

# The Mueller Record

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## TEAM WORK.

### Benefits Come to All Who Pull Together In One Direction.

Two men of equal strength pulling in one direction can accomplish much. Two men of equal strength pulling in opposite directions accomplish nothing. They stand still. They do worse than that. They expend their energy in a futile attempt without producing definite results.

These commonplace examples of the benefits of united and divided effort are applicable to every business. They fit our case.

If one half of the force pulls back or sidewise, we are not making the progress we could make if everybody pulled together.

Napoleon was a brilliant general but back of his great knowledge of military tactics he had an army which was trained to support him. He planned. His generals executed his plans. His soldiers obeyed orders. Whether his object was for the good of France or for the mere satisfaction of gratifying a personal ambition, it was team work. It was efficiency. And it won victories time and again over superior numbers and great odds.

It is a striking illustration of what one man can accomplish when every man from the greatest field marshal, to the humblest infantryman catches the spirit of the campaign and seeks to do his part in pushing it to a successful issue.

The foundation of Napoleon's greatness was not the throne of France, it was not the people of France—it was the loyalty, efficiency and devotion of the army. It was team work.

And it is this that is today counting most effectively in business. It is this that will count most effectively for the Mueller Mfg. Co., when we all learn the lesson of pulling together toward one common goal—when we all learn the lesson that plans once made must be carried to a successful

issue. It's the spirit that we are desirous of seeing made a part of our every effort. If it benefits the company it will benefit you.

Napoleon when cautioned that a certain military move would cost him 200,000 men, brutally answered, "What do I care for 200,000 men?"

We do care for men. Our interests are your interests. If the company prospers you will prosper. But it can't prosper when two departments are at loggerheads, when men hang back in the ranks or go halfhearted and sullen to their tasks, or when petty personal jealousies are nursed in place of honest, earnest and efficient cooperation fostered.

We hope that all foremen will make it a part of their daily duties to foster the spirit of cooperation, loyalty and teamwork and bring about in factory, office and sales force conditions which will produce successful results.

Vive le team work!



## PICTURE POST CARDS.

We are sending each week, to our employes, for several weeks, picture postcards of the factory with a request that these be mailed to their friends with a suggestion that they use Mueller Goods.

These cards will help advertise our goods. A person receiving one of these from a friend employed in our factory is certain to be impressed with the benefit of Mueller Goods to the consumer.

If all our employes send one of these cards each week we will be acquainting between eight and nine hundred persons with the merit of our goods, and there is no doubt that eight or nine hundred persons will spread the news among their friends. It is impossible to tell how far this work of publicity will reach.

### WE USE GAS.

#### Its a Good Talking Point to Secure Friendship of Gas Producers.

We believe in gas and we use it in large quantities for manufacturing purposes. We have done this for years, and are well satisfied with the results. In our opinion if gas companies knew this they would feel more friendly in many instances. They certainly could not do otherwise than appreciate our stand in favor of the utilization of a product, which they make, even though they do not sell it to us. The fact that we pay the local gas company hundreds of dollars each month for gas, and find it more satisfactory than any other heat we can use for certain purposes should help all gas companies as an argument in the use of their product. In advising gas companies of our policy in this matter you might suggest to them that in promoting business for their own benefit, we will be pleased to answer any inquiry of a prospect referred to us. In this way we might be able to do a gas company a great deal of good. In our factory we use many gas furnaces in the tempering department, the enameling department and the lead making department and the experimental department, and also have a gas stove on which we prepare meals when we serve them as we did to the salesmen during the holidays and as we do for the foremen's club and departmental meetings.

Let the gas companies know these facts. They'll be interested and it will help cultivate a friendly feeling.



### VALUE OF PUNCTUALITY.

#### It Is An Important Factor in All Affairs of Life.

Punctuality is an important factor in all affairs of life. The general who plans a battle depends on the punctuality of an aide being at a given point at a given time. If the aide fails to be punctual the battle may be lost or the victory made doubly hard by reason of the extra effort to overcome the error. He is subject to penalties as the commander may prescribe.

