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The AlternSource

The Leader in Replacement Parts for Healthcare Equipment Since 1972

Making Money From Parts, Logistics

By Ira Lapidès
President

Replacement Parts Industries, Inc.

Replacement Parts Industries, Inc. (RPI) as our name implies, sells replacement parts to fit a variety of hospital, laboratory, and physician and dental office equipment.

We engineer all of our parts to meet or exceed OEM requirements, and subcontract the manufacture of our parts. Many of our parts are off-the-shelf items, and are literally the same as what the OEM offers, or are equivalent in all vital specifications. Others are custom machined, manufactured or molded, and are tested to ensure quality. All of our parts are warrantied to the customer's satisfaction, and are carried in stock and available for immediate shipment. We are also one of the only, if not the only, ISO9001 certified parts source in the medical equipment service industry, with the exception of the OEMs.

Last March, I participated in a panel discussion presented at the annual Service Industry Association conference in

Miami. The title of the panel discussion was "Making Money From Parts, Logistics".

You must remember to sell the parts for more than you buy them.



The following is a brief summary of some of the points made at that meeting.

Speaking from a purely personal perspective, nepotism has worked for me in making money from parts! And, you must remember to sell the parts for more than you buy them.

All kidding aside, the second point is awfully important, and all too often taken for granted. There may be other costs hidden in your parts purchases that you need to take into consideration. If you are carrying inventory, either on your service truck or in your department, there are inventory carrying costs – the cost of the cash outlay for the part and the space required to hold it. You also have shipping costs. Often, these are minimal in relation to the cost of the part, but it can be an important factor. Any profits or savings derived from a \$50 part can be wiped out if you require next day delivery, unless of course you are able to pass those costs along to your customer. For in-house departments and most asset management groups, these shipping costs are eaten, and can get very expensive. This sounds pretty mundane, but it is too often ignored.

Another key in successfully managing your parts is to know your vendors.



parts requirements and weigh the cost of equipment downtime with the cost of carrying the parts in stock versus acquiring as needed. It is definitely a balancing act, but if accomplished successfully, can net huge rewards. And make sure that you publish those rewards.

Another key factor in successfully managing parts is to know your vendors. At RPI, we track the performance of our vendors, and a quarterly meeting is held to discuss each vendor on a case-by-case basis. We focus on quality of parts, delivery, and price. How many were accepted? Rejected? Late or on time? Once we reach a consensus, we assign each vendor one of three status codes: approved, conditional, or disqualified. We also consider extenuating circumstances? Is the vendor the only supplier of a given part? We then base our future

For your equipment, a good idea is to develop a database of parts vendors.



buys on the status of the vendor.

For your equipment, a good idea is to develop a database of parts vendors.

For most of you, it's probably all in your head. Write it down and track it. Your experience will certainly be different from ours, as RPI purchases large batches of each part, and you may need only a few different parts for a given job. Nonetheless, a database of your primary vendors will help.

(continued on the back page)

The key to making the most out of parts purchasing is knowing your equipment. What equipment do you service most frequently, and what parts are being replaced most frequently? What is the cost of those parts? Do you have immediate access to those parts from your vendors? For which pieces of equipment do you have loaners or substitutes? And, most crucially for hospital administration or the doctor's office, which pieces of equipment will cost your hospital extra bed days or will prevent revenue generation if they are down?

It is critical to know your equipment's

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Ira Lapidès
CEO & President
Replacement Parts Industries, Inc.

FROM THE DESK OF THE PRESIDENT

The first word on RPI's company values statement is integrity. Various definitions of the word by Webster's and the American Heritage Dictionary include steadfast adherence to a strict moral or ethical code, the state or quality of being entire or complete, honesty, uprightness, used especially with reference to the fulfillment of contracts.

In today's environment, maintaining integrity within a business is one of the most difficult things to do. The pressures to compromise are enormous. Competition is fierce. Government regulations are seemingly endless. Customers expect more for less. Costs continue to rise as the bottom line gets squeezed. Employees' lives are busier than ever. So what's a company to do, and why?

The answer, I believe, is simple. Maintaining integrity provides focus and direction for a company. It allows employees to always know the right answer. And by being consistent, especially being consistently honest and forthright with your customers and vendors, they will know what to expect, and they will develop a loyalty to your business and keep coming back.

