting time.

Anyone wishing to get in contact with our District 13 president may do so by contacting Jim Lomax at 519-869-2493 (phone) or 519-869-8138 (fax).

ADVERTISERS: Please note that the deadline for the July issue of the ANNUNCIATOR is June 15, 1994. Please forward information to the editor by that date in order to have your items updated.

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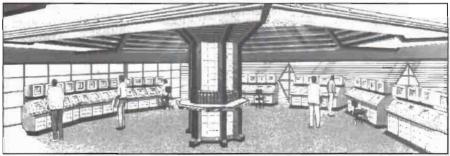
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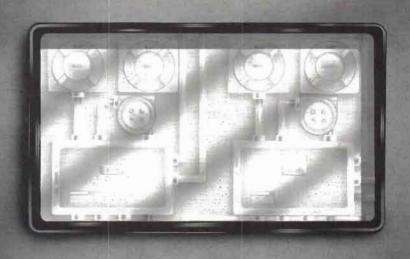
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President's Letter

This is my last opportunity to communicate as President via the Annunciator since my term in office is closing very swiftly. I would like to take this opportunity to review our year's activities as follows:

Our year began by supporting the Lambton College Student Team in their participation in the Chicago ISA Student Bowl Competition. The team proceeded to win the overall competition, providing excellent representation for both the Sarnia Section and the overall Canadian effort in general.

On October 28, 1993 both our Section Past President and President attended the opening of the "CAPT Centre" at Lambton College. This 4.5 million dollar Centre for Advanced Process Technology will provide educational courses for industry's training needs, customized training programs and third party training.

In keeping with our leadership role, the Sarnia Section has undertaken to operate a community Bulletin Board System (BBS) with a focus on instrumentation, measurement and control for its 250 members. Some local message bases (conferences) and file areas have been set up. The file system will include vendor sizing and selection programs, general interest PC utilities, virus scanner and cleanup, Microsoft windows utilities, modem terminal, off-line mail reader, information files, plus others of general interest. This entire project has been funded by local industries and community businesses.

The Sarnia Section has donated \$4,800.00 to St. Joseph Health Centre for the purchase of an "infusion pump". This charitable activity is our yearly project to increase our visibility and enhance the image of ISA in our community.

The Sarnia Section once again took part in the Sarnia branch of the Society of Professional Engineers' "Engineering Week". This event was held at the Lambton Mall in early March and our booth included several interesting exhibits loaned to us by local suppliers.

The Lambton County Science Fair was held April 15 & 16, 1994 at St. Patrick's High School. Our Section represented by six members who in turn judged and awarded six \$50.00 prizes, including plaques to the 1st and 2nd place finishers in the Junior, Intermediate and Senior categories.

I believe most of our activities have been mentioned and were achieved only through the wonderful support and hard work of our executive team. It is amazing to think of the talent that comes forth from the twenty one people on our executive. Several of these members will be recognized for their outstanding performance at our awards ceremony during Honours & Awards Night dinner to be held on Monday, May 30, 1994 - spouses are invited. See You there.

It has been a pleasure to serve as your president the past year.

"Thanks For Your Support"

Bill Arundell, President ISA Sarnia Section

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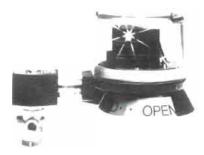
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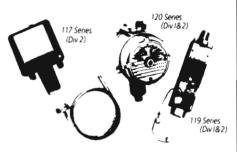
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PUT YOURSELF IN SOMEONE ELSE'S SHOES

By Stephen D. Boyd

LISTENING is an important skill that many of us take for granted. Have you ever explained a problem to someone and received an answer that showed that he or she didn't understand the problem at all?

A big part of listening goes beyond getting the main point and drawing conclusions. Listening empathically, or with feelings, means putting yourself in the talker's position without getting emotionally involved.

Empathic listening precedes effective feedback because it goes to the root of the concern: the other person's perspective. Listening only to obtain information and form opinions means missing much of what the speaker is saying — the emotions and intensity that make up real communication.

For business, technical and personal problems, anything that provokes frustration or worry is emotion-laden by nature. Thus, any problem is better handled with an empathic approach. The following steps will help improve your empathic skills:

ASK OPEN ENDED QUESTIONS questions like "What makes you feel that way?" allow the talker to go in the most-comfortable direction, though not necessarily the direction you would have chosen. By giving the other person free rein, it's easier for you to get into his or her shoes.