The man who plans a journey is punctual in reaching the station at a certain

hour otherwise he misses his train and is delayed. If he does this he does not criticize the railway company for starting its trains on time. He blames himself.

The employer of labor makes certain rules as to hours and expects employes to be punctual in observing them, but here is where punctuality usually gets a few stiff uppercuts. Here is where some employes think a reprimand is uncalled for and criticize the company for its rules.

Employes who are as consistently punctual in their own affairs as the soldier, or traveler, seem to feel that punctuality counts for little when applied to their work. They feel or seem to feel that a few minutes late a few times a month makes no difference to their employers, and should be overlooked, and when it is not they feel that an unjustified penalty has been imposed upon them.

The question has been freely discussed recently. In an organization of a thousand men, punctuality is of paramount importance. It is the initial step in an efficient organization. Without it there could be no discipline. Disregard of the rule speedily brings disorganization. This does not come through lack of interest or by design, but is a natural sequence of failure to live up to an established rule as old as the world itself. It is the first stepping stone to a disregard of other rules and finally a contempt for all rules. Punctuality in observing hours is the first and surest evidence that a man will obey all rules. In a big company rules for hours of labor must be arbitrary. They can't be made to hit one man and miss another. That would be manifestly unfair, partial and unjust.

We believe that a man taking service with any company should carefully inquire about the rules and determine whether he wants employment under those conditions. That's plain business. It's what any business man does before entering into a new contract. He learns the conditions and then determines his course.

When a man takes employment he does not sell himself, his opinions, his independence or his manhood. If he does, he is not much of a man, and we don't believe any employer of labor would want a force

of this kind. It would be a wishy-washy, weak-kneed, spineless organization.

What a man sells is his time and his ability to do certain things and he sells these subject to certain restrictions imposed by his employer. It's a purely business transaction. And that being true it is up to any employe to observe the restrictions for the government of the entire body of employes.

Going farther and putting it on a strictly commercial basis let us see what it means. Suppose we employ one thousand men at an average of 30c an hour and every man is a minute late 12 days out of every 24. That means 12,000 minutes for 12 days, or 200 hours at 30c an hour, which is equivalent to \$60.00 in money for one month or \$720.00 a year. This is not the worst feature, however. This disregard of punctuality as stated leads to disregard of other rules with the same proportion of loss to the company. It means thousands of dollars actual waste a year. Knowing this don't you think that any employer should insist upon punctuality?

Another important thing is accuracy. It makes an employe valuable. Accuracy in manufacturing is following exactly the plan and design of each piece of work. It does not mean almost doing it, it means DOING IT. Some men feel they are good workmen if they come pretty close to requirements. Yet they would not call a man a good bookkeeper if he were off one cent in his trial balance, or a man a good bank teller if his cash failed to balance to a cent.

It's punctuality and accuracy which make a man valuable in any walk of life.



### UNDER THE WATER.

The New York office has furnished us with three interesting photographs. These show a diver at work between New Rochelle and Fort Slocum for the National Water Main Cleaning Company. This diver had use for a tapping machine, and was furnished with a No. 14 Mueller, which he successfully used at a depth of 42 feet. One of the photographs shows him descending from a boat's side taking the machine with him.

### THE CATALOGUE QUESTION.

#### Why a Requisition is Sometimes Held Up in the Office.

Complaint is made by some salesmen because we occasionally hold up a requisition for a catalog until we can investigate whether person named for such catalog is already in possession of one. It is sometimes necessary to do this. We find in many instances where more than one catalog has been sent a customer, when one would answer the purpose.

If it will benefit us to send more than one catalog we are willing to do so, but salesmen should show us some reason for doing this. A salesman by a few well directed questions can learn if the person he calls on has a catalog, and if it will suffice. If they have a catalog and want another, explain why in your request. This will stop any further investigation by us. Frequently catalogs are accepted by patrons who don't use them and finally forget that they have one. They answer "No" to the single question "Have you a catalog?" and we send a second when in reality they have no use for it. It is just such cases as these that we are trying to avoid. Our catalog policy is liberal. We want our catalog in the hands of every one who is entitled to it. Some of our competitors take exactly the opposite stand. They hold back catalogs and discount sheets, and are very particular about who gets them. Our policy is to let the trade understand that we will do anything possible to help them to the use of Mueller Goods.