Integrity provides the foundation for a successful corporate culture. Operating your business or department with a culture of integrity will allow you to stand out from the competition. It will assure your customers that your products and services will be of excellent quality, and that you will stand behind your products and services if anything goes wrong. It will also assure them that you are asking a fair price.

Instilling a culture of integrity is not easy. It requires leadership, especially from senior management or the department head who must exemplify integrity in his or her actions. Inconsistency from the leader's of an organization in this area makes it nearly impossible to maintain a culture of integrity.

Leaders must also reinforce this culture with their employees and staff. This means both positive and negative reinforcement. One of the true keys to success in business is having the right people on board, especially in terms of shared values. Those that do not share the core values of an organization should, if at all possible have their values realigned, or be dismissed as quickly as possible. Better yet, they should be recognized in the interview process and never hired.

Allow me to provide an example of integrity in business. Sometime last year, the parent company of one of our customers filed for bankruptcy. This bankruptcy affected our customer, and they were forced to close their doors. This customer had a few small invoices still outstanding with RPI, and we had to write them off after a few months, knowing that we were way down on their list of creditors.

At that time I wondered what had happened to the individual (let's call him Bill) who was

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The RPI Family...

Hi! My name is Ruben Emilio Campos. I was born in June of 1980, in a gorgeous country called El Salvador, which is located in Central America.

In 1988, my siblings and I moved to Los Angeles, California, to join my parents for a better life. It was very hard in the beginning since I had to learn a completely different language. However, the fact that I love sports made it much easier to adjust. Sports helped me to fit in and meet new people. Through sports I accomplished a lot. Sports taught me the importance of team work and discipline.

My mother and father have played a big role in my life. I am proud to have parents that have accomplished so much. They taught me two very important things in my life – "hard work" and "respect" and these are what I bring to RPI.

I have been working at RPI for two years as part of the shipping and warehouse team. I enjoy working here and participating in the success and growth of the



Rubin Campos
Shipping & Warehouse

company. I am learning so much with a great group of people. I feel lucky to be introduced to such a great team.

I am proud to be a part of the RPI family. From assembling parts to tight quality control measures to packaging them for safe shipping, it's a pleasure knowing that we take pride in satisfying our customers. That's what makes RPI so different from other companies.

From the Desk of the President

(continued from page 2)

the president of the company. I had the pleasure of meeting with Bill once and discussing business with him over the phone several times. He was excited about the possibilities for growing his business, especially with the backing of the parent company. Unfortunately, the parent company was not managed well, and Bill's dreams were not realized.

About six months after the bankruptcy, I received a call from Bill. He wanted to provide me with an update on his new business ideas, and asked how much his former company owed RPI. Within a week, I had received a personal check for the amount owed, with a terrific note attached that I have always kept on my desk.

Paying this small debt personally was simply not necessary, but Bill insisted. Nowadays, most companies use bankruptcy to hide from their creditors, and avoid fulfilling their obligations. On a temporary basis, it is an important and valuable

“Integrity provides the foundation for a successful corporate culture.”

tool. But what happens when that company gets back on its feet and starts generating positive cash flow again? Should it not fulfill its debt to its former creditors without, of course, jeopardizing its own future?

The fulfillment of this debt by Bill embodies integrity. I know that he will be successful in his future business endeavors because he will approach them as he had in the past. And his former customers and vendors will recognize this, and come back to him.

Someday, Bill will call me again, with his new company up and running, and ask for credit terms from RPI. I guarantee he will receive them.



- DO NOT lubricate or apply grease to any of the pump and motor parts; they are permanently lubricated.
- The pump gasket and air filters should be checked if the performance of the pump provides low vacuum. These should be replaced at least annually.
- The Bacteria Filter (RPI Part #'s GOF024 & GOF025) should be changed if a reduction of vacuum is noticed or after one month of pump service; whichever comes first. Also, it MUST be replaced if fluids have entered the filter; this could easily be identified by the discoloration of the filter material.
- Always remember to check for loose, cracked or poor tubing connections if there is no vacuum or insufficient vacuum.
- Inspect the integrity of the power cord and verify proper polarity and ground.