A good habit is to ask "one more question" before giving feedback. The answer you receive gives you more context and thus a more-realistic picture of what the talker really means. Your question might be, "What other factors are involved?" or "What other elements might influence the way we handle this problem?" or "What actions have you taken so far?"

MAKE THE OTHER FEEL COMFORTABLE Charles Mayo, founder of the Mayo Clinic expressed it this way: "I try to imagine the kind of doctor I'd like if I were you, and try to be that doctor."

By contrast, if you look at your watch, fidget, or look anxious as the talker is relating a problem, he or she may leave out key details. If you give the other person the impression that he or she is just wasting your time, your're not likely to solve any problems. Have you ever been listening to someone who suddenly says, "I can tell this is a bad time — we'll talk about this later?"

Instead, show the other person that the most-important thing for you at that moment is to listen. Tell your secretary to hold your calls, or close your door, or tell the talker, "Take as much time as you need." With these actions, you're more likely to get the details that go beyond the main problem and help you find solutions.

If you're the other person's superior, the other may neglect important information because of your higher rank. Therefore, show that the talker's ideas are valuable and that you really want to hear what he or she has to say.

Come out from behind your desk and sit together to create a feeling of equality and comfort. This encourages full disclosure and puts you in a more receptive frame of mind. Even pulling up a chair to the side of your desk to sit next to each other, rather than across the desk, helps reduce tension.

FIND A PERSONAL CONNECTION often, when you suddenly realize you're not on the same wavelength with someone, you're failing to empathize. If you can't understand why the talker is upset or angry, you're probably not relating well. Keep asking questions or listening until you connect. This might happen with a shared opinion or philosophy, or even an experience, hobby or background.

Continued Pg. 28

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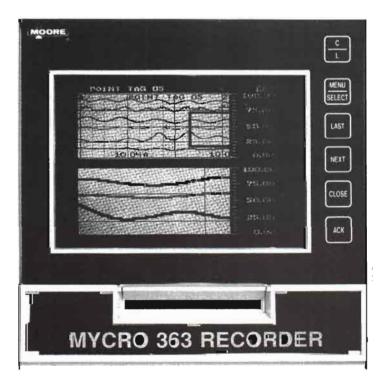
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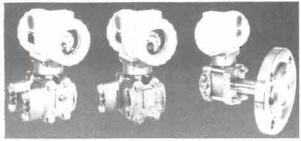
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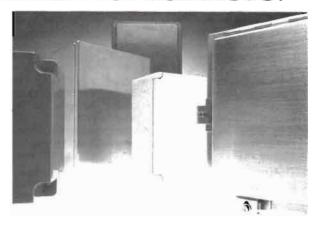
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For example, when I found out recently that one of my seminar participants was a Hoosier, we bonded instantly because of our shared Indiana background. It's easier to settle problems when your connection goes beyond the intellect.

LISTEN MORE THAN YOU TALK when he was a U.S. Senator, Lyndon Johnson had a plaque on his office wall that read "You ain't learnin' nothing when you're talking." While you're speaking, you can't learn about the other person. To get to the heart of the matter, ask a question, and then sit back and listen.

Iry to live by the 50-50 rule — spend no more than half your communication time speaking. You develop a certain power through listening. The more the other person talks, the more information you have, and the better you can understand the needs of the talker and his or her needs.

This is especially important when one of you is not speaking his or her native tongue. If the other person speaks English as a second language, you should encourage him or her to talk as much as possible. It's likely that his or her repertoire of English phrases and idioms are unfamiliar to you.

For example, many people from the former Soviet Union and from some Asian countries learned British English. For some U.S. natives, many British expressions they know can sound completely foreign — and sometimes even unintelligible.

KEEP ADVICE TO A MINIMUM when someone comes to you with a problem, your first response is probably to provide advice or a solution; but sometimes all the other person wants is someone to listen. If you listen before advising, you're more likely to understand first. When you have a grasp of the situation, *then* you can offer suggestions.

Often, if you're listening empathically, the talker solves his or her own problem. For example, have you ever told your problems to someone who just listened? Chances are, by the time you talk your way through it, you had actually come up with your own solution. Empathic listening encourages this to happen.