We merely want to be careful about giving away catalogs uselessly or wasting them. Salesmen are therefore urged to make sure that the prospect has no catalog before sending in a requisition, or if a second one is needed advise of that fact and we will be able to keep our record clear and straight.



### STRONG EVIDENCE.

"How do you know you have been farthest north?"

"I got where I couldn't buy a post card. Sure I've been."—Kansas City Journal.

## THE COMMODITY REPORT.

## Gains Shown in All Lines But Three.

Herewith is the commodity report for the month of February. It shows the individual sales by salesmen and the total sales made on each article during the month. Only the Decatur salesmen are shown in this report. Next month we hope to include the report of the New York salesmen as well.

## THE ANTI-SPREADING DEVICE.

We are advised that other companies are using an anti-spreading device like ours. It was suggested they are infringing on our rights or patent.

Salesmen are advised that this is not patented. The idea is covered by an old English patent, and this rendered it impossible for us to secure patent at the time we adopted the plan of casting the two

SALESMEN	STAND. COMP. 8303	FX. COMP. 8677	EX. SELF CLO.	COL. SELF CLO.	SERV. BOX	REP. LIDS	MET. TESTERS	REC. BOOKS	SEW. RODS	PIPE END REAM 23420	PIPE END REAM 23421	CHECK VALVES	FLUSH HYDRANTS
D. J. Mueller		36											
E. B. Cameron	206	19		46		114				36		3	
H. F. Clark	440	78	429	17	161				1	11		3	
P. W. Scribner	96		310	38		184			1	1			
W. B. Ford	136		62	9					2	1		3	
E. G. Ince	66		60		7								
H. G. Miller	48	120	147	8	23	50			2	4			1
E. E. Pedlow	32	6	40	16					1	36		12	6
J. H. McCormick	388	466	6		124	12				15			
C. H. DuBois	69	38	84	75	54	17			1	3		8	35
D. E. Rowley	330	108	109	262		36							
T. E. Beck	156		24	2		84							
H. J. Harte	60	473	8	56		24				36			
E. S. Stebbins	72	120	26	12	72	48		10		2			
F. L. Hays, Jr.	104		19	212	73	325							
M. T. Whitney	64	72	246	136	8	116			1	20	24		7
R. M. O'Rourke	172	36	4	4						1			
L. M. Cash	6	92	7	1		2				3			1
S. Thornton	48	84	5		109	72			2				
Jas. Smith	246	278	100	16	12					7	10		6
L. A. Bland	6		73		25	354				1			
W. C. Heinrichs	456		1260	12						6			
T. F. Leary			4										
W. L. Jett			180			37	1	1		1			
C. J. G. Haas	24	12	108	144	100								
Grand Total	3225	2038	3311	1066	768	1475	1	11	11	184	63		56

## AT SAN FRANCISCO.

The Hardware World, a trade journal published on the coast, devotes two pages to a writeup of T. F. Leary in the last issue. One page is devoted to giving "the story of his life," and the other to showing the map of Ireland, viz: Tom's handsome, distinguished and classic face. It's a good writeup and a good face, and the two together should do us lots of good.

ribs in the inside of our bibbs. The less we talk of this however, the better.

The thing to talk about, and it is a good point, is that we were first to see and recognize the value of this device and to adopt it. The fact that it was a good thing, is proved by the fact that other companies have taken it up. They are simply placing the stamp of their approval on our judgment. It's a talking point for us.

**A COMPARISON.**

A comparison of the February with the January sales is interesting. It shows a net increase in February of 5741 articles sold in nine lines and a net loss of 68 in three lines. The salesmen fell down on meter testers, ratchet handle pipe end reamers and check valves. Compression Stop and Wastes, Extra Self-Closing and Repair Lids show the most satisfactory increases.