One final note – RPI now has the Vacuum Gauge (RPI Part #GOG046) and the Diaphragm Parts Kit (RPI Part #GOK043) to fit the Gomco Diaphragm Suction Pumps (300 Series).

Visit the RPI website for a complete listing of all of the parts RPI has to fit the Diaphragm suction pumps as well as the Rotary and Thermotic® suction pumps.

A Big RPI Welcome To...

Two new RPI employees. Greetings to Mark Micucci. Mark is joining our Product Development Team to assist with the development of new parts as well as to help our customers with repair and service questions. He has a very strong background in technical assistance, especially with sterilizers and dental equipment.



And a big welcome to Brian Ridgeway who joins our Shipping and Warehouse team as Supervisor of the department. Brian comes to us with many years of experience in managing warehouses and overseeing the shipping of products. What's more, Brian is a certified internal ISO auditor, so he will have the opportunity to wear two hats at RPI as soon as we get him up to speed with our ISO policies and procedures.

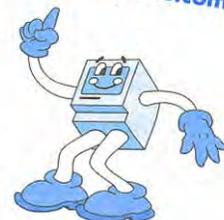
Gomco® Diaphragm Suction Pumps

By Andy Sandelski
RPI Product Development Department

Website Wonders

The newest feature on the RPI website is easy access to installation instructions for many of our parts. The access is in the form of an icon that links a part's page to the installation instruction. When on a part's page, look for the icon “I”, and click it to access the installation instruction for that particular part. Not all parts (e.g., o-rings, screws, etc.) have installation instructions, for obvious reasons, so don't be surprised if you don't find the I icon for these parts.

Just a reminder – you can access prices for all of the parts by using your RPI customer account number—and where applicable be sure to upper case for letters in your account number.



WHAT'S NEW FROM RPI

The following new parts are now in stock, ready to ship the day your order is received.

ORDER PARTS TODAY, HAVE THEM TOMORROW

FAX (818) 882-7028

E-MAIL order@rpiparts.com

WEBSITE www.rpiparts.com

CALL (800) 221-9723 or (818) 882-8611

A-DEC Control Block Kits

RPI PART #ADK150
OEM PART #N/A

HANDPIECE MASTER CONTROL BLOCK KIT
See RPI Catalog Section 4, Page 516

RPI PART #ADK144
OEM PART #N/A

WATER COVER VALVE KIT
See RPI Catalog Section 4, Page 516

RPI PART #ADK143
OEM PART #90-0304-00

AIR COVER VALVE KIT
See RPI Catalog Section 4, Page 516

RPI PART #ADK142
OEM PART #38-0223-00

HANDPIECE CONTROL BLOCK
See RPI Catalog Section 4, Page 516

RPI PART #ADK094
OEM PART #90-0321-00

HANDPIECE CONTROL BLOCK SERVICE KIT
See RPI Catalog Section 4, Page 516

RPI PART #RPH435
OEM PART #N/A

SET SCREW (PRE COATED)
See RPI Catalog Section 4, Page 516

RPI PART #ADK152
OEM PART #38-09193-00

3 BLOCK TIE BOLT
See RPI Catalog Section 4, Page 517

A-DEC Control Block Kits

(continued)