- **WATCH OUT FOR POTENTIAL PITFALLS.** Just as an empathic approach draws people out, the wrong approach closes them up. Avoid certain signals that prevent effective communication:
- DON'T TRY TO TOP THE OTHER PERSON'S PROBLEM. Empathy means understanding the other person's perspective and feelings not competing with those feelings. The other person's problem is not a springboard for you to recount your own similar situation

Rather, ask another question or show concern by appropriately paraphrasing the other person's experience. You're there to help; you can best do this by getting the problem out in the open to deal with it. Anything you do to shift attention back to yourself defeats this purpose.

DON'T REACT WITH AVERSION. If the other person has a mistake or unpleasant experience to relate, make him or her comfortable telling the story, however awkward. Even if you disapprove of the speaker's situation or feel turned-off, don't communicate your aversion with words or actions. Be calm and keep the person talking. Don't say: "What a horrible thing to do," "I don't see how you lived through that," or, "I can't believe you're telling me this." Rather, use nonjudgmental, encouraging expressions that help both of you deal with the problem.

You might say: "I admire you for facing that challenge so straightforwardly," or, "I'm glad you brought this to my attention so we can work on it." In any case, don't kill the messenger.

It took courage to admit the mistake. Now it's time to find out as much as possible so you can address the problem. Your frosty or condemning reception will get you only an abridged version of the story, which ill equips you to solve the problem.

DON'T THREATEN: EMPATHIZE! Biographer Robert Massie recounts the following anecdate of Peter the Great (Russian Tsar, 1672-1725). After a suspected conspirator was tortured four times and refused to confess, Peter told the man that he had been punished enough.

He offered clemency if the prisoner would confess out of love for his sovereign. At this unexpected kindness, the man broke down and confessed. Empathic listening bears more fruit than hostility and disapproval.

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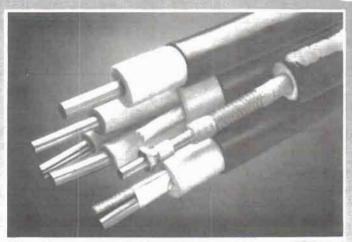
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March Dinner Meeting Highlights

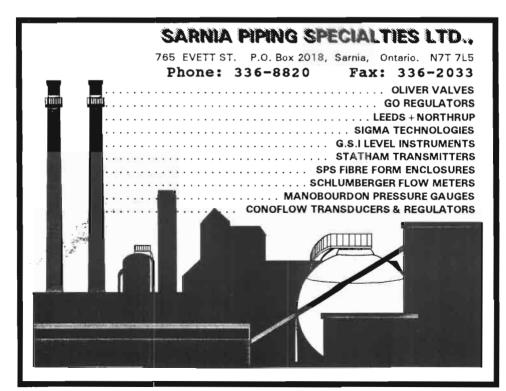
The fourth dinner meeting of the current year was held on Monday, March 28, 1994 at the Sarnia Golf and Curling Club. The meeting was attended by 93 members and guests.

CAPT (Centre for Advanced Process Technology) set up an information display for the ISA members. Fred Sheane informed the membership of the past, current and future activities and courses that the CAPT Centre are involved with.

The Sarnia Section Bulletin Board committee set up a demonstration of their new computerized Bulletin Board for members to view and try.

Following the Roast Sirloin Beef dinner, Irvin Hawkes introduced the guest speaker, John 'JP' Hodgins, a Systems Engineer for Microsoft, Canada. John gave an interesting presentation and talk on "THE PAST, PRESENT AND FUTURE OF COMPUTING AND MICROSOFT'S APPROACH". Microsoft generously donated two software packages which were drawn for. Winners of the draws were Dick Felton and Irvin Hawkes.

The next and last dinner meeting for the year is the ISA Sarnia Section Annual Awards and Election Dinner on May 30 at the Sarnia Golf and Curling Club. The announcement in this edition of the Annunciator for details. PLEASE NOTE THAT RESERVATIONS ARE A MUST FOR THIS DINNER MEETING AND THE STARTING TIME HAS BEEN CHANGED TO 6:30 pm WITH DINNER AT 7:30 pm.



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DID YOU KNOW?

The "ISA Canada '95 Exhibit" has become a reality for April 1995. This national show is being jointly directed by the Sarnia and Toronto ISA Sections and will represent a tremendous effort on the part of both Sections in coordinating the Exhibit. Several meetings have already taken place and Program Committees are being formed to tackle various aspects of the show. The following is a list of the committees and the people who have so far committed to participating.