The comparative table follows:

ARTICLES	FEBRUARY	JANUARY	NET GAIN	NET LOSS
Standard Comp., 8303 .....	3225	2465	760	
Extra Comp., 8677 .....	2038	983	1055	
Extra Self-Closing .....	3311	1496	1815	
Colonial Self-Closing .....	1066	688	378	
Service Boxes .....	768	410	358	
Repair Lids .....	1475	437	1038	
Meter Tester .....	1	2		1
Record Books .....	11	7	4	
Sewer Rods .....	11	8	3	
Reamers, 23420 .....	184	226		42
Reamers, 23421 .....	63	33	30	
Check Valves .....	56	81		25
	12209	6836	5441	68

**THE PRIZE WINNERS.**

**Sippell, Hays, Stebbins and Jett Get a Ten Spot Apiece.**

The February contest was reasonably successful, considering the fact that it was inaugurated on such short notice and with so little preparatory work. The premium money was sent to the four successful salesmen on March 5th. Their record of sales follows:

- Extra Compression Stop and Waste Cocks, N. E. Sippell, New York.... 580
- Repair Lids, F. L. Hays, Jr., Decatur. 340
- Pipe End Reamers, E. S. Stebbins, Decatur ..... 19
- Dry Tapping Machines, W. L. Jett, San Francisco ..... 4

The total sales of these four commodities for the month follow:

- Extra Compression Stop and Waste. 2857
- Repair Lids ..... 1973
- Pipe End Reamers..... 130
- Dry Tapping Machines..... 15

The four successful salesmen each received a premium of \$10.00 in cash.

This month we are publishing only the names of those who were successful in the contest. Next month however, we should like to give the names and sales of each salesman unless there is some good objection to it. Therefore the salesman who doesn't want a nice, large goose egg after his name had better get busy.

In the February contest there were eighteen salesmen who did not sell a single pipe end reamer. Sixteen did not sell a repair lid, fifteen who did not sell a compression stop and waste cock, and

six salesmen who did not sell a single commodity article on which there was a premium.

It would certainly seem possible for any salesman to at least sell a few of each of the commodity articles on which a premium is offered. We look to all of you to get busy this month. We must bend every effort to increase our sales and we can do it if each one will do his part. Make it a point this month to push these special lines for all you are worth and help make March a big month. In case any two salesmen should tie on the number of articles sold on which a premium is offered, the premium will be divided between them.



**BERT IS BUSY.**

Bert Hastings is a busy man. The New York office reports as follows:

"R. M. Hastings is getting so much business that he regrets he is not twins, so he can be in two places at one time."

### TWO GRAND PRIZES.

#### Chance to Win \$75.00 Premium Money by Winning Monthly Contest.

Here are two more prizes.

To the salesman winning most prizes in monthly contests this year, \$75.00.

To second salesman, \$25.00.

The February contest shows a lot of laggards—salesmen who apparently are taking no interest. These contests are special. They are necessary to boost business. They mean much to us at this time, and there should be no lagging anywhere.

This month we want every man in the game. Get in with your head up. Move up toward the head of the procession. Catch step with the music and be one of the leaders and not a tail ender. Get after the business morning, noon and night. Put in an hour at night planning your campaign for the next day, and then follow out the campaign.

We are satisfied that some of our salesmen are missing business because they lack persistence. You don't have to have it to the extent of being obnoxious. But you'll find it pays to hang on. Get the order. If it requires talking, talk. Your own interest and enthusiasm will win. We know our goods are priced right, as compared to other goods claiming equal merit. We know they are high grade and are all we claim for them. No competitor making an inferior grade should be allowed to take business from us at prices greater than we ask. There have been cases of this in the past. Don't let them occur again in your territory. You've got the goods, they are made right, priced right, and they are guaranteed. There's everything on your side to influence sales. Let's hear of you making them.

We know that you can dig up a pile of business if you ginger up and go after it right. We will supplement your work with special efforts in the office and by advertising.

Work up your enthusiasm. You can't make sales without enthusiasm. It's absolutely necessary. Enthusiasm is the best tool in a salesman's kit. Without it you may make a dent but you won't do much more. And you can't grow enthusiastic

unless you believe in the thing you are pushing.

We have got to make the dirt fly if we get the business we want this year. Let's all shovel and shovel hard. Make March one of the big months. Begin now.