RPI PART #ADT151
OEM PART #12-0183-01

SALIVA EJECTOR TIP (GREY)
See RPI Catalog Section 4, Page 517

RPI PART #RPT396
OEM PART #N/A

4" GRAY CABLE TIE
See RPI Catalog Section 4, Page 517

RPI PART #RPT397
OEM PART #N/A

8" GRAY CABLE TIE
See RPI Catalog Section 4, Page 517

RPI PART #RPT398
OEM PART #N/A

12" GRAY CABLE TIE
See RPI Catalog Section 4, Page 517

AIR TECHNIQUES Peri Pro Series®

RPI PART #ATH648
OEM PART #94630

DRYER HEATER ELEMENT
See RPI Catalog Section 4, Page 605

RPI PART #ATF649
OEM PART #94278

THERMO FUSE (98°C)
See RPI Catalog Section 4, Page 605

RPI PART #ATG650
OEM PART #94995

MAIN DRIVE GEAR
See RPI Catalog Section 4, Page 605

PELTON & CRANE LF® & LFI® Series

RPI PART #PCK651
OEM PART #006804

**DRIFT KIT FOR THE NEWLY DESIGNED
KNUCKLE (RPI PART #PCK645) TO FIT THE LFI**
See RPI Catalog Section 4, Page 1201

HILL-ROM/AIR SHIELDS

RPI PART #AIP080
OEM PART #68 209 20

DISPOSABLE SKIN TEMP PROBE
See RPI Catalog Section 7, Page 202

RPI PART #RPC260
OEM PART #17 AZ 100

AC LINE CORD
See RPI Catalog Section 7, Page 203

RPI PART #AIH097
OEM PART #81 202 70

HEATING ELEMENT
See RPI Catalog Section 7, Page 207

RPI PART #AIH098
OEM PART #BDG-000AG

HEATING ELEMENT
See RPI Catalog Section 7, Page 207

RPI PART #AIH099
OEM PART #BDG-003AG

HEATING ELEMENT
See RPI Catalog Section 7, Page 207

RPI PART #AIS092
OEM PART #BEZ307AG

HEATER SOCKET HARNESS
See RPI Catalog Section 7, Page 207

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WHAT'S NEW FROM RPI

The following new parts are now in stock, ready to ship the day your order is received.

HILL-ROM/AIR SHIELDS

(continued)

RPI PART #AIS093
OEM PART #BEZ308AG

HEATER SOCKET HARNESS
See RPI Catalog Section 7, Page 207

RPI PART #LMP016
OEM PART #43 003 65

LAMP (120V, 250W)
See RPI Catalog Section 7, Page 207

RPI PART #LMP017
OEM PART #43 004 70

LAMP (20V, 150W)
See RPI Catalog Section 7, Page 207

RPI PART #LMP018
OEM PART #17 807 45

LAMP (20V, 50W)
See RPI Catalog Section 7, Page 207

RPI PART #LMP019
OEM PART #17 806 61

FLUORESCENT LAMP (BLUE)
See RPI Catalog Section 7, Page 207

RPI PART #LMP020
OEM PART #17 806 94

FLUORESCENT LAMP (WHITE)
See RPI Catalog Section 7, Page 207

STERIS System 1

RPI PART #SSF012
OEM PART #A1525

A1525 STERILE WATER FILTER
See RPI Catalog Section 10, Page 1302

RPI PART #SSF013
OEM PART #A1501

PREFILTER CARTRIDGE A1501
See RPI Catalog Section 10, Page 1302

STERIS System 1 (continued)

RPI PART #SSF014
OEM PART #A1504

PREFILTER CARTRIDGE A1504
See RPI Catalog Section 10, Page 1302

RPI PART #SSV002
OEM PART #400345

CHECK VALVE (CK-1)
See RPI Catalog Section 10, Page 1302

RPI PART #SSK010
OEM PART #200056

GAS SPRING ASSEMBLY
See RPI Catalog Section 10, Page 1302

RPI PART #SSS001
OEM PART #200213

INFLATABLE CHAMBER SEAL
See RPI Catalog Section 10, Page 1302

RPI PART #SSV003
OEM PART #400510

CHECK VALVE (S.S. CK-2 & CK-3)
See RPI Catalog Section 10, Page 1302

RPI PART #SSV004
OEM PART #400390

CHECK VALVE WITH O-RINGS
See RPI Catalog Section 10, Page 1302

RPI PART #SSV005
OEM PART #400368

CHECK VALVE (S.S.)
See RPI Catalog Section 10, Page 1302

RPI PART #SSS007
OEM PART #400420

PINCH VALVE SLEEVE
See RPI Catalog Section 10, Page 1302

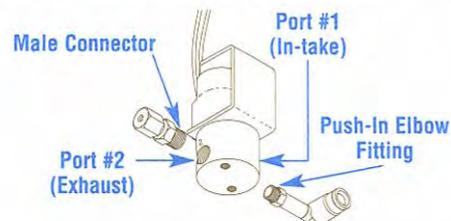
RPI PART #SSK006
OEM PART #200226

CHECK VALVE KIT
See RPI Catalog Section 10, Page 1302

SERVICE BULLETIN

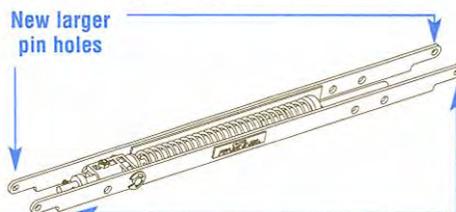
RPI Part #SCK008
SOLENOID VALVE KIT

The Solenoid Valve Kit that fits the Statim® 2000 and 5000 has been reversed so that the Push-in Elbow Fitting (RPI Part #RPF363) mounts into Port #1, the in-take, and the Male Connector (RPI Part #RPF227) mounts into Port #2, the exhaust.