Position	Toronto	Sarnia	
Executive Chairman	Stan Weiss		
Executive Vice Chairman	Curt Roberts	Dick Felton	
Secretary	Ralph Page		
Treasurer	David Emanuele		
Promotion Chairman	Gord Carlington		
Public Relations Attache	Henry Rasanen		
Regional Pavilion Chairman	Frank Tamas	TBA	
Spouse / Leisure Chairman Committee Members	Jack Kavanaugh	Bill Arundell	
International Chairman Committee Members	Frank Stella	Ian Shouldice	
Membership Chairman		James Lachance	
Room Monitors Chairman Committee Members	Kevin Keane (Approx. 60-70 members required, Possibly retirees)		
Students' Day Chairman Committee Members		Mike Grey Sandra Morrison	
Conference / Training Program Liaison - Montreal Section			

There are several Committees which still require chairmen and the Committee Members listed here represent only the beginning of the numbers required to develop these programs. Anyone who is interested in participating on one of the Committees is welcome to contact the ISA Executive for more detailed information.



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ISA Perspectives



March guest speaker, John Hodgins of Microsoft compares notes with Sarnia President, Bill Arundell.

Dinner meeting welcoming committee, Jennifer Southcombe, Chuck Douglas, Roland Smith and Mike Grey.





Sandra Morrison with CAPT Centre display.



Fred Sheane (right) converses with Bill Dailey regarding the Advanced Process Analyzer Course.



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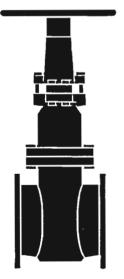
MEMBERSHIP DINNER MEETINGS

Place
Sarnia Golf & Curling Club

Time: Cocktails @ 6:00 p.m. Dinner: @ 7:00 p.m.

Executive Meetings

Date	Place	
September 13, 1993	Drawbridge Inn	
November 8, 1993	Drawbridge Inn	
January 10, 1994	Drawbridge Inn	
March 7, 1994	Drawbridge Inn	
April 25, 1994	Drawbridge Inn	
Time: 7:0	0 p.m.	



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DET NORSKE VERITAS INDUSTRY INC., has completed their audit of the ABB Process Analytics' manufacturing facility in Lewisburg, West Virginia quality system and have determined that it complies with the ISO-9001 model for quality assurance in design, development, production, installation and servicing. DET NORSKE VERITAS INDUSTRY INC. has recommended a certificate be issued to ABB Process Analytics, and that the scope of applicability read "The Design and Manufacture of On-Line Process Instrumentation".

BESTOBELL

Bestobell are pleased to announce that Ross Withers is now the Regional Sales Manager for the Sarnia, Windsor and the London area.

DAVIS CONTROLS

Mr. Nick S. Marchese has been appointed National Sales Manager. Nick has 14 years experience in technical sales, 8 in industrial controls, and 6 in industrial computer systems and applications. Nick will be responsible for the administration of the Davis Controls outside sales force located across Canada.

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Continued on Page 57

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WESTBURNE

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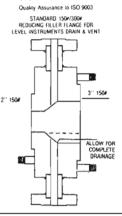
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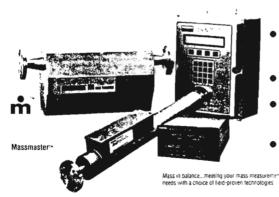
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Fact

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Fact

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PRESSURE	Low Cost Solid-State Pressure Sensors Precision Pressure Transmitters Aerospace/Military Pressure Transducers Low Cost P-to-I and I-to-P Converters Digital Manometers and Barometers Air Data Test Sets Pressure Calibration and Testing Services Low Pressure Transmitters	Druck Industrial & Process Pressure Transducers Druck CSA Intrinsically Safe Pressure Transmitters Plastic Melt Pressure Transducers and Transmitters Digital Pressure Gauges Portable Pilot Static Testers Automatic Calibration for Aircraft Instruments High Pressure Down Hole Transducers
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- 72 -

Ovantum Sales Inc.

Endress & Hauser

Lakeside Controls

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SRP controls

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	Transcat
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Mycro	Transcat
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Nivosonic	Endress & Hauser
Nohken	Bestobell Canada
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Novalynx	Brian Controls
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Numatics

Nuoro Valves

O'Brien OMNI

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Ohmart Oilgear Oliver Valves

Omron Orange Research

Orion

P+F - USA

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Lakeside Controls Conval Equipment Armatek Controls Vermeer Engineering Willer Engineering SRP controls Provincial Controls

Novatech

Transcat Ovantum Sales Inc. PMP Instrumentation Provincial Controls Lakeside Controls Bestobell Canada Provincial Controls

Cambridge Controls omatec Romatec

TubeTech

Alpha Controls & Instrumentation

Willer Engineering

Transcat Transcat Transcat

Campbell Scientific (Canada) Corp.