Every department in the factory will get in line and push goods through so that we can fill all orders promptly. We must do this. Good service counts for a great deal. It's everything in fact. We want everybody to learn its importance. By giving it to the trade we are going to make trade.



### RECENT ORDERS.

From H. T. Kirkpatrick, of St. Louis, through E. E. Pedlow, 400 of our D-11902 for installation in the Railway Exchange Bldg. This makes a total to date of 1600 of this style cock ordered for this building, which will cost \$4,000,000.

From Rundle Spence Co., through James Smith, for 97 of our ½" D-9203 Rapidac Bibbs, and 7 of our ⅝" D-9206 Rapidac Hose Bibbs, to be installed in the Mayer Shoe Co. factory at Milwaukee.

From N. O. Nelson Mfg. Co., through E. E. Pedlow, for 800 of our D-12902 and also 4 N. P. Drinking Faucets. The Hanley-Casey Co. will install these goods in the Commonwealth Trust Building of St. Louis. This building will cost \$2,000,000.

From James Smith, 48 of our D-12004, to be installed in the State Normal School, of Oshkosh, Wis.

Through H. F. Clark, 28 of our D-11902 for Ward & McMahon, of Rock Island, to be installed in the Colonial Hotel, at that place.



### SALESMEN'S QUOTA.

The three salesmen taking highest rank above their quota for February were:

- 1—W. L. Jett.
- 2—M. T. Whitney.
- 3—James Smith.



### BULLETIN CANCELLED.

Cancel Bulletin SO-60 Section S, dated November 25, 1910.

## NEW YORK NOTES.

W. N. Fairfield has secured an order from J. J. Potter Co., of Springfield, Mass., for 72 D-12902 and 30 D-9045. These goods will be installed in the Dunlap Building.

W. F. Hennessy has secured an order for 2350 Special Buffalo Service Boxes. This order came through Pearson Coast Co., of New York City, and is for shipment to Brazil.

Mr. O. B. Mueller spent considerable time here recently, but has now returned to Sarnia.

Through Mr. Hennessy an order from the Honolulu Iron Works, of 29 Broadway New York, for 800  $\frac{1}{2}$ " D-3006 Corporation Cocks, 100  $\frac{3}{4}$ " D-3006 Corporation Cocks, 100 1" D-3006 Corporation Cocks, 50  $1\frac{1}{4}$ " D-3006 Corporation Cocks, 50  $1\frac{1}{2}$ " D-3006 Corporation Cocks, 25 2" D-3006 Corporation Cocks.

These goods are to be shipped to Honolulu.

Some splendid export orders have been secured. The Pierson Construction Company has placed an order for 4150 Service Clamps of various styles. D-14603, D-14508 and D-14512. Mr. Hennessy worked up this order. It goes to South America. He also secured an order from the same company for 2000 one inch D-15897 and 3000  $\frac{1}{2}$ " long lamp post cocks, D-15903—99000. All these goods go to South America.

A mail order from Muldowney & Godwin, Halifax, N. S., calls for 90 of D-11901.

Mr. Hennessy has secured from the Mayor Lane Co., an order for 100 of D-11901, with tee handle.

On his last trip to Rocky Mount, N. C., C. J. Tranter sold to the City 4 only  $2\frac{1}{2}$ " D-25834 sprinkling and flushing hydrants, two wrenches, 50291 and 49385. They will need quite a few more of these hydrants and we hope to secure the business.

We have information from Mr. A. A. Rice for the Mueller Record that Mr. Ford has been successful in securing another order for the Baltimore Jail, through James McCrea & Son, of Baltimore, Md. This order is for 144 D-11901 Basin Cocks.



The pocket is the seat of the human soul.

## REGULATOR NEWS.

We recently received an order from one of our customers for 50  $\frac{3}{8}$ " 13160 Special Regulators for service on gas with an initial pressure of 350 lbs. and a delivery pressure of 6 lbs. We also received an order from same parties for 50  $\frac{1}{4}$ " 13222 Pop Relief Valves with hard rubber seats. With the order for the 50 Regulators, they sent us as a sample one of a lot of four valves furnished them by us nearly a year ago, and on this returned sample valve was a tag with the following information from the customer:

"Regulator No. 11 received by us in April, 1912, has been in use ten months and has given excellent results. It came on order No. 6383 together with three others like it, and all have been worked O. K. This regulator was set for and has worked at 6 lbs. delivery pressure, with initial pressure of 350 lbs."