RPI Part #'s PCA653, PCA654, PCA655, PCA656, PCA700 & PCA701
GAS SPRING ASSEMBLY

The Gas Spring Assembly that fits the Pelton & Crane Model LFII Dental Light now has larger pin holes for easy mounting of the pins.

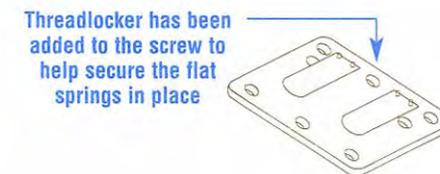


RPI Part #ADP084 & ADK088
PISTON/FOOT CONTROL SERVICE KIT

The Piston that fits the A-Dec® Dental Delivery System/Unit has an adjustable set screw that you can apply Threadlocker so that it's easy to adjust for proper air flow settings.



RPI Part #PCV640
VALVE PLATE ASSEMBLY
RPI applies Threadlocker (RPI Part #RPA032) to the screw in the Valve Plate Assembly that fits the Pelton & Crane 420-C and 840-C to help secure the flat springs in place.





8 to 4
NO MORE

Sherry Lapidès
Vice President, Customer Relations
Replacement Parts Industries, Inc.

While I do not spend as much time in the office as I used to, I still like to know what is going on in the service industry, and with our customers.

One of the articles in the September 2002 issue of 24x7 magazine caught my eye. It dealt with logistics, basically meaning having the right thing at the right time in the right place.

That got me to thinking about RPI and how we do things, which I do frequently, even when I am not there. In the early days, Al and I talked about RPI on the phone to each other, at the dinner table, in the car, and at other odd times. In fact, we still do. We talked about what parts to come out with, how our customer base was growing, who was ordering what, and how our cash flow was going. Our primary aim was, and still is, to service our customers, specifically to ship the day an order was received. We agonized every time we had to back order a part. We still do to this day. We try our best always to have in stock the parts we carry and to ship the same day.

Our customers do not want to carry a large inventory, both for space and cash flow reasons. That's where we fit in. Using UPS, Fedex or the Postal Service, we can get you the parts that you need when you need them. We pride ourselves on that. We didn't call it logistics, but it was and still is a vital part of our thinking and planning – now more than ever.

We want to make sure that we do our job so that you can do yours. Getting the right parts to you in the right place at the right time makes sense for all of us and makes us all look good.

As the holidays approach, we wanted to take a moment to thank you, and to let you know how much we appreciate your calling us during this past year for your replacement parts. We look forward to next year, with many more new parts.

*From all of us at RPI,
we wish you happy holidays and
best wishes for a happy, healthy new year.*



THOUGHTS FROM THE OLD WAR HORSE

Al Lapidès
CEO Emeritus & Chairman of the Board
Replacement Parts Industries, Inc.

Being away from my desk since July of 2001 has given me the opportunity to contemplate my navel. I've managed to rediscover a few things that I thought I always knew.

It's great to be alive. Even with all the bad things that are happening in this world of ours, I'm glad I'm here to experience them. There are so many good things happening that they make the bad things seem bearable. Being with my family, with my friends, and with my business associates makes it all worthwhile. You most probably don't realize how much your support has meant over the last year and a quarter. Your letters, cards, and calls show how much we all affect each other's lives.

I love RPI. It has been part of my life for more than 30 years, and I've loved every minute of it. Now I haven't necessarily liked every minute, but that's the way it goes with something or someone you love. It is wonderful to be in a business where you are filling a real need, having fun, and being able to make a living. It is a business that has allowed all who work here to be able to have time and opportunity to enjoy their families.

I like the people here at RPI. They are high quality with the same sense of obligation to you that Ira, Sherry, and I have.