Manufacturer / Tradename	Local Sales Representative
RCM Industries	Cambridge Controls
REBS	Campbell Scientific (Canada) Corp.
REXA	Cantrols
RIMCO - Raingaiges	Campbell Scientific (Canada) Corp.
RIS	Transcat
RMS Instruments	Technel Engineering
Ralston	Transcat
Ralston	elenex Ltd.
Raytek	Transcat
RdF	Willer Engineering
Research Control Valves	Lakeside Controls
Rexcon	elenex Ltd.
Robbins Myers	U & I Supply
Robertshaw	PMP Instrumentation
Rochester Instrument Systems	Sharp Valve & Instrumentation
Rohrback Cosasco Systems Ronan	Armatek Controls
Rosemount	Industrial Projects
	Rosemount Instruments
Rosemount Analytical Rosemount Analytical	Rosemount Instruments Transcat
Rosemount Combustion Control	Romatec
Rotomation	elenex Ltd.
Rotronic	Alpha Controls & Instrumentation
Royce Instruments	PMP Instrumentation
Rupture Pin Technology	Westech
Ruska Instrument Corp USA	Technel
Rustrak	Transcat
S.P.S. Instrument Services	Sarnia Piping Specialties
SAFFTRIP I.S.	Lisle-Metrix Ltd.
SOR	Industrial Projects
SPM	Transcat
STI	elenex Ltd.
Sample Technologies Inc. (STI)	CB Engineering
Sarasota Automation	Sharp Valve & Instrumentation
Sarasota Measurement & Controls	SRP controls
Scanivalve Corporation - USA	Technel Engineering
Schlumberger Schlumberger	Sarnia Piping Specialties Westech
Schrader Bellows	TubeTech
Schramm	Sharp Valve & Instrumentation
Scully Electronic Systems	SRP controls
Seacor	Transcat
Sealed Unit Parts	Transcat
Sensall	Alpha Controls & Instrumentation
Sensidyne	Novatech
Sensidyne Gas Monitors	Transcat
Servomex	Novatech
Setra	Alpha Controls & Instrumentation
Shand & Jurs	Armatek Controls
Shawflex	Bestobell Canada
Shimpo	Transcat
Sieger	SSCAN-Grodyne
Siemens	Alpha Controls & Instrumentation
Sierra Monitor	Transcat
Sigma Technologies	Sarnia Piping Specialties
Signet Scientific	Brian Controls
Signist-Photometer Co Switzerland	Lisle-Metrix Ltd.
Silometer	Endress & Hauser
Simpson Skinner	Transcat Cantech Controls
Ominiei	Canteen Controls
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Manufacturer / Tradename Local Sales Representative G.L. Stebbins Smar Brian Controls Smartline Smartline Honeywell Smith Valve Atlas Allovs Sno-Trik Huron Valve & Fittings Transcat Solomat Sparling Brian Controls Leeds & Northrup, Canada Speedomax Stahl Alpha Controls & Instrumentation Statham Sarnia Piping Specialties Statiflow Westburne Lytle Stewart Electronics SRP controls Strahman Cantech Controls elenex I td Sugino Superior Flow Products Ovantum Sales Inc. Swagelok Tube Fittings Huron Valve & Fittings Swingwirl Endress & Hauser Moore Products Company Synchro Systematix Willer Engineering T.B. Woods elenex Ltd. TDC-3000 Honeywell TIF Transcat TLV TubeTech TOWER-GARD Lisle-Metrix Ltd. Willer Engineering Taylor Hand Actuated Pressure Calibrator Transcat Techmation Lakeside Controls Techne Transcat Technipower Transcat TegamBrian Controls Tegam Transcat Tektronix Transcat Tel-Tru Brian Controls Tel-Tru Transcat Teledyne Armatek Controls Teledyne Combustion Efficiency Analyzer Transcat Willer Engineering Telematic **Teltronics** Cantech Controls Testoterm Transcat Vermeer Engineering Texas Analytical Controls Inc. Texas Electronics - Raingauges Campbell Scientific (Canada) Corp. Texas Sampling Inc. Bestobell Canada The Electron Machine Corporation Industrial Projects Theben Davis Controls Thermo Electric Armatek Controls Thermo Electric - Calibrators Transcat Thermo Kinetics Provincial Controls Thermon PMP Instrumentation Thermox Willer Engineering Time Electronics Transcat Tobar Cantech Controls Willer Engineering Tokheim Trademark G.L. Stebbins Transmation Cantrols Transmation Transcat Transtector Systems Cantech Controls Trerice U & I Supply Tri-Sen CB Engineering Tricentric Bestobell Canada Tripp-Lite Transcat

Manufacturer / Tradename

Trueline Valves

Tytronics Inc.