This sample regulator is still in first class condition in every respect.



## CANADIAN NEWS.

In the future issues of the Mueller Record we expect to devote a page to the Sarnia plant. All salesmen, especially those who travel in Canada, are advised to watch these pages, as information affecting their work will appear.

The Canadian plant is now beginning the manufacture of tapping machines and tools, and will soon be in position to furnish same to the trade.

Following this they expect to handle service boxes, service clamps, etc., taking on different lines as rapidly as possible.

Definite information however, as to when the Sarnia plant will be in a position to handle business, will be furnished the salesmen from the Sarnia plant direct.



## ACKNOWLEDGMENT.

We have the following letter from F. L. Hays, Jr., in reference to the February contest:

"I have your letter with check for ten dollars enclosed as prize on Repair Lids for February, for which I thank you."

## 9,000,000 GALLONS DAILY.

**Tremendous Saving Effected in New York  
—Good Talking Point.**

From Fire & Water Engineering: A resident of the borough of Brooklyn, New York, having written to Mayor Gaynor, complaining of the conduct of the water commissioner in examining the plumbing in his house and requiring him to have a leaking faucet repaired—both of which actions he seemed to look upon as an intolerable invasion of private rights which should call for the immediate dismissal of the official in question. Mayor Gaynor returned a reply. The mayor pointed out that the complaint was really leveled against one of the most business-like undertakings with which any city department has been credited of late. He showed that the waste of water through leaky and defective pipes and fixtures, because of the carelessness or niggardliness of householders, has been scandalous and little short of criminal at times, in view of the scarcity of water and the deprivation which many people had to endure—like wantonly wasting bread in time of threatening famine. The mayor says that in the last six months by the system of inspection which his correspondent complained of, there has been effected a daily saving of nineteen million gallons in Brooklyn, and more than sixty million gallons in Manhattan. "This reform," says the New York Tribune, "practically adds these large quantities to the available water supply of the city for the convenience, comfort and health of the people without lessening by a single drop the amount actually used by anybody. Reckoned at the meter rates, the saving to the city in value of water amounts to millions of dollars."

**GIVE THE AMOUNT.**

Salesmen frequently request that we send circulars to jobbers and others, but fail to indicate how many we should send. It is important to give the number and on future requests you are urged to do so.



"I don't object to a man telling all he knows," said Uncle Eben, "if he honestly knows all he tells."—Washington Star.

**TAPPING MACHINE MARKS.**

Salesmen are advised to cancel the item in the last Mueller Record regarding the markings of the various tapping machines. The markings in that item as furnished were wrong. Mr. Voelker of the machinery department gives the following markings as correct.

All No. 1 Mueller Machines are marked—C., J. or J. J.

All No. 2 Mueller Machines are marked, either—B., H., or H. H.

All No. 3 Mueller Machines are marked, either—D., or D. D.

All No. 4 Mueller Hot Water Machines are marked,—I. H.

**CHANGES OF ADDRESS.**

C. H. DuBois of the Decatur territory, has changed his address. He now lives at 242 West William St., Decatur.

Chas. J. G. Haus' address was given wrong in the last Record. It is Cambrian Apartments, 12th and Columbia Sts., Apartment No. 45. Portland Oregon. Pacific Telephone, Marshall 2810.

**POSITIONS WANTED.**

We have application for positions from several worthy men and you are requested to report to us if you hear of an opening.

In the water works trade we have A. A. Tucker, of Memphis, Tenn., M. L. Worrell, of Meriden, Miss., and Mr. Frank P. Morris, of Oshkosh, desires a position as journeyman plumber.

**AN OCCASIONAL TEN.**

An occasional \$10.00 is like finding a new hat, a pair of shoes or a half dozen shirts.

The way to find these things is to get into the contest and win \$10.00. There are four chances every month.



Health is natural and disease is abnormal.