We are in a great industry. The turmoil, flux, and uncertainty of tomorrow make it very exciting. We are part of the health care industry, with a small but significant role involving peoples lives. And it is a growth industry. What more could we want?

I hope I haven't bored you with my meanderings. Sometimes you just have to sit back and look at your life and the world. We don't do that very often. I was forced to have the time to do it, and I'm happy I did. I don't think I'll ever lose the capability to do that. However, I'm now starting to come back to the plant in small doses. No, I don't want to be CEO or COO again. Those are in Ira's domain. My job is and will be to support him in his strategic thinking, help him define future courses of action, and to take on specific assignments that he wants me to do. It's great to be back!

This is the first of a two part series of articles in which I will try to take the fear and unknown out of repairing and servicing the SciCan Statim Cassette Autoclave.

The first thing to remember is that all sterilizers are basically the same in theory – they heat up, build and hold pressure, maintain a temperature for a period of time, and then vent and dry the instruments. The Statim uses the same principal with one slight difference – the Statim uses a steam generator (also known as the boiler) to create steam which is then pumped into the pressure chamber (also known as the cassette). The cassette is removable for loading and unloading instruments and, like a door on a steam sterilizer, has a seal that can be replaced easily.

The Statim has a great reputation and is very reliable. It has fully automatic operations built into the microprocessor with set points, timing and limits controlling each operation. It is compact and effective. It's user-friendly as a person simply needs to select one of the three cycles – "Wrapped", "Unwrapped", and "Rubber & Plastics" – and it does the rest.

The Statim is relatively simple to service. In fact, RPI has a field service Smart Kit[®] that has just about every service aid and tool that are needed to service Statim including a comprehensive service booklet on how to use them! (Just ask for RPI Part # SCK028.)

What's more, the microprocessor in the Statim informs you via error codes when something is wrong during a cycle.

The secret to these error codes is to first identify which model you are servicing because the terms or nomenclatures used in the operation messages and error codes may differ between the earlier and later models.

Let's compare an operation message and an error code of the earlier models (Statim 2000 Model #1102 with the serial number ending with an "A") with the later models (Statim 2000 model #121101; Statim 5000 model #201103; and, Statim 900 model #311101).

At the start up of the sterilization process, the earlier models display the operation message "Select Program" in the LCD display panel while the later models display "Select A Cycle". Both messages, while different, actually mean the same thing – the user is being asked to select which of the three cycles he/she would like to begin.

Let's Talk Statim

Taking the fear and unknown out of servicing the Statim Cassette Autoclave[®]

By Jim Wisniewski, ("The Dental Guy") RPI Product Development Department

Now let's compare how error codes and messages are indicated in the LCD panel on the earlier models versus the later models. The earlier models display the phrase "Check Cassette" followed by a number 1-8 while the later models display "Cycle Fault" followed by a number 1-27. With both the earlier and later models, each number represents a different type of error.

In addition to error codes, an error message may also appear in the LCD display on both the earlier and later models. Error codes and messages help to trouble-shoot the exact cause of the problem. In addition, the system on both the earlier and later models is designed to abort when errors occur. These are two very nice features of this machine!

Here's a helpful hint when servicing the machine. Before servicing, be sure to level the machine using the built-in bulls eye level that's located on the top right of the machine. To ensure that the machine is level, adjust the feet on the machine until the bubble in the bulls eye is indicating a 4 or 5 o'clock position. Having the machine level is a key to proper operation.

Now let's take a moment to discuss what actually happens during the sterilization process. There are six stages that the machines goes through from start to finish and the LCD displays each of these as they occur during the process. Following is a brief description of what occurs during each stage.

Stage #1: "Warming Up". During this stage, the distilled water heats up from room temperature to 95°C in the steam generator (or boiler). The water is actually pumped from the reservoir and then heated in the steam generator.

Stage #2: "Conditioning". Temperature continues to rise from 95°C and then steam is injected into the pressure chamber (also known as the cassette) as air is purged from the steam chamber by the vent solenoid valve. The valve opens and closes several times to expel the air into the waste condensation bottle.

Stage #3: "Pressurizing". The pressure

rises as the chamber temperature rises to 135°C for the "Unwrapped" and "Wrapped" cycles. Whereas during the "Rubber & Plastic" cycle, the temperature rises to 121°C. Air still purges as in Stage #2, but then it maintains a constant temperature.