U.S. Gauge

U.S. Gauge

Unimeasure United Electric

United Electric

United Sciences Inc.

Unitherm

Universal

Universal Enterprises

Unomat

Vaccon Vacuum

Vaisala Vaisala - RH, Barometric Pressure

Valhalla

Valtek Valvtech

Vanessa

Varec

Variomag Vector-Vid

Velan

Versatile Measuring Instruments

Vertigage Viatran

Vista Scientific

Vitec

Viz W.E. Anderson

WHIPPS Inc. - USA

Walker Scientific

Wallace & Tiernan

Wallace & Tiernan - Pressure Calibrators Waltron

Warren Jones Engineering - England

Warrick

Waterman Industries - USA

Waugh

Weksler Instruments Welker Engineering

West

Westech

Westlock Controls

Whesso Varec

Whitey Valves Whitman

Wika

Wilkerson

Winters Gauges

Wodex

Wood's Woodhead

Worcester Controls

Y-Z Industries

Yokogawa

Zullig

Local Sales Representative

Conval Equipment

Novatech

Brian Controls

Transcat

SRP controls Brian Controls

Cambridge Controls Willer Engineering

Bestobell Canada

Alpha Controls & Instrumentation

Transcat

SRP controls Transcat

Provincial Controls

Transcat

Campbell Scientific (Canada) Corp.

Transcat Cantrols

Cantrols

Westburne Lytle

Westech

Endress & Hauser

Transcat

Westburne Lytle

SRP controls

Moore Products Company

Willer Engineering

Transcat

Transcat

Transcat

Cantech Controls

Lisle-Metrix Ltd.

Transcat

J & M Industrial Supply

Transcat

Novatech

Lisle-Metrix Ltd.

Davis Controls

Lisle-Metrix Ltd.

Alpha Controls & Instrumentation

Baker Instruments Ltd.

SSCAN-Grodyne

Alpha Controls & Instrumentation

Westech

Atlas Alloys

Westech

Huron Valve & Fittings

Davis Controls

Sharp Valve & Instrumentation

Transcat

Provincial Controls

Alpha Controls & Instrumentation

U & I Supply

elenex Ltd.

U & I Supply

Westech Transcat

Bestobell Canada



Past-Presidents of the Sarnia Section of I.S.A.

1946/47	Bill Graeb	1969/70	Ray Wechselberger
1947/48	Amby Upfold	1970/71	Bill Glendon
1948/49	Ron Chamberlane	1971/72	Curt McDonald
1949/50	Don Livingstone	1972/73	Everett Maness
1950/51		1973/74	Stan Thrift
1951/52	Ken Goldring	1974/75	E.A. Comello
1952/53	Amby UpFold	1975/76	Bernard West
1953/54	Warren McKay	1976/77	Jim Henrikson
1954/55	Jack Heatley	1977/78	Jim Johnson
1955/56	Larry Hall	1978/79	Ron Thurier
1956/57	Harold Kohlmeier	1979/80	Dave Braedley
1957/58	Ron Asselstine	1980/81	John Stassen
1958/59	Mike Hicks	1981/82	Wayne Jamieson
1959/60	Mike Hicks	1982/83	Frank Bandura
1960/61	Mike Hicks	1983/84	John Tranter
1961/62	George Mills	1984/85	Robb Sharp
1962/63	Robert Brayne	1985/86	Ron Kells
1963/64	Robert Newman	1986/87	Howie Whitton
1964/65	Robert Newman	1987/88	Joe Lobo
1965/66	Ted Stock	1988/89	Irvin Hawkes
1966/67	Ted Stock	1989/90	Rich Paterson
1967/68	Bill Rion	1990/91	Ken Blair
1968/69	Bud Dodds	1991/92	Jim Lomax
		1992/93	Bob Kelly



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