Stage #4: "Sterilizing". The temperature and pressure, 212kPa, is maintained for the "Unwrapped" cycle at 135°C for 3-1/2 minutes; the "Wrapped" cycle at 135°C for ten minutes; and, the "Rubber & Plastics" cycle at 121°C for fifteen minutes. Air/steam is being purged from the steam chamber as the vent solenoid valve opens and closes several times to maintain optimum temperature. The pump continues to pump distilled water into the steam generator which in turn pumps saturated steam into the cassette. The waste condensation bottle collects and allows the steam to cool down safely.

Stage #5: "Venting". The sterilization cycle is completed and the vent solenoid valve opens to: 1) allow the pressure in the pressure chamber (also known as the cassette) to depressurize into the waste condensation bottle; and, 2) allow the steam to cool down safely. Most autoclaves reuse the same water over and over, but the Statim uses fresh distilled water each time.

Stage #6: "Drying". An air compressor forces air through the heated steam generator into the cassette therefore drying the instruments. The drying cycle will run for 60 minutes or until interrupted by pressing the stop button. (Keep in mind that when the stop button is pressed, the following message is displayed: "Please Wait - Cycle Complete". You can remove the cassette when the message displays: "Remove Cassette Cycle Complete".)

There you have it! I hope that by reading this article it will help you better understand the intricacies of the Statim and to realize that, as one great man once said, "There is nothing to fear but fear itself."

Please feel free to call me if you have questions, I'm the "RPI Dental Guy" and I'm here to help you.

Making Money From Parts, Logistics

(continued from front page)

If you can, develop the database to show the various options that you might have for acquiring each part. This will help to minimize search and acquisition time, which can be quite costly. For those of you managing multiple locations, this is especially important, as it allows you to maintain better control over parts purchasing. All too often, the field service technician chooses what appears to be the easiest option, purchasing the parts from the OEM. Unfortunately, this can also be the most costly, both in terms of price and time. Periodic monitoring of purchasing patterns can save your business time and money.

Yet another key to successfully managing your parts is to understand the full cost implications of a purchase. The overhead involved should be factored into your parts management plan. There are the personnel costs involved, including the search time involved with the technician (I am sure that you would rather have them fixing equipment than on the phone looking for a part) or your purchasing agent. Then there's accounting time, reconciling packing slips with invoices and cutting checks. Storage space for the parts is another overhead cost factor.

And then there are the shipping costs,

which can add up very quickly. I see invoices every day for our customers who purchase a \$25 part, and then have it shipped overnight at a cost of \$10 - \$20. There are even instances when it's only a \$2 part, with the same shipping costs! Sometimes this cannot be avoided, but a periodic check of stock levels for parts can help reduce these costs.

Also, take into consideration the potential lost revenues for your physician client or extra bed days incurred by your hospital if a critical piece of equipment is down with no backup. For those pieces of equipment for which no backup is available, stocking critical parts is a necessity, unless of course the part is more costly than the potential lost revenues or cost of extra bed days.

Periodic monitoring of purchasing patterns can save your business time and money



Finally, make sure you pay your bills on time, or if cash flow is slow, communicate with your vendors. Make sure your hospital or business

has a good packing slip/invoice reconciliation system. The last thing you want is to be ready to place your order for that critical part, only to find that you are on credit hold with your vendor, and that the part will not be shipped until a check is received.

Considering all of the above, the biggest area of failure that I have seen with some of our customers is in the execution. The knowledge is there. The intentions are good. The system is in place. But it is

not effectively implemented and monitored, and therein lies the key.

Managing your parts inventory is certainly a balancing act, and all of the above factors need to be considered to effectively manage your parts costs and inventory. But a good program that is automated (and there is software available) and monitored can produce significant savings for your business and provide your clients with smiles and excellent results.

CUSTOMER COMMENTS

"I have been dealing with RPI for the past 15 years. All my orders have been delivered quickly and always right - the best!!"

Tim Tyler
Custom Dental Services
Winchester, VA

"Tech Support is very helpful in all aspects of repair and service. Your company is a must. Keep up the good work. I wish more companies would be like you - keep up the good service tips. Thank you."

Ken Chmelik
KC Repair
Fall Creek, WI

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